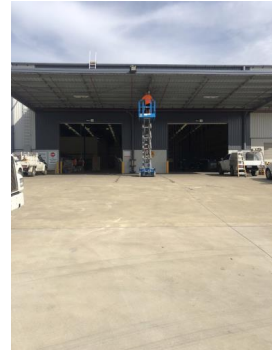


# Loading Dock Safe Operating Procedure



Title	Dock Safe Operating Procedure	Document Number	ANC.WHS
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Scope	ANC NAT, Docks, Dock Levelers, Traffic Management
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<b>Definitions</b>	<p><b>Loading Dock</b> – an area where vehicles are loaded/unloaded, typically a dock would be at a level either higher or lower than ground level in order to match a vehicles tray height and allow a person, trolley or forklift to enter/load/unload with ease.</p> <p><b>Dock Leveller</b>– an item or plant, usually electrically/hydraulically operated and used to match any differing levels of truck tray heights to that of the dock.</p> <p><b>Dock Door</b> – typically a roller door, operated by warehouse staff and only opened when a vehicle is present on the dock.</p>	
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Permits / Licenses	Reference	Risk Assessments
Depending on the site and work being conducted some Permits or Licenses may be required. E.g., White Card for construction site	WHS Legislation states risks involving plant and equipment must be reduced as far as reasonably practicable	

## Purpose

This document is designed to provide guidance and outline the procedures and conditions to be considered when working in or around the loading dock and hardstand area. To assist with identifying common hazards and risks as well as informing on safety processes to follow. The overall objective is to ensure safe and efficient movement of vehicles, equipment and personnel around the docks. The effective use of this SOP would contribute to the minimisation of delays, accidents, prevention of accidents and meet client expectations for safe work environments.

It is important to note that this SOP is not all encompassing, every dock is different and has its own set of rules and requirements, ensure that you are fully aware of them before working on the dock.

## Roles & Responsibilities

### Contractors/Drivers

- Take reasonable care for his or her own personal health and safety.
- Not adversely, by way of actions or otherwise, impact on the health and safety of other persons.
- Notify their employer if they are not fit for duty prior to commencing their shift.
- Always obey all applicable road rules and laws.
- Obey the applicable driving hours in accordance with legislation and take all reasonable steps to manage their fatigue and not drive with high levels of drowsiness.
- Obey all on-site signposted speed limits and comply with directions of traffic control supervisors in relation to movements in and around temporary or fixed work areas.
- Ensure all loads are safely restrained.
- Operate their vehicles in a safe and professional manner, with consideration for all other road users.
- Hold a current Australian State issued driver's licence if driving a heavy vehicle. Notify ANC or operator immediately should the status or conditions of their driver's license change in any way.
- Comply with other applicable workplace policies, including a zero tolerance of driving while under the influence of alcohol and/or illicit drugs.

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- Not use mobile phones when driving a vehicle or operating equipment. If the use of a mobile device is required, the driver shall pull over in a safe and legal location prior to the use of any mobile device.
- Advise management of any situations in which you know, or think may, present a threat to workplace health and safety.
- Drive according to prevailing conditions (such as during inclement weather) and reduce speed, if necessary.

## ANC & Client Site Supervisors

Client & ANC site supervisors should:

- Be familiar with and address their respective duty of care requirements in accordance with the applicable state Work Health and Safety legislation.
- Communicate with ANC at all levels to ensure no unsafe practices are occurring at the site ANC Site Supervisors.
- Provide support for workers in all aspects relating to working at the site including incident reporting, site induction, emergency response, traffic management etc
- Provide feedback to ANC management relating to safety issues at the site
- Consult with workers on any issues that could affect Workplace Health & Safety

## Management

- Conduct all business in a safe, professional and legal manner.
- Be familiar with and address their respective duty of care requirements in accordance with the applicable state Work Health and Safety legislation.
- Ensure all staff and sub-contractors are provided with sufficient training to undertake the required tasks.
- Ensure WHS Incident reporting is maintained and undertake necessary action(s) in relation to any reported issues.
- Drivers must be afforded sufficient time to conduct trips in a legal, compliant and safe manner.
- Vehicles shall not, in any manner, be knowingly overloaded.

Item	Description	Instructions & Explanations	Illustration
1	<b>Pre-site ANC Induction &amp; Training</b>	No ANC personnel should attend any client's sites until they are compliant in Rapid, supplied the required documentation and completed the courses. You should also obtain ANC required PPE- High-Vis clothing, pants and steel cap boots.	<b>Overall Status</b> <span>COMPLIANT</span> <b>Course Status</b> <span>COMPLIANT</span> <b>Document Status</b> <span>COMPLIANT</span> <b>Form Status</b> <span>COMPLIANT</span>
2	<b>Pre-site Induction &amp; Training</b>	You will need to be aware and understand the following regarding the client site: <ul style="list-style-type: none"> <li>• Site operating hours</li> <li>• Traffic Management Plan</li> <li>• Site Rules - D&amp;A, speed, mobile phone use, site security, site specific PPE</li> <li>• Route Assessment/Vehicle movement</li> <li>• Equipment at site e.g. rubbish compactor, dock levellers</li> </ul>	
4	<b>Traffic Management</b>	Key aspects of traffic management you will need to be aware of: <ul style="list-style-type: none"> <li>• Exclusion zones</li> <li>• Site rules</li> <li>• Visibility – Line of sight, mirrors</li> <li>• Pedestrian movement and walkways</li> </ul>	

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5	Vehicle Operation	<p>Safe operation of vehicles is paramount at any client site. The following should be considered regarding vehicle operation:</p> <ul style="list-style-type: none"> <li>• All drivers must have the relevant license to operate the vehicle.</li> <li>• Handbrakes should be engaged at all times when vehicles are stationary &amp; use wheel chocks if you have them.</li> <li>• Driver Safe Zones and waiting bays should be utilized where available</li> <li>• Some sites may require you to handover vehicle keys to ensure no unintended vehicle movement</li> <li>• Electric Vehicle charging bays and processes should be followed</li> <li>• Additional ventilation may be required if vehicles are entering buildings</li> </ul>	
6	Dock Levelers/Ramps	<p>Every site dock is different, some are elevated, and some are only ground level hardstand areas.</p> <p><b>Elevated docks</b> - If the dock is elevated, you will need to consider how the truck tray will meet the dock height. If your truck is not level with the dock, it is not safe to load your vehicle. Many docks have dock levellers to assist with ensuring the back of the truck is even with the dock for loading. Before operating dock leveller ensure you are trained in its safe operation. Also be aware of lockout tag out meaning the dock can't be operated.</p> <p><b>Hardstand dock</b> - If a hardstand area is used as the loading area, your main risks to consider is safely using your tail-lift and reducing working at height risk where possible.</p>	
7	Manual Handling Equipment (MHE)	<p>Some docks may have manual handling equipment (MHE) in use by ANC or by clients. These range from forklifts to manual pallet jacks. Mechanical equipment usually requires some form of training and/or competency. No one should operate mechanical equipment unless trained to do so and approved by ANC. Similarly with vehicles and pedestrians, exclusion zones and barriers should be adhered to whenever in the area operated with forklifts. Also be aware of lockout tag out meaning the MHE can't be operated.</p>	

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8	<b>Tail-Lifts</b>	<p>Operating tail-lifts can be dangerous and cause many hazards. Please refer to <a href="#">ANC's Safe Operation of Tail-lifts Procedure</a> to ensure you understand the risks and process steps of safely using your tail-lift.</p>	
9	<b>Manual Handling</b>	<p>In most cases loading and unloading at a dock involves manual handling tasks such as loading freight on and off your vehicle. First you must stop and assess the manual handling tasks for risks, then work towards a reduction of the risk to prevent MSD's.</p> <p>Before beginning any manual handling task <b>STOP and THINK</b> about whether the item you are going to lift is too heavy or awkward and will require assistance or mechanical aid. Apply <b>S.M.A.R.T</b> principles outlined in handout for all manual handling activities.</p>	
10	<b>Housekeeping</b>	<p>Good housekeeping at docks is critical to avoid slips, trips, and falls. All product staged for delivery should be organised and not be causing any trip hazards. Regularly cleaning of staging areas and your vehicle ensuring it is a sanitary, clear, and safe space to work. Rubbish should also be disposed of safely and correctly into relevant bins following site processes. If spills and leaks occur use spill kits if they are available.</p>	
11	<b>Working at Heights</b>	<p>Working at heights is a constant risk during loading from elevated docks to working on your truck tray or tail-lift. Although difficult to eliminate the risk you should always be looking to reduce the need to work at heights. Use the below acronym <b>ABCD3</b> to help you assess the risk:</p> <ul style="list-style-type: none"> <li><b>A</b>void working at heights and stay on the ground where possible</li> <li><b>B</b>arriers prevent a fall such as closing doors</li> <li><b>C</b>lear of Edges, stay clear of edges whilst working at heights</li> <li><b>D</b>on't Jump</li> <li><b>3</b> points of contact</li> </ul>	




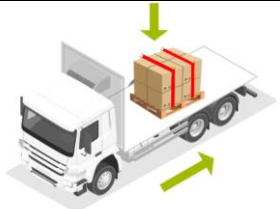


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12	<b>Task/Environment Conditions</b>	<p>Maintain awareness of your work environment conditions which can create or amplify risks and look to minimise the risk. This could include:</p> <ul style="list-style-type: none"> <li>• Inclement weather (rain, hail, wind)</li> <li>• Temperature problem (hot or cold)</li> <li>• Lighting or Noise levels</li> <li>• Air condition and ventilation</li> <li>• Housekeeping</li> <li>• Hazardous terrain e.g. uneven, sloped</li> <li>• Task structure</li> </ul>	
13	<b>Chain of Responsibility - Mass &amp; Dimensions</b>	<p>ANC &amp; the contractor must ensure that any vehicle that is loaded with client's product is loaded in line with the Mass Limits of that vehicle. During the loading process checking the manifest helps ensure the vehicle is not being overloaded. Some sites will also have weighbridges which can be used to check the vehicle weights. Refer to ANC's Chain of Responsibility Procedure for more details.</p>	
14	<b>Chain of Responsibility - Fatigue</b>	<p>Fatigue can affect a person's health, reduce performance and productivity, and increase the chance of a workplace accident or serious motor vehicle accident. Refer to ANC's Chain of Responsibility Procedure for more details.</p>	
15	<b>Chain of Responsibility – Load Restraint</b>	<p>Every load that leaves an ANC or ANC customer site must be restrained in line with the National Transport Commissions Load Restraint Guide 2018. Load restraint is a key part of the loading process, and the vehicle should not be moved until all freight is safely restrained. Refer to ANC's Chain of Responsibility Procedure for more details.</p>	
16	<b>Emergency Response</b>	<p>Whilst working at loading dock you must be aware of the site's emergency response procedures and first aid. If you are not aware raise this with your supervisor.</p>	
17	<b>Incident Reporting</b>	<p>Report all incidents to ANC through Rapid Incident.</p>	

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