

New Customer Guide For Presenting Pallets To H&M Distribution Ltd

A Pallet should be of a good quality, it must be stable and undamaged.

1. Goods must be adequately secured to the pallet using good quality banding/wrapping
2. The goods should be fully wrapped for weather protection
3. To check the stability of a pallet a **"PUSH TEST"** should be performed, if the goods move or topple, they are not safe enough to travel
4. Load Containment is how well the goods are secured to the pallet
5. If a pallet is found to be in an unfit state our Driver is entitled to refuse collection
6. Our Drivers will secure the load with his fitted restraint system

Best Practice to Shrink Wrap A Palletised Load

1. **Prepare The Load** - First, choose a sturdy pallet that is the right size for the items to be palletised, then make sure the items are as close together as possible. Any spaces between them may cause the load to shift after its been wrapped.
2. **Elevate The Load** - If the load is placed on an elevated surface or a stack of empty pallets it will make it considerably easier and reduce the risk of manual handling injury
3. **Attach The Film** – Pull out some wrap then thread this through one corner of the pallet, tying a knot is not necessary as the film will adhere to itself. Before wrapping commences ensure the work area is clear of any obstacles
4. **Focus On The Base** – Wrap around the base of the pallet, following in the same direction as you started. The base is important to prevent the load from slipping off the pallet, so will be needed to be wrapped several times, ensuring that the edge of the film goes underneath the corners. Remember to keep the film taut as you go
5. **Work Your Way Up** – Continue to wrap upwards, keeping the film stretched tightly and ensuring that each layer overlaps with the preceding one by 50%. Don't be tempted to skimp on wrap around the middle of the load. The top of the load should be wrapped twice to ensure stability. The important factor is not the gauge of the film but the containment force applied by keeping the wrap taut
6. **Tidy Up** – When you reach the top of the load, test its stability and decide if more wrapping is needed. When the load is stable, tear the film or cut with a knife and tuck away the end of the wrap to ensure it doesn't get caught on machinery such as FLTs

Good Example



Poor Example



For further advice:

<https://www.palletwaysonline.com/about-pallet-delivery>

<https://vimeo.com/226002042>

Load Security

The Department of Transport state that the Driver isn't the only person responsible for the safety of the vehicle or its load, every stakeholder in the supply chain has responsibilities:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/411093/safetyloads_onvehicles.pdf

HSE statistics show that workplace transport is one of the highest risk work activities accounting for over half of all death or injury incidents reported to the HSE

Many incidents are a direct result of poor load securing, for example:

- items falling out of any vehicle when the curtain is opened for unloading and hitting someone stood next to the vehicle
- items falling out of a vehicle during unloading, causing someone to jump out of the way and fall
- poorly-secured loads collapsing or falling over during the journey so they have to be unloaded by hand, and someone then slipping over on the load bed or falling from the vehicle
- damage to goods, property or the infrastructure, which will eventually be passed onto the consumer

Consequences of poor load securing

- Death or Serious Injury
- Damaged Reputation
- Prosecution

All H&M Drivers are trained to use the Load matrix as used by the Inspectors from the DVSA/HSE

The load security matrix has 3 tables showing:

- the risk represented by the type of load
- the type of load securing used
- what action to take based on where a load and its security fit within the previous tables

Risk represented by the type of load

This table shows examples of the different load types, but there are other kinds.

Load type A

Metal pipes, sheet or bar

Reinforced concrete

Bricks, stone or concrete

Vehicles including scrap

Plant machinery

Reels including steel, wire or paper

Kegs and barrels

Stacked loaded skips

Empty skips stacked more than 3 high

Metal casings

Glass

Containers or work cabins

Load type B

Timber

FIBCs/bulk powder

Roll cages

Bagged aggregate

Empty skips stacked 3 high

Heavy palletised goods

Load type C

Clothing

Wood chip

Waste paper

Coal bags

Bulk material (in tipper)

Packaging material

Single loaded skips

Empty skips less than 3 high

Light palletised goods

Type of load security used
Defect category 1

No load securing

> 1m gap between front of load and vehicle headboard

Defect category 2

>30cm gap between load and vehicle headboard

Unsheeted load in bulk tipper or skip

Defect category 3

Lashings on rope hooks

Minor damage to headboard not affecting structural integrity

Appropriate action
Load type
Defect category 1
Defect category 2
Defect category 3

Load type A

Prohibit

Prohibit

Advise

Load type B

Prohibit

Prohibit/Advise

Advise

Load type C

Prohibit

Advise

Advise

When loads are not secured!



This Happens

We at H&M are happy to assist with training/advice to ensure your goods reach the end user as you intended.

We have extensive experience in all industries that send products by pallets, our drivers continually receive ongoing training to ensure we are compliant and are following best practice.