

Manual Handling : Essential Information for Colleagues

This pack is to help you facilitate the monthly health and safety meeting for your site in **Feb v1 2025**

Please ensure you complete the template [Monthly Unit Safety Meeting.doc](#)

This Month's Topic	Manual Handling
Training available	MyLearning at Compass/ Site Information : Manual Handling STCSSI 12/Task Cards
 Compass Relevant Documents	<ul style="list-style-type: none"> Compass 'task cards' identify if manual handling risks are present with picture Manual Handling Activity Filer ES04 Lifting and Carrying Risk Assessment ES04a (if directed by ES04) Pushing and Pulling Risk Assessment ES04b (if directed by ES04) Site Information : Manual Handling STCSSI 12
Lessons Learnt	See the two lesson learnt relating to manual handling

TASK FOR THIS H&S MEETING

Volunteers to demonstrate their lifting technique for others to feedback on. Find a large empty box for this one and clear some space!

1. **What could be improved?**
2. **How could the likelihood of injury be decreased?**
3. **What environmental factors could influence safety?**
4. **Is the task within the ability of the colleagues?**
5. **Could the load be broken into smaller parts to decrease weight?**

PREVENTING MANUAL HANDLING INJURY

Whether we're setting up banquet halls, arranging tables, or moving equipment, proper manual handling techniques are essential to **prevent injuries**.

Break Tasks into Smaller Loads: If a load is too heavy or bulky to handle safely, consider breaking it down into smaller, more manageable loads. This reduces the risk of strain and allows for better control.

KEY POINTS TO SAFE MANUAL HANDLING

Assess the Task: Before lifting or moving any objects, take a moment to assess the weight, size, and shape of the load. Determine if you need assistance or moving equipment to complete the task safely.

Use Equipment Properly: When using equipment such as trolleys, dollies, or lifting aids, ensure that you are trained in their proper use. Follow manufacturer guidelines and never exceed the equipment's weight limits.

Use Proper Lifting Techniques: When lifting, remember to bend your knees, keep your back straight, and maintain a firm grip on the object. Lift with your legs, not your back, to minimize strain.

Take Regular Breaks: Manual handling tasks can be physically demanding, so it's essential to take regular breaks to rest and stretch. Listen to your body and don't overexert yourself.

Teamwork Matters: Don't hesitate to ask for help when dealing with heavy or awkward loads. Working together as a team can prevent injuries and make tasks more manageable.

MANUAL HANDLING RISK ASSESSMENT FOR YOUR SITE

All sites must complete the '**Manual Handling – Activity Filter ES04**' to assess the risk. If Activity Filter identifies that the risk at site is higher then complete relevant risk assessments: **Lifting & Carrying Risk Assessment ES04a** and/or **ES04b Pushing & Pulling Risk Assessment**.

Clear Pathways: Ensure that pathways are clear of obstacles and that you have a clear route before moving any objects. This reduces the risk of tripping or dropping items.

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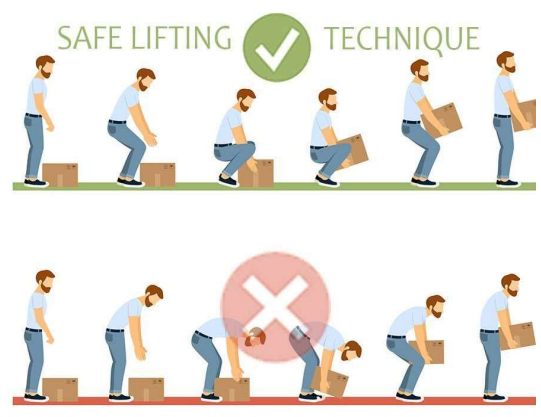
INJURIES OCCUR IN SEVERAL WAYS

Excessive load beyond capability	Awkward Posture	Existing Injury or Condition	Repeated Work

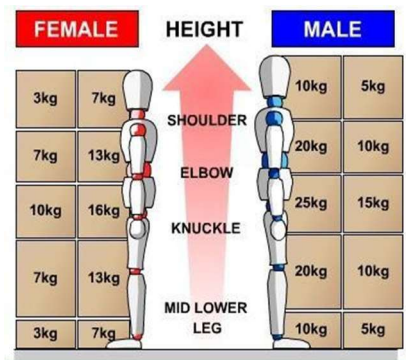
CORRECT MANUAL HANDLING TECHNIQUES

1. Think before handling/lifting
2. Keep the load close to your waist
3. Adopt a stable position.
4. Ensure a good hold on the load.
5. Slight bending of your back, hips and knees
6. Don't flex your back any further while lifting.
7. Avoid twisting your back or leaning sideways.
8. Keep your head up when handling.
9. Move smoothly.
10. Don't lift or handle more than you can easily manage.
11. Put down, then adjust

GOOD VS BAD MANUAL HANDLING TECHNIQUES



INDIVIDUAL CAPABILITY



ACCIDENT REPORTING




- Report all accidents, incidents & near misses are reported on AIR3. Link to new incident report system here : [AIR3](#)
- More information on Hazard Spotting and Near Miss reporting: [AIR3 Information](#)

LESSONS LEARNT

Finally, talk your teams through some real examples of serious injury below.



LESSONS LEARNT

Type of Incident:	Dislocated left shoulder from manual handling
Classification of Incident:	RIDDOR
Summary of Incident:	<p>Agency worker was unloading/carrying chairs 10 high from a vehicle for an event and lost balance as a result dislocated their left shoulder.</p> <p>The route to the event was of more than one level and no manual handling aid was used, however there was chair trolleys available on the transport.</p> <p>Agency worker was taken to hospital and was signed off work for more than 7 days.</p>
Photographs of Incident:	 <p>Please note photos are from the same event but different day and are an example of how staff lift and their route.</p>
Possible Causes:	<p>Possible cause of accident due to a lack of site induction, as it was agency it was presumed that they were fully trained by the agency, which is correct to an extent, however site inductions were not carried out.</p> <p>Agency staff not using chair lift aid which was available at the back of the transport.</p>
Immediate Action Taken:	Agency staff taken to hospital and a review of process undertaken.



<p>Lessons Learnt :</p>	<p>Following the incident, Ultimate experience to introduce CH&CO agency leaflet and discuss/toolbox talk each morning key H&S topics regarding the tasks in hand and a full site induction complete during completion of Agency leaflet.</p> <ul style="list-style-type: none"> • Do not over stack chairs and use chair lifting aids. • Agency leaflet complete prior to commencing employment. • Morning toolbox talks regarding key H&S related issues/tasks for the day ahead i.e., how to use the chair lifts/are there any changes in levels when loading and unloading equipment. • Training on additional equipment not covered in agency training such as chair lifting aids etc. • Chair lifting aids to be stored at the entrance to the transport truck so they are available immediately. <p>Ultimate experience Operations manager made aware of this and communicated to staff including agency.</p>
<p>Actions to be Taken (By Whom)</p>	<p>Operations manager to communicate the requirements of agency leaflet to all sites and future sites.</p> <p>Operations Manager to identify any additional training or RA/SSoW which may be required at start of each project.</p> <p>Review H&S policy to identify any updates or changes required.</p> <p>Site Managers to include checks on monthly internal H&S audits.</p>



LESSONS LEARNT

Type of Incident:	Twisted knee during lifting and handling
Classification of Incident:	RIDDOR
Summary of Incident:	<p>Employee was reaching for a box of bagasse (food containers disposable) in the storeroom and twisted their knee.</p> <p>The storeroom was free of obstruction, however boxes stored unsecure and too high.</p> <p>Employee continued to work that day and administered own first aid in the evening and returned to work the next day. Employee then took the next 3 days off due to incident and returned back for one day before their day off once they returned back to work the pain was not bearable employee went to doctor and was signed off for 14 days.</p>
Photographs of Incident:	<div data-bbox="405 1151 938 1294" data-label="Image"> </div> <p>Please note photos are from the storeroom after incident (not on day of incident).</p>
Possible Causes:	<p>Possible cause</p> <p>Rushing due the need of the product during service</p> <p>Employee not undertaking specific manual handling risk assessment for the task</p> <p>Overstocking/unsecure/too high storage of boxes in storeroom</p> <p>Aids not used (foot stool)</p> <p>Manual handling, specific manual handling and workplace risk assessments not rated correctly</p> <ul style="list-style-type: none"> • Workplace assessment likelihood rating-controlled is the same as uncontrolled and recorded as lower. Operations manager did not sign the risk assessment once the site manager completed. • Manual handling Risk assessment-controlled rating was initially rated the same as uncontrolled and with the review the severity rating was higher controlled than uncontrolled and likelihood rating is not correct on final



	<p>assessment (not assessed thoroughly may look rushed), not resigned or dated from review.</p> <ul style="list-style-type: none"> • Specific manual handling risk assessment is assessed for emptying waste bins and bags more detail required in review to cover all manual handling tasks, reviewed section more detail required, and assessment requires signing and dated once full review is complete. <p>Continuing to work after incident 9 days before doctor visit.</p>
<p>Immediate Action Taken:</p>	<p>Employee continued to work, and incident was not recorded at time as a first aid incident.</p>
<p>Lessons Learnt :</p>	<p>Following the incident, QHSE undertook a visit to discuss the incident with site</p> <ul style="list-style-type: none"> • Record incidents immediately or as soon as possible after the incident to capture as much information as possible while it is fresh, then log onto BiOne system for QHSE to support on investigation. • Full assessment of employee once incidents have occurred to evaluate first aid requirements. • Return to works to be complete on day of return. • Restock all required products evening/morning prior to open to prevent rushing for stock. • Risk assessments must be assessed and reviewed effectively (lone working, generic manual handling, specific manual handling and workplace risk assessment) - the aim of the risk assessment process is to evaluate hazards, then remove that hazard or minimize the level of its risk by adding control measures, as necessary. By doing so, you have created a safer and healthier workplace. • Storeroom overstocked in an unsecure high manor. • Aids to be used such as foot stools etc is required to be captured on risk assessments. <p>Site and Operations manager made aware of this to be communicated to staff.</p>



Actions to be Taken (By Whom)	<p>Operations manager to communicate the requirements to site level.</p> <p>Operations Manager to support in review of risk assessments.</p> <p>Site manager to review storage space and procedures.</p> <p>Ste manager to highlight lack of storage issues on monthly audits and escalate to operations manager/client.</p> <p>Review ordering procedure (frequent deliveries less stock) where possible.</p> <p>Site manager and senior site team to have refresher training on BiOne and incident reporting procedures – access to log in to BiOne when manager is not present.</p> <p>Operations manager to review and sign workplace risk assessment and site monthly audits (this can be scanned or emailed to be reviewed).</p> <p>Site manager to sign return to work form and complete on day of return going forward.</p> <p>Monthly H&S meetings to be complete and minute recorded to demonstrate highlighting key H&S topics.</p> <p>Staff to be refreshed on manual handling ABC and risk assessment training cards to be complete on completion of reviewed risk assessment.</p>
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