



<b>Document Code:</b>	SSP-SG 002	<b>Revision No:</b>	00
<b>Document Title:</b>	<b>Safety Guidelines: Material Handling Safety (Manual and Mechanical Handling)</b>	<b>Creation Date:</b>	20-Feb-2026
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## Safety Guidelines: Material Handling Safety (Manual and Mechanical Handling)

### 1. PURPOSE

To prevent injuries (sprains, strains, back injuries), property damage, and struck-by/caught-between incidents by ensuring safe **manual handling** and **mechanical handling** (forklift, pallet jack, carts, hoists) of materials in production, warehouse, and loading/unloading areas.

### 2. SCOPE

**2.1** All personnel involved in handling, moving, lifting, pushing, pulling, stacking, and storing materials in production, warehouse, and loading/unloading areas.

**2.2** This guideline covers manual handling of cartons, sacks, and containers, and mechanical handling using forklifts, pallet jacks, hand trucks, trolleys, conveyors, and lifting devices.

### 3. DEFINITION OF TERMS

**3.1 Manual Handling** – Lifting, carrying, pushing, pulling, holding, or moving loads by hand or bodily force.

**3.2 Mechanical Handling** – Using equipment (forklift, pallet jack, hoist, cart) to move loads.

**3.3 MSD (Musculoskeletal Disorder)** – Injury affecting the muscles, joints, tendons (e.g., back strain).



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**3.4 Struck-by / Caught-between** – Injuries caused by being hit by moving equipment or trapped between objects.

**3.5 Load Limit** – Maximum safe weight/capacity of a person or equipment.

**3.6 Spotter** – Assigned person assisting equipment movement in tight or pedestrian areas.

## 4. RESPONSIBILITIES

### 4.1 Customers/ Material Handlers

**4.1.1** Attend safety training and orientation before deployment.

**4.1.2** Observe proper lifting procedures, use mechanical aids whenever available, and follow all safety reminders and client/company safety rules (see Sections 7–8).

**4.1.3** Inspect loads and pathways before moving.

**4.1.4** Report unsafe stacking, damaged pallets, equipment issues and Potential Hazard that can cause Accident

### 4.2 Customer Concierge

**4.2.1** Provide daily reminders and monitor safe behavior on the production floor.

**4.2.2** Report unsafe work to the Client Safety Officer and correct it immediately.

**4.2.3** Conduct toolbox talks, inspections, and coaching.



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**4.2.3** Receive accident notifications and coordinate response.

**4.2.4** Ensure the incident report is completed within 24 hours.

**4.2.5** Ensure all customers attend safety orientation before deployment.

**4.2.6** Enforce safe material handling practices and task assignment.

**4.2.7** Ensure buddy system/spotters and load limits are followed

**4.2.8** Stop unsafe acts and correct stacking/traffic issues immediately

**4.2.9** Investigate handling-related incidents/near-misses and recommend controls.

### **4.3 Equipment Operators (Forklift/Pallet Jack/Hoist)**

**4.3.1** Only certified operators are allowed to operate equipment.

**4.3.2** Perform pre-use checks and follow traffic rules.

**4.3.3** Stop operations when pedestrians enter danger zones.

### **4.4 First Aider**

**4.4.1** Provide first aid for strains, crush injuries, and other handling-related incidents.

**4.4.2** Assess severity and decide if escalation is needed (clinic/ambulance/ER).



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**4.4.3** Ensure first aid supplies are available; coordinate replenishment with Supervisor/Safety Officer.

**4.4.4** Record all first aid treatments and submit incident details for reporting within 24 hours.

#### **4.5 Business Unit Admin (BU Admin)**

**4.5.1** Process and track PPE requests (type, size, quantity).

**4.5.2** Request PPE from Purchasing and monitor delivery/issuance.

**4.5.3** Provide needed documents/support during incidents.

#### **4.6 Business Unit Head (BU Head)**

**4.6.1** Ensure hazards escalated by Customer Concierge are addressed promptly with the client and internal teams.

**4.6.2** Decide on operational controls if hazard remains (stop work, pull-out staff, restrict access, temporary controls).

**4.6.3** Lead coordination with client management for corrective action timelines and accountability.

**4.6.4** Ensure incident investigations and corrective actions are completed and documented.

#### **4.7 Safety Officer 3**

**4.7.1** Provide guidance to Safety Officers/ Customer Concierge



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**4.7.2** Ensure safety training programs and reporting systems are implemented and updated.

#### **4.8 Purchasing**

**4.8.1** Procure approved, task-appropriate PPE and ensure correct sizing.

**4.8.2** Maintain buffer stock and ensure timely delivery.

### **5. POLICY STATEMENTS (Rules and Awareness)**

#### **5.1 General Material Handling Rules**

**5.1.1** Plan the lift/move: check route, floor condition, and destination space.

**5.1.2** Keep walkways clear and dry; report slippery floors immediately.

**5.1.3** Wear required PPE: safety shoes, gloves (as needed), high-vis vest in forklift zones.

**5.1.4** No rushing, horseplay, or carrying loads that block vision.

**5.1.5** **No headset, earphones, or earbuds** are allowed while working in material handling areas (warehouse, production movement zones, loading bays). Only approved hearing protection (earplugs/earmuffs) is allowed when required by noise risk.

### **6. MANUAL HANDLING POLICY (Lifting/Carrying by Hand)**

#### **6.1 When Manual Handling is Allowed**



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**6.1.1** Only lift manually if the load is manageable, stable, and the route is safe.

**6.1.2** Use team lift/buddy system when load is bulky, awkward, or heavy.

## 6.2 Safe Lifting Reminders

**6.2.1 Assess the load:** weight, shape, sharp edges, leaks, hot surfaces.

**6.2.2 Use correct posture:** feet shoulder-width, bend knees, keep back neutral.

**6.2.3 Hold load close:** avoid reaching; keep elbows near body.

**6.2.4 No twisting:** turn with your feet, not your waist.

**6.2.5 Set down safely:** fingers clear; place load on stable surface.

**6.2.6 Stop if painful:** report to Customer Concierge; do not continue through pain.

## 6.3 Manual Handling Controls

**6.3.1** Lift only what you can safely handle.

**6.3.2** Use aids: hand truck, cart, pallet, rollers

**6.3.3** Rotate tasks to reduce repetitive strain for high-frequency lifting.

# 7. MECHANICAL HANDLING (Forklift, Pallet Jack, Carts, Hoists)

## 7.1 Authorization and Pre-Use Checks

**7.1.1** Only trained/authorized operators may use forklifts/hoists.

**7.1.2** Conduct pre-use inspection: brakes, horn, tires, forks, chains, battery/fuel, leaks.

**7.1.3** Defective equipment must be tagged “OUT OF SERVICE” and reported.



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## 7.2 Forklift and Pedestrian Safety

- 7.2.1 Maintain speed limits and follow designated lanes.
- 7.2.2 Keep pedestrians separated using barriers/markings where possible.
- 7.2.3 Use horn at blind corners and crossings.
- 7.2.4 No riders on forklifts unless a designated seat is provided.
- 7.2.5 Keep forks low while traveling; never lift people on forks.

## 7.3 Safe Load Handling (Mechanical)

- 7.3.1 Verify load weight does not exceed equipment capacity.
- 7.3.2 Secure unstable loads (wrap/strap) and ensure proper pallet condition.
- 7.3.3 Avoid sudden turns/braking; maintain control on ramps.
- 7.3.4 Stack within safe height limits; keep heavy loads at the bottom.
- 7.3.5 Never stand under suspended loads (hoists/cranes).

## 7.4 Loading/Unloading Safety

- 7.4.1 Chock wheels where required; confirm dock plate is secured.
- 7.4.2 Maintain clear communication between operator and spotter.
- 7.4.3 No entry into trailer/truck if unsafe flooring or poor lighting is present.
- 7.4.4 **Do not use a forklift to lift a person.** Lifting personnel using forks or pallets is strictly prohibited. Use only approved access equipment (e.g., ladder, platform, or approved man-basket if allowed by the client and with proper controls).



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## 8. HOUSEKEEPING & STORAGE (Prevent Falling Objects)

- 8.1 Stack materials properly: stable base, no overhang, and within approved height limits.
- 8.2 Use racking correctly; **do not climb racks** or stack materials to create steps.
- 8.3 Remove damaged pallets/containers immediately and tag as **“Do Not Use.”**
- 8.4 Keep aisles, exits, pedestrian lanes, and fire equipment access clear at all times.

## 9. TRAINING & AWARENESS PROGRAM

### 9.1 Mandatory Trainings (Initial + Refresher)

- 9.1.1 Manual handling and ergonomics basics
- 9.1.2 Mechanical handling awareness (pedestrian rules, spotter rules)
- 9.1.3 Forklift safety (for operators) + pedestrian safety (for all)
- 9.1.4 Safe stacking and storage practices
- 9.1.5 Incident/near-miss reporting and hazard observation

### 9.2 Toolbox Talks (10–15 minutes, Weekly Rotation)

- 9.2.1 “Safe lifting posture” refresher



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**9.2.2** When to use team lift vs equipment

**9.2.3** Pallet condition checks

**9.2.4** Forklift blind spot awareness

**9.2.5** Preventing falling objects and blocked aisles

## 10. INCIDENT RESPONSE & REPORTING

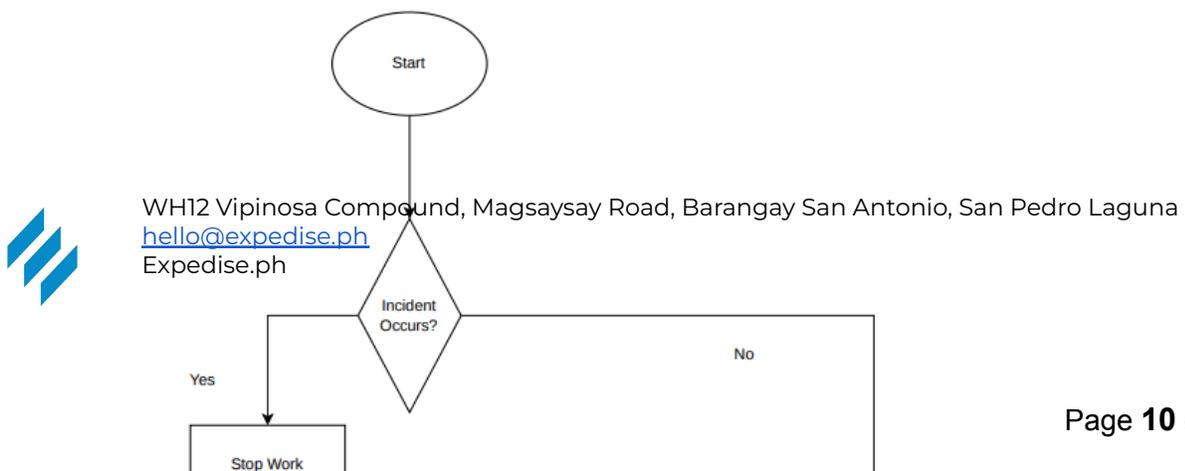
**10.1** Stop work and secure area if there is dropped load, near-miss, or equipment issue.

**10.2** Call First Aider for injuries; escalate to clinic/ER if needed.

**10.3** Report to Business Unit admin/Safety Officer and complete incident report within 24 hours.

**10.4** Track corrective actions until closed (training, layout changes, equipment repair)

### 10.5 Incident Response Flow Chart





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