

Order Picker Course Training Notes

TLILIC0004 – Licence to Operate an Order Picker
TLI – Transport and Logistics Training Package



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Introduction

Welcome to The Operator School's Order Picker Training Course

This training resource looks at the risks and hazards that Order Picker drivers have to deal with in their everyday work. These activities include checking the work instructions, pre-start checks, checking the route, vehicle and load, risk assessment, loading and load handling, safe driving techniques and shutdown.

It's really important that you understand your Order Picking forklift. You must be fully trained and you must understand the information in the operator's manual. It should be kept in a place where an operator has easy access to it (on the machine). If you have trouble understanding anything in the manual, ask your supervisor for help.



Housekeeping and Induction

- **You must be 18 years of age to hold an Order Picker licence.**
- **You must not be afraid of heights or suffer from Vertigo.**
- Mobile Phones to be switched off – you will be given several breaks throughout the day.
- Fridge for cold drinks available (and to store your lunch if needed).
- You will be able to order lunch at one of the nearby takeaway shops if you have not bought lunch with you. Alternatively, Harbour Town Shopping Centre is only 5 minutes away.
- Do not sit /or stand on any of the machinery if the Trainer is not with you.
- This is a non-smoking facility – smokers should stand outside the front gate on the grass if they wish to smoke during a break.
- Please dispose of cigarette butts and litter appropriately in the bins provided.
- Students should ensure that they are not by the consumption of alcohol, legal or illegal drugs, in such a state as to endanger their own health or that of their fellow trainees. You will be asked to leave if you are disruptive to the learning environment or do anything to endanger yourself or any other trainee.
- Practical Jokes and “messing around” are prohibited.
- All trainees have the right to study in an environment that is free from any kind of harassment.
- Please discuss with your trainer any hazards or dangers identified.
- Emergency Assembly Points are as per the signed diagrams. This will be clarified on site by the trainer.
- Everyone must be wearing safety boots (enclosed shoes at a minimum).
- Trainees who are not wearing a high visibility shirt will be given a high visibility vest for use on the training course.

Training and Certificate of Competency

An Order Picker operator must be trained and hold the relevant Certificate of Competency to operate an Order Picker in the workplace. The Order Picker Competency TLILIC0004 is taken from TLI Transport and Logistics Training Package and the Order Picker qualification issued in Queensland (class LO on the High Risk Work Licence) is recognized nationally. The qualification you are working towards is based on general use.

Competence in this standard requires evidence of the ability to utilise the components and controls of an Order Picker to carry out operations without damage to the machine itself, other vehicles, loads, property or injury to people. It requires the ability to read data plates, calculate the weight of loads, conduct pre-start and shut-down procedures to ensure mechanical reliability. It requires the ability to communicate and cooperate with other personnel such as co-workers, general public, prevent spillage of load, demonstrate emergency operating procedures and maintain operating records.

The assessment must determine that there is sufficient underpinning knowledge and practical skill with an Order Picker for the operator to take the licence and operate in a new workplace. The assessment must be adjustable but prescriptive to ensure transferability.

REMEMBER: It is not about doing it once to pass an exam.

You are being assessed from the moment that you enrol on your course and throughout your training. All training records will be retained by The Operator School and it is the students' responsibility to complete the training documentation in full before completion of the course.

Independent authorised assessors evaluate operators' skills against a national instrument of assessment, provided to us by Safe Work Australia (SWA).

A Certificate of Competency indicates the holder has achieved basic standards of competency in the safe operation of an Order Picker truck.

Site-specific and refresher training should be provided by the employer to maintain and enhance the operator's skill level as should additional training for specific attachments.

Entry Requirements

- Must be 18 years of age to hold an Order Picker licence.
- Must be able to provide proof of identity (100 points required).
- Must be able to speak, read and understand English.
- Must have basic maths ability for calculating loads.

Evolution of the Licence

Early Plastic Licence



Old OHS Plastic Licence



Current High Risk Work Licence (photographic and 5 year renewable)



Learners and Logbooks

Employers and operators must know that the only people who can operate an Order Picker are;

- A licenced operator who is competent (and has relevant, recent experience).
- A trainee.

*A trainee is a person enrolled into a course of training who is also working under **direct supervision** of a current high risk work (Order Picker) licence holder.*

- A person who has lodged an Order Picker licence application with Worksafe Qld (within 60 days of attaining the competency) and is waiting to receive their licence in the mail.

This covers students who are enrolled with The Operator School on a beginner course, where your training records will be completed internally here onsite and online.

This also covers students that are with enrolled on a 2 stage course which is completed in conjunction with their employer.

If enrolled in a 2 stage course, you must be **directly supervised** by someone who holds a current Order Picker licence and has the necessary experience to allow for the completion of your practical work based training. All workplace hours of operation will be recorded in your Order Picker Logbook that is issued by The Operator School.

The gap between sitting the theory, completing the logbook and undertaking the final assessments should not exceed 2 months.

The workbook you complete here is a formal record of your training.

Under the current Work Health and Safety Regulation 2011, the maximum fine for someone operating an order picker without a licence is 200 penalty points (\$20,000). Under previous Legislation this was 40 penalty points (\$4,000).

Work Health and Safety Inspectors have been given greater powers to deal with accidents and infringements they encounter but they do have to adhere to strict guidelines, as outlined in the 2011 Work Health and Safety Act and the 2011 Work Health and Safety Regulations. Fines are based on penalty points. One point equals \$100.

Issuance of Licence

As part of your application for your High Risk Work licence you will have to meet the following responsibilities / requirements:

- Have photographic evidence to prove your identification.
- You will need your Statement of Attainment to show competency.
- You must not give false or misleading information.
- You must not apply for a high risk work licence if you already hold an equivalent one issued in another state by another regulator.
- You are required to declare any
 - a) Previous WHS convictions or offences.
 - b) If you have ever had an equivalent high risk licence refused, suspended or cancelled in Queensland or any other State in Australia.
 - c) Details of any enforceable undertakings that you have entered into under the Australian Work Health and Safety Act or Regulations.

Once you have completed your course (achieved competency) and you have been issued with your Candidate Assessment Summary (CAS), which is emailed to you. You are then legally allowed to operate an Order Picker in a workplace **for up to 60 days** until you have lodged your licence application on line with Worksafe Qld. The Receipt for your licence application fee should be stapled to the front of your paperwork as proof of your lodgement. The fee is currently \$98.50.

Once you have lodged your licence application, you are legally allowed to operate from the lodgement date until you hear from WHSQ regarding the outcome of your licence application.

At 61 days, if you have not lodged your licence application, you will have to undergo re-assessment at a minimum, possibly even further training if a long time has elapsed since your 60 day deadline.

An Order Picker Licence (LO) issued in Queensland is recognized nationally. It is a photographic High Risk Work licence, renewable every 5 years and is valid for any weight class of Order Picker. Once you hold a licence, if you change address you have 14 days to notify WHSQ (this can be done on line). The fine for non-notification is 12.5 penalty points (\$1,250).



Legislation and Regulations

The work health and safety legislation consists of an integrated package of a Work Health and Safety (WHS) Act, supported by Work Health and Safety (WHS) Regulations, Codes of Practice and a National Compliance and Enforcement Policy.

Safe Work Australia is the national policy body responsible for the development and evaluation of the WHS laws. The Commonwealth, states and territories are responsible for regulating and enforcing work health and safety laws in their jurisdictions.

There are many sources of workplace health and safety information. Some of the main sources are listed below.

1. **Acts**

These are Laws to protect the health, safety and welfare of people at work which are defined in the Work Health and Safety Act 2011.

2. **Regulations**

These give more details or information on particular parts of the Act. Refer to Work Health and Safety Regulations 2011.

3. **Codes of Practice**

The codes of practice are practical instructions on how to meet the terms of the Law. Codes of practice are admissible in court proceedings under the WHS Act and Regulations.

There are over 50 codes of practice currently adopted by Queensland as of January 2020. Therefore it is important that you are aware of the Codes of Practice that are relative to your workplace.

4. **Australian Standards**

Australian Standards are minimum levels of performance or quality for a hazard, work process or product.

In addition to these you may refer to Management plans or job procedures, manufacturer's instructions and operations manuals. You may also consult with your workplace WHS representative to gain the information required.

Competent Framework – “Due Diligence”

With the introduction of the 2011 harmonised Work Health and Safety Legislation there is an underlying chain of responsibility under which everyone has an obligation to exercise due diligence and take responsibility for themselves. There should be a constant “checking” process taking place and no one can afford complacency or stagnation under these laws.

Legislation states that a licence holder must exercise due diligence and reasonable care to work in a safe manner and do everything within their power to prevent injury or accidents to themselves and others.

However, even when a person is legally permitted to operate an Order Picker (they hold a current licence), an employer must not allow them operate if they do not think that they are competent. The employer may look at imposing refresher or additional training or stop them using the machines.

The licence holder themselves must either re-train or cease to do the work if they feel they are no longer competent to operate the machine. This situation may arise if they have changed their job description and no longer operate a machine as they may lose the skills and knowledge to perform safely.

If a WHSQ Principal Inspector walks on site they have the authority to direct any order picker licence holder to undertake a re-assessment of the competency if they reasonably believe that the licence holder may not be competent to carry out that work.

This situation may also occur if an incident or near miss has been reported to WHSQ by an employer, a worker, a member of the public or a person in the factory next door that feels an unsafe practice is occurring.

A High Risk Work licence holder must always operate in a safe manner; exercise due diligence and not take any risks whilst operating an Order Picker. This responsibility accompanies holding a High Risk Work licence.

In instances where an Order Picker licence holder has not exercised due diligence or reasonable care, the offender can be penalised by the regulator in the following way.

The Regulator can:

- Cancel a licence.
- Suspend a licence.
- Refuse to renew a Licence.
- Direct you to undergo a re-assessment to determine competency.
- Prosecute.

Communication

Communication is of paramount importance in any workplace.

Under the Work Health and Safety Act 2011 (sections 46 – 49) a person conducting a business or undertaking (PCBU) has a duty to consult with workers and Health and Safety Representatives, Safety Officers, Site Engineers and Supervisors about matters that directly affect them. This extends to consulting with contractors and their workers, employees of labour hire companies, students on work experience, apprentices and trainees, as well as with the PCBU's own employees and volunteer workers.

There may be a number of different duty holders involved in work (e.g. suppliers, contractors and building owners). If more than one person in the workplace has a health and safety duty they must consult all other people with the same duty. Each duty holder must share information in a timely manner and cooperate to meet health and safety obligations.

Employers should complete an induction with you if you are new to a workplace.

Employers should explain all the communication processes for reporting hazards, ensure you are familiar with your job requirements and emergency procedures and provide any Personal Protective Equipment (PPE) required for completion of tasks. In any workplace there are procedures and paperwork that are specific to that site.

Communication methods may include written instructions, signage, questioning techniques, meetings, 2-way radios, audible and visual warnings, hand signals, information sessions and emails. Methods of communication should be decided at the planning stage, before work starts.



The training provided on your Order Picker course is generic to a basic industry standard and does not equate to experience. A PCBU still has an obligation to ensure the worker has received instruction and training on the specific piece of plant they will be required to operate and the particular job that they will be required to do.

The employer must do as much as reasonably practicable to ensure that they remain competent and regular training and checks should be made.

Fatigue Management

Employers must provide and maintain a work environment without risks to health and safety and always ensure: -

- Inductions are undertaken for new workers.
- Operators avoid stress and fatigue.
- A safe work environment, systems and equipment is provided including making arrangements to ensure the safe use, handling and storage of plant, structures and substances.
- Safe supervision and work instructions.
- Consultation takes place with employees on the safety of the workplace.
- Personal Protective Equipment is provided and used including instruction and training on the correct use and storage of the PPE.
- Provision of training for any new machines or new attachments.
- Provision of site specific and refresher training to maintain and enhance employee's skill levels.
- Inductions take place for changes to traffic management plans, work place policies or procedures.
- A register of licenced order picker operators is maintained and ensure visiting contractors hold a current, relevant licence.

Employees must ensure that they: -

- Are in a fit state to work – not too tired etc.
- Co-operate with their employers, performing work in a safe manner.
- Are alert in identifying and reporting hazards.
- Use and look after the Personal Protective Equipment that has been provided.
- Know the safety plan and work methods.
- Are responsible to operate safely.

If due diligence is not exercised whilst operating an Order Picker, it could result in serious injury. It may also result in a licence being suspended or cancelled or the regulator may refuse an application to renew the licence and the offender may also be prosecuted.

Things All Order Picker drivers must know:

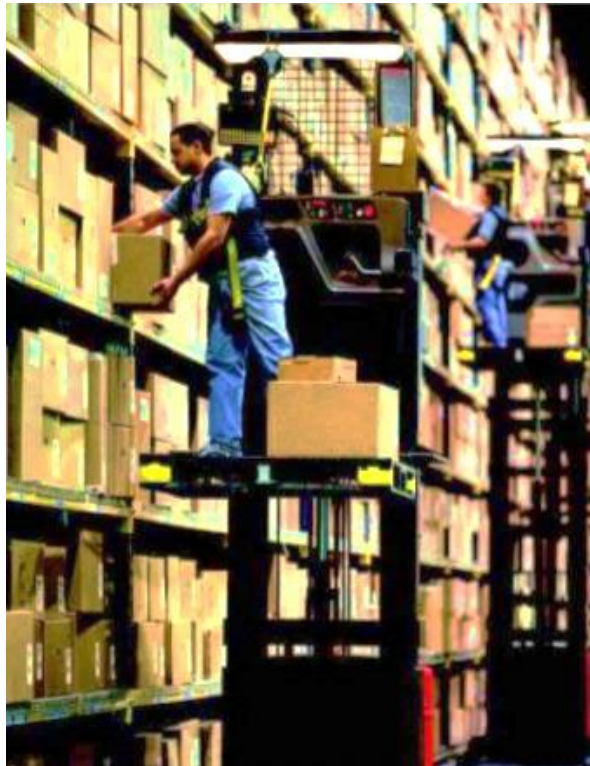
- The conditions of operating an Order Picker in their workplace.
- The features of Order Pickers.
- How to complete pre-checks.
- Stability Principles.
- The capacity of their Order Picker truck – Data Plate / Manual.
- How to drive an Order Picker safely.
- How to perform maintenance checks.
- Parking procedures.
- How to conduct Post Operational checks.
- Shut down procedures.
- Emergency actions in the event of breakdowns.

These elements, together with a few things that we think is useful, form the basis of our Order Picker course.

What is an Order Picker?

They are a short wheel based truck with a vertical sliding carriage / platform. They are used to retrieve and transport stock.

When operating an Order Picker, the Operator goes up with the controls to pick orders from warehouse racking.



What is not an Order Picker?

A Forklift with a Cage



Reach Truck



Know your Workplace

All sorts of Order Pickers are used in all sorts of workplaces, but all Order Pickers have one thing in common. They can be very dangerous if you don't use them safely.



Did you know that a loaded medium sized Order Picker weighs about the same as your average medium rigid truck and can cause just as much damage and injury.

Order Pickers can hit people and they can hit things.

Order Pickers can tip over with you in it.

Order Pickers are very dangerous and need to be treated with caution!

This is why Workplace Health and Safety have re-classified Order Picker licences to High Risk Work licences.

As an Order Picker operator you need to constantly be on the lookout for hazards because hazards create risks. This means there's a greater chance of injury or death.

Order Pickers also have a lot of overhang so this must be taken into consideration when turning. Make wide turns allowing for "swept" area.

A hazard can be a physical thing. For example, the forks on the Order Picker or uneven surfaces.

A hazard can also be how you do something like driving an Order Picker too fast or not having a balanced load.

Accidents are caused by what you do and what you don't do. It's part of your duty of care and your responsibility to avoid harm to yourself and to other people, to keep a look out for hazards and risks and report them. Your workplace has guidelines about hazards and risks. Follow them; they are there to protect you.

If the hazard is something that you're doing, then change the way you do it or stop doing it.

Eliminate the hazard or fix it and you're definitely reducing the risk of harm.

Stopping an Order Picker

An Order Picker's brakes are less reactive than other vehicles' but they can still cause a tip over or loss of load when applied heavily in an emergency.

For controlled stopping, plugging is used. It is also the recommended method of reducing speed and changing direction during operation.

Plugging explained in simple terms: Whenever you move the direction / speed control handle in the opposite direction of travel the Order Picker is plugging which means you are travelling forward and you change to reverse. This is sometimes referred to a "wash off" as in washing off speed.

Plugging may also be used to stop the Order Picker. This will not stop the machine as quickly as braking (taking your foot off the Deadman's switch) but it is an alternative way to bring the machine to a smooth, controlled stop.

To plug, rotate the directional / speed control handle through neutral in the opposite direction of Order Picker travel.

The Order Picker will slowly come to and stop and will then start travelling in the opposite direction. The further past neutral the directional / speed handle is moved, the greater the plugging force.

To stop the machine, especially in an emergency, release the Deadman's pedal. This can be jerky, similar to applying a handbrake in a car whilst in motion. It is important to refer to the manufacturer's operating handbook for recommended procedures as all machines are different.

At all workplaces, speed limits should be prominently displayed, observed and enforced. Signs must be placed so that Order Picker operators can easily see them.
Avoid travel at height and many potential accidents will be avoided.

Effective traffic management planning, intelligent systems fitted to Order Pickers (Smart Order Pickers) and appropriate operator behaviour are the three major contributors to minimising the incidence of pedestrian injuries.

Inductions, Permits and Paperwork

As far as is reasonably practicable, all employers should provide workplaces that are safe for all workers as well as any visitors to the workplace.

Each workplace has conditions that can contribute to dangerous situations. Operators should inspect the workplace for any potential hazards and make sure they are eliminated or minimised before operating the Order Picker. Operators should constantly monitor the situation whilst performing their tasks for potential new hazards or developing hazards.

On some sites it may be necessary to obtain a work permit to operate an Order Picker as a safety control measure and to comply with site regulations (WH&S). This is often referred to as a hazardous work permit (HWP) or you may need a confined space permit, a pink card (railways) dangerous goods licence. It may also be necessary to do a Job Safety Analysis

Some example forms are below.

- Employers should complete site inductions.



ADCO Constructions Pty Ltd
Site Specific Induction
Australia Fair Refurbishment
 Name: *Christopher Shephard*
 Date of Induction: *13/9/10*
 This card must be carried at all times on site and produced on demand.

- It may be necessary to obtain hazardous work permits (HWP) if working in a Nuclear Power Station or with explosives, chemicals.

Appendix 1 Example of Work Permit for Internal Combustion Engine Forklift

WORK PERMIT FOR COMPRESSION IGNITION FORK-LIFT OPERATION

Location for Permit:	SINCLAIR ST ARUNDEL
Task Description:	MOVING PAINT DRUMS
Date and Time of issue:	17-11-10 13:00
Start and Finish Time Permit Effective:	18-11-10 9:00 → 17:00
Equipment to be used:	KOMATSU F.D. FLAME PROOF

Entry Permit Precautions Checklist:

- Processes giving rise to vapour emission ceased, (e.g. decanting, transferring or opening packages, spraying)
- Atmosphere checked to be below 10% of LEL using calibrated flammability meter where residual vapours expected to be present;
- Intrinsicly safe ventilation means provided to reduce flammable atmosphere to below 10% before entry
- Forklift does not have fuel, oil or LPG leaks
- No frayed or kinked hoses, loose hose or pipe connections or loose cylinder fittings present
- Electric equipment in good working order (e.g. no exposed elements on broken lights, no exposed wiring)
- Tyres in good working order
- Exhaust system gas escapes through exhaust pipe only free of defects (e.g. no passing gaskets or joints, corroded or damaged exhaust manifolds pipe or mufflers)
- Brakes in good working order
- Fan belt and drive belt show no evidence of slipping
- Appropriate fire extinguisher on forklift
- Forklift appears to be safe to use, and free from defects
- Fire watcher assigned to supervise task and remain alert to outbreaks of fire or changes that may be hazardous and ensure permit adhered to at all times
- Store or process area inspected and made free of any leaks, spills or sources of emission of flammable materials

Job Safety Analysis

(Below is an example of a Job Safety Analysis Sheet);

Company Name:

Site Name:

Contractor:

Activity:

Date:

Permit to work required YES NO

JSA No:

Approved by:

Activity List the tasks needed to do the job in the order they are done	Hazards List the Hazards that could cause injury whilst the task is being done	Risk Control Measures List the things that could be done to minimise the risk of injury from the hazard you have identified	Who is responsible? Write the name of the person responsible (supervisor, manager etc) for putting the control measures into place

- Work Method Statement – This is generated by the employer’s policies taking into account relevant standards and codes of practice.
- Other requirements may include; dangerous goods qualifications, a pink card (railways), blue or white cards, ASIC clearances or risk assessments.
- Work Plan - Your employer has to provide you with a safe working environment and a safe working method.

Work Plan

Before you start work you've got to have a **work plan**, this should be provided by your employer.

- Check out where you're going to be working, what your task is and who else will be working there.
- Is the machine capable of doing the job you need it to do?
- Do you need any other equipment? ...Is it available?
- What paperwork do you need? ...JSA's, permits etc.?
- What communication methods are in place? ...Are they adequate?
- Is there enough light? You need to be able to see properly and other people need to be able to see you.
- Is it noisy?
- Is there enough ventilation? Working at height close to roof structures can cause an operator to become dehydrated if done for a long period. Operators can be overcome by heat exhaustion and start making poor operational decisions. Stay hydrated!
- What Personal Protective Equipment do you need?

Take time to look at the **Traffic Management Plan**. Everyone should have a traffic management plan and everyone should follow it - enforce exclusion zones (see next section).

Know what to do if you are loading hazardous goods – these are some of the more common signs that you will see around a workplace. Workplace policy will require an employee to undergo dangerous goods training courses to learn the specific requirements needed for dealing with the chemicals, gases or acids that are kept or transported from that workplace.

This will also include an understanding and the possible registration of Safety Data Sheets (SDS).



Site Evaluation

As far as is reasonably practicable all employers should provide workplaces that are safe for all workers as well as any visitors to the workplace.

Each workplace has conditions that can contribute to dangerous situations. Operators should inspect the workplace for any potential hazards and make sure they are eliminated or minimised before operating the Order Picker. Operators should constantly monitor the situation whilst performing their tasks for potential new hazards or developing hazards.

Hazard; means a situation or thing that has the potential to harm a person. Hazards at work may include but are not limited to: a moving Order Picker, noisy machinery, chemicals, electricity, working at heights, a repetitive job or bullying and violence at the workplace.

Risk; is the possibility that harm (death, injury or illness) might occur when exposed to a hazard and risk control; means taking action to eliminate health and safety risks so far as is reasonably practicable and if that is not possible, minimising the risks so far as is reasonably practicable.

Accidents are caused by what you do and also what you don't do. It's part of your duty of care and your responsibility to avoid harm to yourself and to other people, to keep a look out for hazards and risks and to report them. You must co-operate with anything the employer puts in place to comply with WHS requirements and not intentionally interfere with or misuse anything provided for upholding WHS regulations.

Effective traffic management planning, intelligent systems fitted to Order Pickers like speed limiters or proximity sensors and appropriate operator behaviour are the three major contributors to minimising the incidence of pedestrian injuries.

As an Order Picker operator you need to constantly be on the lookout for hazards because hazards create risks. This means there's a greater chance of injury, or death.

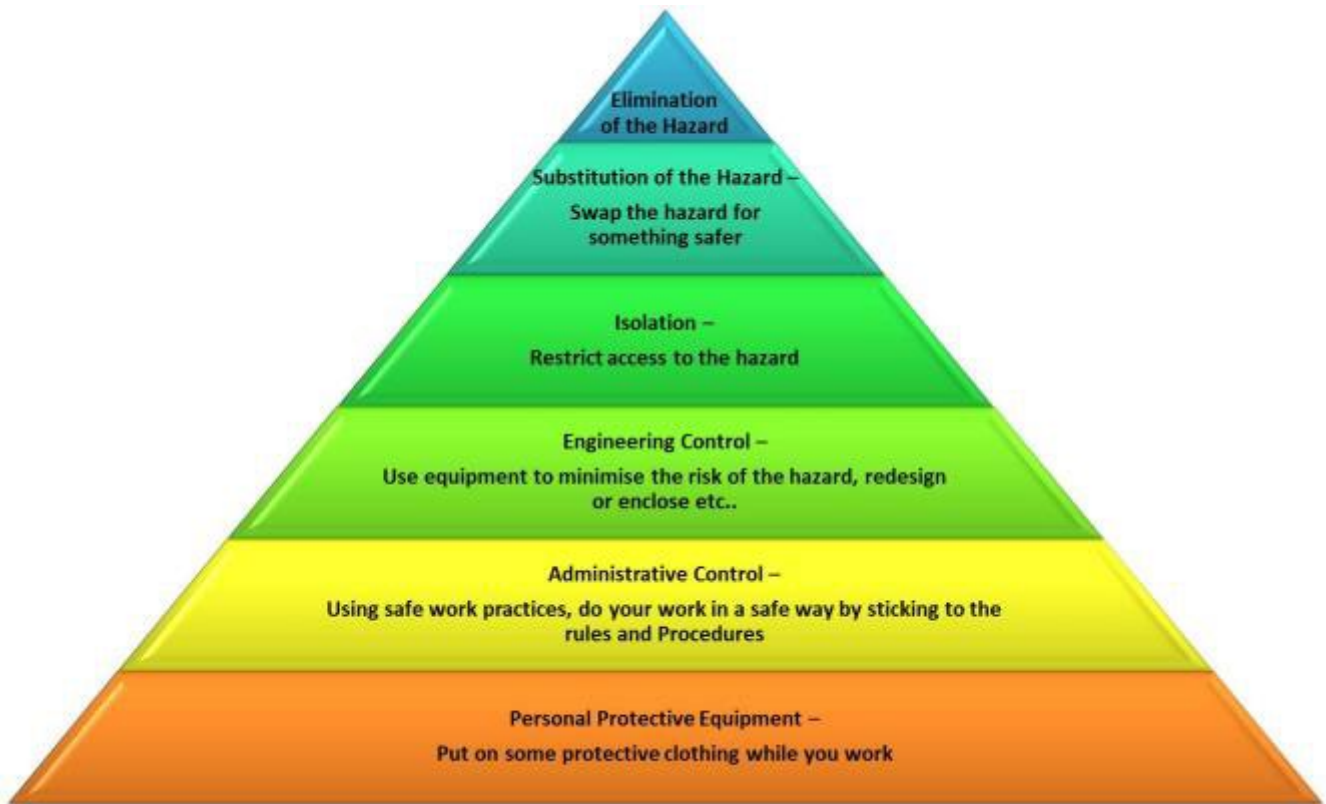
If the hazard is something that you're doing, then change the way you do it or stop doing it. Eliminate the hazard, or fix it, and you're definitely reducing the risk of harm.

Every worksite has its own unique hazards and learning to identify them is an important step in maintaining a safe workplace. When you are on site always check for hazards at a high level, at your eye level and at ground level.



Hierarchy of Control

When planning short or long-term strategies the law requires that risks are eliminated, otherwise the Hierarchy of Control must be considered.



Hierarchy of Control	Control Measure
Eliminate	Separate pedestrians and Order Pickers – change layout of the worksite.
Substitute	Replace Order Pickers with an automated conveyor system.
Isolate	Fit barricades.
Engineering controls	Install speed limiters.
Administrative controls	Create ‘no-go zones’ that are clearly marked. Use signs.
PPE	High visibility clothing.

Administrative control measures and PPE do not control the hazard at the source. They rely on human behaviour and supervision and used on their own, tend to be the least effective control measures in minimising risks.

You might need to use a combination of control measures to minimise the risk associated with the hazard. Whatever the control measure, make sure it complies with the appropriate standards. These can include: Legislation and Regulations (laws), Australian Standards, Manufacturer’s specifications and Industry standards (where applicable), site requirements and Codes of Practice.

Order Pickers and Pedestrians

Put simply, pedestrians and Order Pickers do not mix.

Order Pickers are one of the most dangerous pieces of equipment found in the workplace.

Separation of pedestrian and Order Picker traffic will lower injury rates.

Order Picker traffic should be prohibited or minimized around such areas as tearooms, time clocks, cafeterias, amenities and entrances.

Aisles should be blocked off when working at height so that if the machine tips over there is no chance of a bystander being injured or killed (like felling a tree). Enforcing this will also prevent someone from being hurt if an item drops from height.

Designate exclusion zones for Pedestrians around Order Pickers. The work platform must be at a low height or ground level when around pedestrians.

If a pedestrian is within 3 metres of an Order Picker, employers are required to justify this practice through risk assessment and suitable risk control measures.

Pedestrian walkways must be clearly marked. Installing physical barriers ensures workstations are separated from Order Picker travel areas.

Work Health and Safety have decided you cannot travel on the machine unless you are 600mm or below off the ground, so you cannot travel along to pick stock at height.



In this warehouse Red and Green labels are used to differentiate between one way aisles.

Audio and visual warnings such as strobes, beepers, height /speed limiters, proximity sensors and lock out switches for the handrails are all important and if fitted should not be tampered with as this could result in legal action.

Safety at intersections and blind corners can be enhanced by the addition of overhead dome mirrors, the Halo System or the Blue Light Warning System. Slow down, give way and beep the horn twice.

Never turn the Order Picker when the platform is elevated, especially going in and out of aisles and racking systems. The machine must be lowered to turn.

Crushing is the most common form of Order Picker related injury sustained by pedestrians. Steel toe capped boots will probably not prevent crushed toes.

Even when travelling at low speeds, Order Pickers present significant risk to the safety of pedestrians.

Employers should not wait until an Order Picker-related death or injury takes place in their workplace before separating Order Picker and pedestrian zones. If you are here in an employer or manager capacity make the changes needed today. New workplaces should be designed to provide separate zones for pedestrians and Order Pickers from the outset.

Warning Systems

The Halo System projects a visible safety zone around the machine that can be adjusted to suit the appropriate safety distance set by the company policy.



The blue warning light system helps prevent dangerous collisions. As the Order Picker travels, a bright blue light glides across the floor ahead of or behind it (depending on the exclusion zone required), letting pedestrians know that an Order Picker is approaching.



Hazard Identification

Check the site for any hazards, have a good look around your workplace for hazards, look up high, all around and down low.

Is there anything in the way? If there is something in the way, move it if you can.

Check out the route you'll be driving, make sure it's clear to travel.

Everyone in the workplace should adhere to the **Traffic Management Plan** and exclusion zones should be enforced (see next section).

Inspect the surfaces you'll be driving over as slippery surfaces can cause the Order Picker to tip over.

Check out heights of doors and make sure the mast / overhead guard of your Order Picker can drive through clearly. Are the doors wide enough for you to drive through without hitting anything? **Roller doors should be all the way up or all the way down.**

Are there any other fixed structures up high such as a gantry crane, roof beams, overhead service pipes, lighting rails, electric lines, overhead sprinkler heads or air-conditioning ducts?

If there is a bridge to cross, check for clearances and weight limits.

Watch out for other vehicles in the area. Is there enough space to drive and turn so you don't hit anything? Be aware of blind corners and blind alleyways with traffic intersections. You may need a spotter to guide you, especially if you have a large or long load.

You may have to be aware of building hazards, uneven floors, offices, restrooms or cafés if working in a large warehouse.

Work Surface

The working surface for an Order Picker needs to be able to support its weight. It ideally should be a concrete surface but it must be hard, smooth and flat. It should not be operated on inclines, over steel decks/grates or on unusual or uneven, cracked surfaces to ensure stability is maintained for machine, operator and load.



Do not drive on uneven ground



Do not drive over grates

Weather & Environmental Conditions

There are a number of external factors that could affect Order Picker operations. Sometimes these factors cannot be eliminated but can be carefully planned for by altering aspects of the work plan. These include but are not limited to;

- **Rain;** may affect the operating surface and visibility. Travel slowly and avoid fast turns and abrupt braking
- **Wind;** could compromise stability when at height. Avoid operating in high winds
- **Ultra Violet (UV) exposure;** can cause sunburn which may lead to skin cancer. Protect yourself from sun glare with appropriate PPE
- **Water/Ice on operating surface;** creates a slippery surface affecting stopping distances and grip. Slow down and operate with caution
- **Extreme Heat;** could affect the operator resulting in dehydration, fatigue and heat stroke. Keep hydrated and use cooling fans



Operating on wet surfaces should be avoided



Operating at height in warehouses can subject the operator to extreme heat

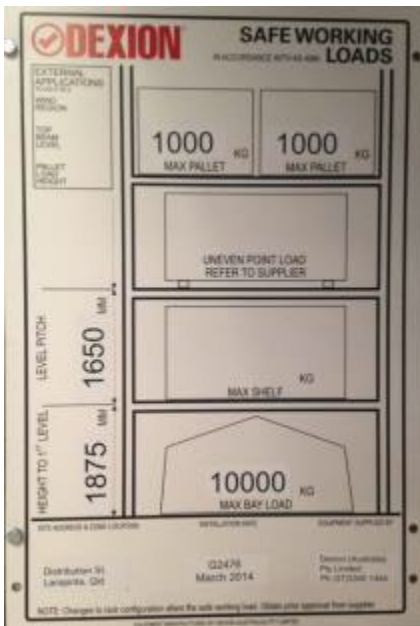
Lighting



Ensure you have adequate lighting in your workspace. If the lighting is not sufficient, fix the problem and consider wearing reflective clothing.

Racking

You must inspect any storage racking. Will it hold the weight? You can check this by looking at the weight **placard** on the racking. All racking used in the workplace must comply with Australian Standard AS4084-2012 and must not have any structural damage.



If you're working near **power conductors**, you need to be a safe distance from them to protect you from **electrocution**. See *section on electricity for more information*.

If you observe any hazards that may impact on the safe operation of an Order Picker, notify your Supervisor. It may be necessary to do this in writing.

Checking these things only takes a few minutes but a serious injury will affect you for a life time.

Traffic Management Plan

A traffic management plan is essential to address many of the risks associated with the use of Order Pickers in the workplace.

Separating the interaction of powered mobile plant, such as Order Pickers from pedestrians is imperative to the workplace health and safety of personnel. When Order Pickers are operating in stock aisles the aisles should be chained off at each end to prevent pedestrian entry.

The preferred way to develop a traffic management plan is to identify any hazards, assess the risks that may be caused by persons coming into contact with that hazard and then put in place risk control measures to eliminate or minimise any risks.

Consultation is central to developing a traffic management plan supported by all Workplace parties. Health and safety representatives (HSRs), Order Picker operators, other workers and employers should all play a part. This will result in a more informed decision, a boost in job satisfaction and morale, an improved commitment to health and safety and by extension, fewer workplace injuries.

When identifying risk control measures consider the source of the risk and **develop practical, workable controls.**

Controls may include mapping the most efficient route with regard to traffic flows, reducing the frequency of interaction with hazards, substituting an Order Picker with another suitable load shifting equipment and where reasonably practicable, eliminating the risk altogether by negating the need for machinery. People and machinery should be separated wherever possible.

Once risk controls are in place they must be regularly reviewed to gauge effectiveness.

An effective traffic management plan can use a range of devices such as pedestrian and Order Picker exclusion zones, safety zones for truck drivers, safety barriers, containment fences, reduced speed or height limiting devices (Smart Order Pickers) and signs.

All those at the workplace, including visitors, must be advised of the site's traffic management plan.

Wire Guidance System

Many warehouses have a wire guidance system (automated steering system working by radio control). When the wire guidance system is activated on the machine you operate all the controls as normal except the steering is automatic.



The system works by the Operator slowly driving the Order Picker straight ahead (motor first) towards the entrance to the aisle (*See position 1 on the diagram below*). Make sure the guide wheels engage with the guide rails.

As The Order Picker approaches (*position 2*) it slows down to the required speed which has been pre-programmed into the Wire Guidance System.

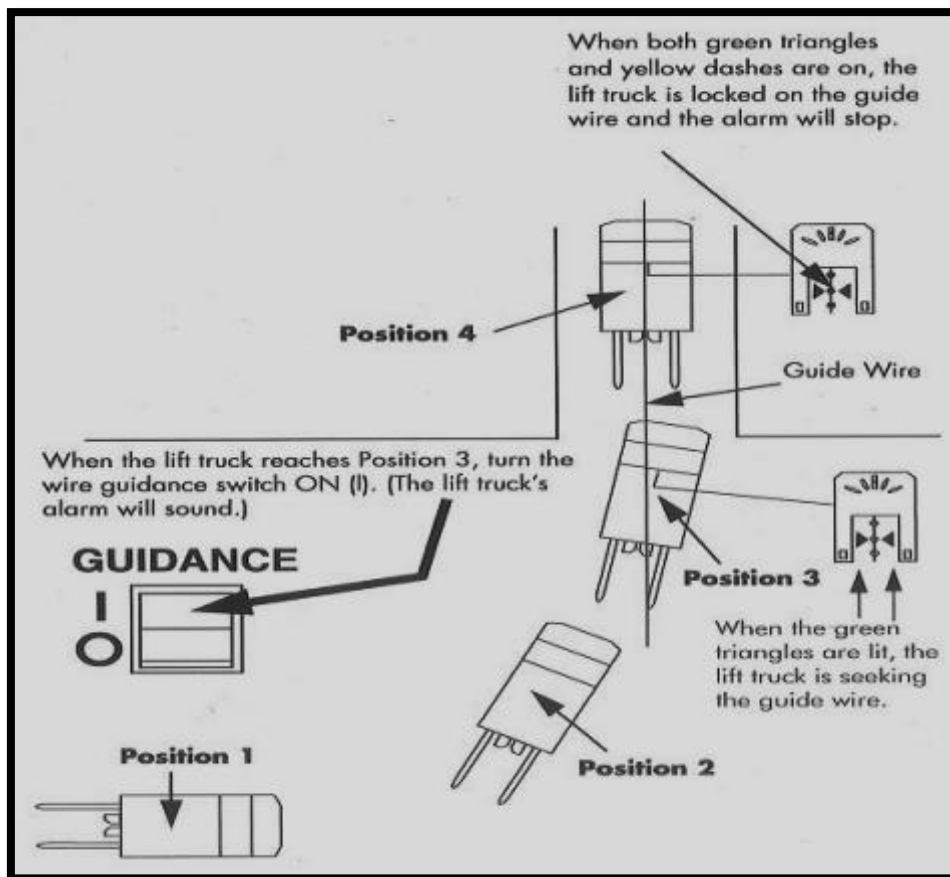
The Operator of the Order Picker may have to turn the wire guidance system on when he reaches (*position 3*) on the diagram or this may engage automatically when the two guide wheels press against the guide rails. An alarm will sound, wire guidance warning lights will activate on the machine and the drive wheel will automatically align in a longitudinal direction (the steer wheel indicator points straight ahead). When the Order Picker senses the guidewire is there, the alarm will stop and the steering will become automatic (*position 4*).

Lights may come on and stay lit to confirm that the Order Picker is locked on the guide wire. The Order Picker can then be driven at its full rated speed or at the speed governed by the system.

Exit the aisle slowly and facing straight ahead. When the two guide wheels on the truck lose contact with the rails, the guidance system may switch off automatically or the operator may be required to switch it off manually. There will be an audible sound confirming that the truck has disengaged from the guidance system.

Some machines have an automatic end of aisle slow down feature installed.

The only negative aspect of this system is “crabbing” the machine pulls sideways if an operator has not lined the entry up properly.



Guide Rails

Guide Rails are a similar system to the wire guidance system, but it is a manual system. Guide rails are installed along the bottom of racking to make a guidance system and outriggers (activation guide wheels) are installed along the side of the Order Picker so they can run along it.

There are double rail systems and single rail systems.

Always travel motor first, the Order Picker will be easier to steer and at the end of an aisle, it will minimize overhang or protrusion.

The negative side of this system is that the lead in rails at the entry protrude out which can be a hazard. Plus there will be breaks in the system for emergency exits and crossing aisles.



Guide Rails

Order Pickers and Electricity

Refer to your States Relevant Electrical Code of Practice.

Keep a safe distance from electric sources and conductors.

Find out where all power sources / lines are located in your workplace. Do not operate an Order Picking forklift truck under power lines or close to overhead power. To avoid the machine making contact with the lines when it is raised, operators must be aware of the droop or sag in the middle of a power line. Constant vigilance and a trained observer are required whilst working or travelling in the vicinity of live electricity.

If you do make contact with an electrical source:

If possible, attempt to break the Order Picker's contact with power source by moving the Order Picker itself or by moving the mast, or fork arms. Be aware that the controls maybe electrified so you should not attempt to do this if there is any possibility that you are endangering yourself.

Alternatively,

- 1 Stay calm and stay on the machine – do not touch controls, they may be electrified.
- 2 Warn others to stay away until the power has been switched off.
- 3 Avoid touching any surrounding metal objects like racking systems.
- 4 Call for assistance.
- 5 Do not leave the Order Picker until the electricity has been turned off.

If you are forced to dismount and are at a safe height to exit the Order Picker, the following steps may be followed depending on the situation;

- 6 Disconnect your harness and lanyard
- 7 Then jump (or shuffle) with both feet as close together as possible to a distance of at least 8 metres away, do not walk or run as ground maybe electrified (you do not want to earth yourself). Do not make contact with the ground and the Order Picker at the same time.
- 8 Avoid any water and obstacles
- 9 Be aware of potential difference in voltage.
- 10 Stand this safe distance away until help arrives.
- 11 Fill in an incident report form and report the incident to management and the power company as soon as possible.
- 12 Make sure Order Picker is checked over for damage before re-use.

Preparing for Work

Before you start driving the Order Picker, there are a few things you need to do or know, so you can work safely. Firstly you need to prepare yourself including what you require for personal protective equipment.

Personal Protective Equipment (PPE)



Order Picker operators always have to wear PPE.

It is the responsibility of the employer to provide the necessary protective equipment (this maybe a labour hire company if you are working for them). The PPE must be in good working order and training and instruction on the PPE must be provided, 60 penalty points **may** apply for non-compliance.

It is the responsibility of workers to inspect the equipment prior to use and report faults. It is also the responsibility of the worker to wear and use the equipment properly and follow the training and instruction that was provided. PPE must not be wilfully damaged. 36 penalty points may apply for non-compliance.

Clothing should not be too loose, loose clothing can catch on controls. Long hair should be tied back. Also be aware of Jewellery that can also catch on controls.

Harness and Lanyard

The most important Personal Protective Equipment when working with an Order Picker is the Harness and Lanyard. **It is mandatory for a harness and lanyard to be worn.** There is a separate section on safety equipment further on in these training notes.

Safety Helmets

Safety helmets must be worn wherever there is a risk of objects falling from above and on any work site where the hard hat sign is displayed. Make sure that you wear a helmet marked as complying with AS 1801 *Industrial Safety Helmets* if one is required.

High Visibility Shirts / Jackets

High visibility clothing is mandatory in many workplaces – it makes it easier for people to see you.

Gloves

Gloves protect your hands from:

- Heat and abrasion
- Molten metal
- Sharp edges
- Chemicals
- Handling Goods

Eye Protection & Face Shields

You must wear eye protection that conforms to *AS 1337 Eye protectors for industrial applications* (goggles, face shields etc), if you are likely to be exposed to:

- Physical damage caused by flying particles, dust, molten metal.
- Chemical damage caused by toxic liquids, gases, vapours, dusts.
- Radiation damage caused by sunlight, visible light, infra-red, laser and welding flashes.
- Acids from batteries.

Respiratory Protection

Wear a face mask or respirator that conforms to *AS1716 Respiratory protective devices* if you are likely to be exposed to:

- Toxic gases and vapours
- Toxic or disease causing dusts, such as silica and asbestos.

Inhalation of some chemical vapours and gases can cause a wide range of unpleasant symptoms including narcosis, headaches and in some cases death.

Hearing Protection

Hearing damage is likely if you are exposed to long periods of industrial noise above 85 decibels. This is the noise level of a large truck or loader. A chainsaw for example has a noise level of about 92 decibels.

If you think it is likely that you are being exposed to dangerous noise levels ask your employer to provide you with hearing protectors complying with *AS 1270 Acoustics – Hearing protectors*.

Safety Boots

Choose boots that are comfortable, give maximum grip and give protection from pinching, jamming and crushing. A range of lightweight flexible boots with steel or plastic caps is available that comply with AS2210 *Safety footwear*.

Do not wear thongs or sandals, they can get caught in the pedals and are not acceptable in the area of high risk work.

Hydration and Heat Stress

Be pro-active and consider your levels of hydration, particularly if working at height in poor ventilation. Heat is a hidden hazard of Order Picker use. Use the cooling fan on the machine, if fitted.



Cooling Fan and lighting controls

Common Signs in a Workplace

Sign		Sign	
<p>1. </p>	Walking Speed	<p>7. </p>	Do Not walk under a loaded forklift
<p>2. </p>	Ear protection must be worn	<p>8. </p>	Danger – Power Lines
<p>3. </p>	No lifting or carrying of personnel on fork tynes (approved lifting platform must be used)	<p>9. </p>	Railway Level Crossing (cross at 45 degree angle)
<p>4. </p>	Gloves to be worn	<p>10. </p>	Forklifts in the area
<p>5. </p>	No Mobile Phones	<p>11. </p>	Hard Hats must be worn

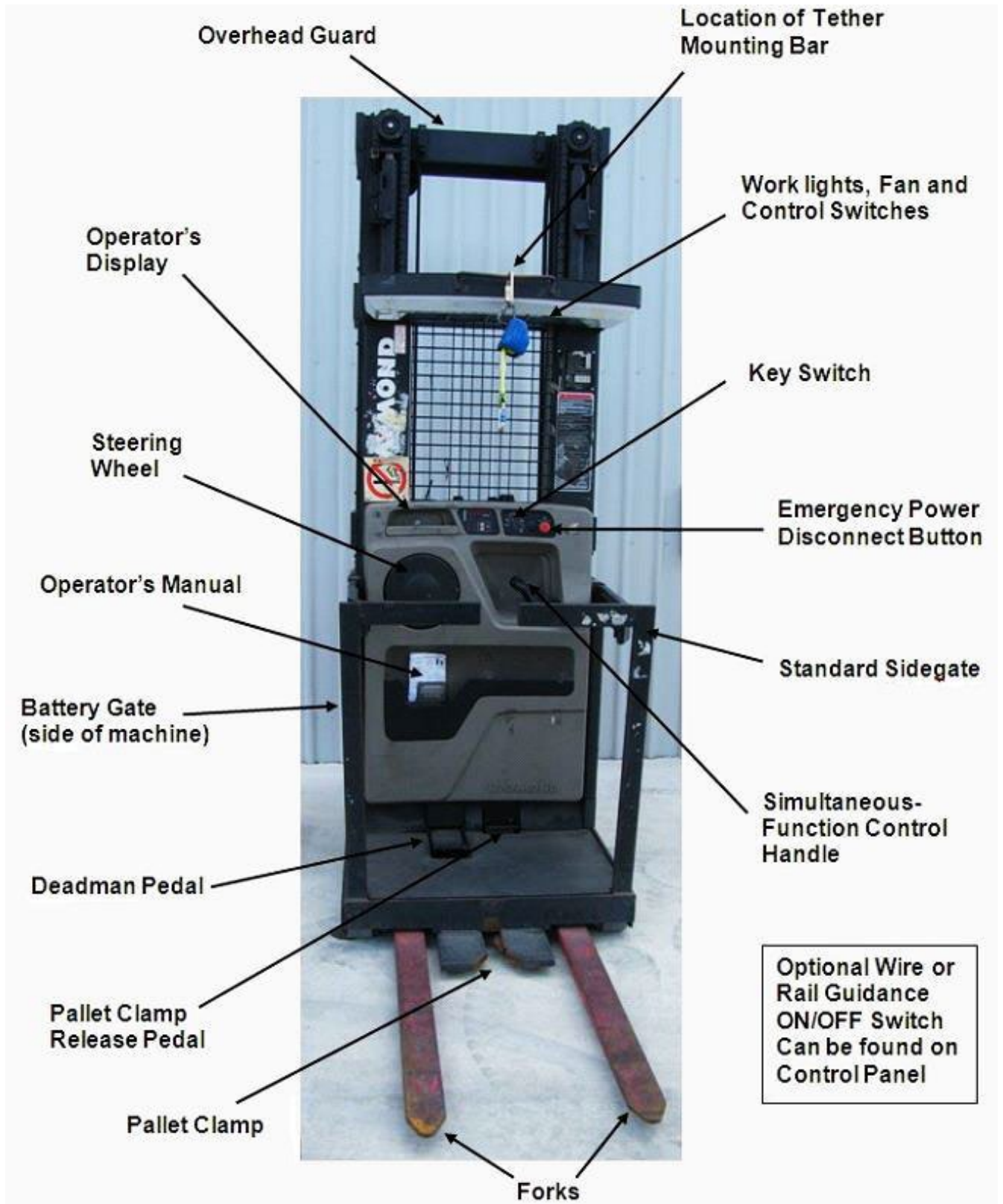


6. **Seatbelt must
Be worn**



12. **Passengers Prohibited
(approved seat, seatbelt
and footrest needed if
passengers are to be
carried)**

Components of an Order Picker



Power Systems for Order Pickers

Most Order Pickers are powered by a 500 amp battery. Amp = rate of flow of electric current. A 500 amp battery will in theory supply 100 amps per hour for five hours.

The battery will need recharging sooner if there is an increase in the use of electric current due to heavier work. The heavier workload the more often a battery will have to be recharged.

Batteries are overworked by:

- excess speed
- heavy loads
- stalling and starting
- excessive use of the hydraulics

When refilling batteries with distilled water, all the necessary protective clothing should be worn. Elbow length rubber gloves, antistatic apron, facial protection (full face mask) and eye protection.

In case of an emergency with an Order Picker, press the emergency stop button or pull the Anderson Plug (see below) this will isolate the power supply.



Anderson Plug



Emergency Stop Button

The Hydraulic System

An Order Picker's hydraulic systems are powered by an electric motor.

The motor operates a hydraulic pump to raise the platform. The hydraulic pump pushes oil into a control valve under pressure.

Hydraulic oil leaves the tank under low pressure. It passes through a pump, leaving the pump under high pressure. This can be as high as 3,000 psi (can pierce your skin and inject you with oil). It then passes through the control box. The hydraulic oil tank must not be completely filled.

The driver can then direct the oil through the hydraulic lines under high pressure to the hydraulic rams to raise the mast. The driver uses a controller to allow the oil into the hydraulic cylinder. The cylinder is then filled with oil, a ram inside the cylinder is raised pushing the platform upwards.

There is a level marked on a sight gauge or a dipstick in the hydraulic tank. Do not fill the tank above the level marked. Make sure that the oil is kept at the correct level. Check the level before each shift. Oil level must be maintained to prevent cavitation and to allow for expansion.

Check the system for oil leaks. Leaking hydraulic oil can be very dangerous as it can cause systems to fail. Leakage of braking and steering systems can also cause slip hazards.

Single acting rams

The lifting ram on most Order Pickers is a single acting ram. It directs the hydraulic pressure in one direction to raise the platform. Gravity lowers the platform.

To prevent the platform crashing down the single acting rams have a restricting valve at their base to limit lowering speed to 0.6 metres per second.

A slow lower release valve is fitted for emergency recovery.

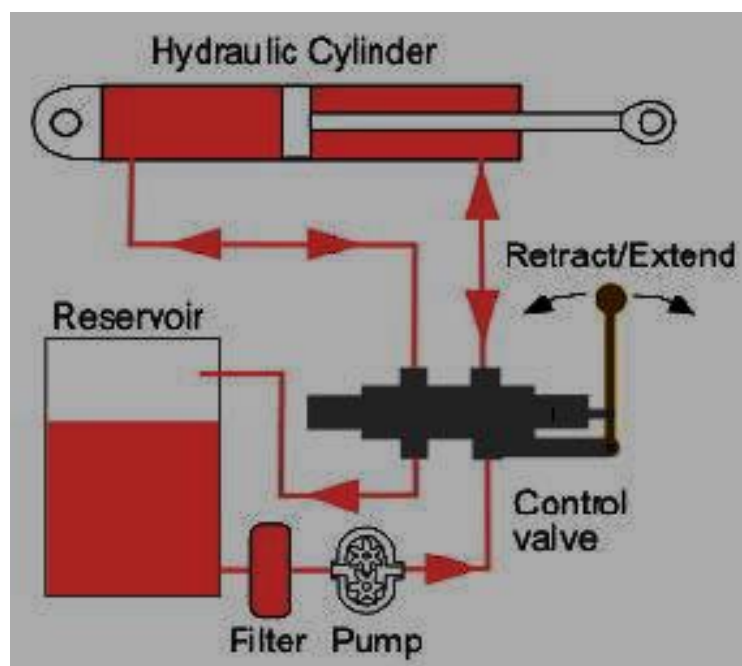


Diagram of Hydraulic System

Recovery System

If the electrics fail on a machine, it may be necessary to manually lower the work platform, so the operator can get off the Order Picker. A safe procedure must be following using the manual hydraulic release valve.



Location of the Release Valve

Turn the knob anti-clockwise to lower the platform.

Turn the knob fully clockwise after lowering the carriage to re-secure the valve, to enable re-use.

Where an employer is using a fall arrest system as a control measure to manage the risk for falls, they must have an emergency and rescue procedure in place. *See section 80 of the Work Health and Safety Regulation 2011.*

The system must be tested to ensure that it is effective and competent people must be trained in this procedure.

The Employer must provide relevant workers with adequate information, training and instruction in relation to the procedures. Maximum penalty for non-compliance is 60 penalty points.

Pre-checks on an Order Picker

Pre-checks should be done daily and records kept.

Many companies are not aware that regular documented inspections must be made of their Order Picker truck and failure to document daily inspections can result in being fined.

A checklist should be kept either on the Order Picker itself or in a designated area. In large companies with lots of machines, drivers should perform the checks before starting a shift. It should be made clear within the company who is responsible for conducting the checks and what is involved. Report any defects to the supervisor.

Some of the benefits of having regular checks performed on each machine include:

- Protection of your own safety.
- Easy to find faults and repair them whilst still minor.
- More reliable machines and less chance of down time due to breaking down.
- Easier to identify bad drivers and staff causing damage.
- Protection against insurance problems, WHSQ fines and accidents.

Before starting the machine

Before starting the Order Picker, do an overall visual check to ensure that there is no visible damage; then check that:

- There are no leaks under the machine.
- Overhead Safety Guard is fitted and in good condition.
- Data Plate is fitted and displaying details for any attachments you are using.
- The wheels and tyres are in good condition – no flat spots or chunks missing.
- Pneumatic tyres have correct pressure for stability (uncommon).
- The forks are without defects.
- Pallet Grab Jaws are functioning and in good condition.
- Mast Guides are intact and cylinders are not damaged or leaking.
- The lifting chains are an even length and properly lubricated.
- The gaps between the plates are uniform (no excessive pin wear).
- There are no oil leaks from the hoses to the rams (don't use bare hands to feel).
- The hydraulic oil level in the storage tank is correct.
- The brake fluid level is correct.
- Battery is clean and secure, fluid levels are adequate and it has sufficient charge.
- Power steering is functioning and indicators are operational.
- The windscreen is clean (if fitted).
- The mirrors are adjusted properly (if fitted).
- The controls are clearly marked.
- Lanyard, Harness and Hook are in good condition and within date.
- Outriggers and rollers are in good condition.
- Attachments are compliant and secure.

If using hardwood pallets, they must be in perfect condition. They must be double faced pallets (include centre stringer) which enables clamping securely in the jaws.

In most operating manuals, the attached pallet is not designed to be a work platform but rather a place to temporarily retrieve and store materials.

Danger Tags

Danger Tags are a way of notifying other personnel that a machine or piece of equipment is faulty. Different companies may have different policies on what exact actions are required if you find a fault with their Order Picker but there are rules that apply to all operators;

- If damage is found on a machine, do not operate it.
- Isolate the machine and remove the keys.
- Tag the machine to say “Do Not Operate” so it is not used by other staff members (*examples pictured below*).
- Report the problem to a Supervisor then fill in the log book.

Caution and Danger tags must be kept on machine or in close proximity. The person that fits the danger tag needs to remove it (this might mean swapping of tags at the end of shift).



Pre-Check Sheet

Below is a common example that you may find in your workplace of a daily inspection checklist that should be completed before commencing operation with a machine.

Check	What faults or problems are you looking for	Satisfactory	Not Satisfactory
Operator's / Manufacturer's Manual		<input type="checkbox"/>	<input type="checkbox"/>
Overall Visual check		<input type="checkbox"/>	<input type="checkbox"/>
Cracks and stress welds etc		<input type="checkbox"/>	<input type="checkbox"/>
Fork arms		<input type="checkbox"/>	<input type="checkbox"/>
Overhead Guard		<input type="checkbox"/>	<input type="checkbox"/>
Mast Assembly		<input type="checkbox"/>	<input type="checkbox"/>
Hydraulic Hoses (no leaks or damage)		<input type="checkbox"/>	<input type="checkbox"/>
Lift Chains (good condition & lubricated)		<input type="checkbox"/>	<input type="checkbox"/>
Drive and Load Wheels (no gouge marks or flat spots)		<input type="checkbox"/>	<input type="checkbox"/>
Data Plate (load capacity) (in place and legible)	With a Vertical Mast = Weights of Machine =	<input type="checkbox"/>	<input type="checkbox"/>
Hydraulic Oil Level		<input type="checkbox"/>	<input type="checkbox"/>
Brake Fluid (if applicable)		<input type="checkbox"/>	<input type="checkbox"/>
Battery (secure, no leaks, connectors, charge and guards)		<input type="checkbox"/>	<input type="checkbox"/>
Transmission oil		<input type="checkbox"/>	<input type="checkbox"/>
Power Steering fluid		<input type="checkbox"/>	<input type="checkbox"/>
Controls (clearly marked)		<input type="checkbox"/>	<input type="checkbox"/>
Counterweight		<input type="checkbox"/>	<input type="checkbox"/>
Windscreen (if fitted)		<input type="checkbox"/>	<input type="checkbox"/>
Harness, Lanyard & Attachment Point (good condition and date)		<input type="checkbox"/>	<input type="checkbox"/>
Pallet Clamp Jaws (good condition)		<input type="checkbox"/>	<input type="checkbox"/>
Attachments (Security and Compliance)		<input type="checkbox"/>	<input type="checkbox"/>
Danger Tags	Where are the Danger Tags located:	<input type="checkbox"/>	<input type="checkbox"/>
Pins and Locking Devices		<input type="checkbox"/>	<input type="checkbox"/>

Sprains and Strains

Order Picker operators often experience back strains from adopting poor procedures when picking (twists and lifts).

Sprains, strains and other soft-tissue injuries to the neck and back can cause long-term health problems. An employer's initial outlay in purchasing or leasing an 'operator friendly' Order Picker can be easily recouped by preventing these types of injuries.

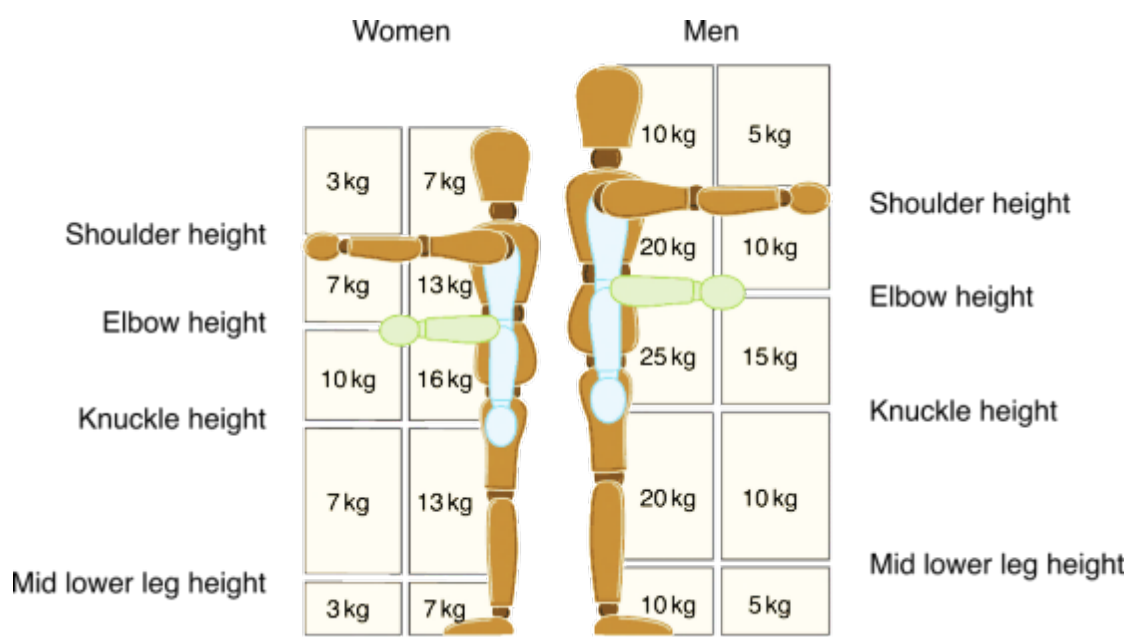
Employers should also provide training on correct manual lifting techniques.

Manual Handling Techniques

This topic is a subject matter that should be covered in an entirely separate course; your employer should provide training to avoid injury and the cost of injuries to production. This has particular significance when working with Order Pickers.

THE BEST WORKING ZONE IS BETWEEN THE SHOULDERS AND KNEES

The key to safe manual Order Picking is to design your workplace and provide the necessary equipment to ensure your employees are able to lift items from locations between shoulder and knee height at all times. This whilst also ensuring the item is close to their body is the optimal position when lifting. Adoption of this method can help to significantly reduce the number of injuries.



In addition to the height at which the load is presented to the employee, consideration should also be given to other risk factors including picking frequency, the weight of the object, the shape of the object and over-reaching.

THE 7 KEY PRINCIPALS FOR MANUAL ORDER PICKING

1. High volume picking and packing should be done predominantly by mechanical means.
2. Physical changes to workplace design, layout and plant are more effective than administrative controls to make the workplace safer.
3. High frequency picking and replenishing should occur within the Best Working Zone.
4. Heavy objects should be handled within the Best Working Zone.
5. No employee should be required to routinely pick, replenish, manually stretch-wrap or palletise objects above their head height.
6. Where employees work at height, the equipment used to raise them should provide close access to the objects and help ensure protection against the risk of falls.
7. Adequate access to objects should be provided when picking, replenishing, palletising and stretch-wrapping – so awkward postures are minimised.

Pick Rates and Other Warehouse Management Practices

Warehouse management practices (such as setting work rates, shift lengths including overtime and use of engineered standards or bonus systems) must not promote excessive work rates, poor manual handling or discourage the taking of appropriate breaks.

Ensure double faced and suitable pallets are the only ones used.

Palletising a load involves stacking the cartons onto the pallet. It is important when palletising a load that you make sure that:

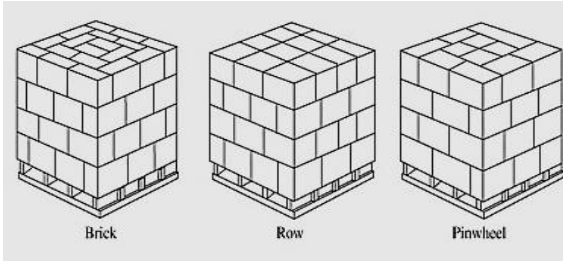
- The load is stable
- The load is within the safe lifting limits of the materials handling equipment you will use (order picker, pallet jack or forklift etc.).
- The pallet will fit into the transport vehicle.

One of the most important factors that need to be considered when stacking a pallet is the strength of the cartons to support the load. The strongest part of the carton is in the vertical edges of the carton. 2/3 of the load bearing strength is in these edges with the panels only supplying 1/3 of the strength of the container. The best stacking pattern is for cartons to have the vertical edges line up with the cartons in vertical columns.

There are several different patterns in which cartons can be stacked on a pallet. The pattern for the stack depends upon the shape of the cartons to be stacked. Square items are usually stacked as columns. Rectangular cartons can be stacked in a:

- Row pattern
- Brick pattern
- Pinwheel pattern

The use of interlocking patterns should only be used when the weight of the loads will not exceed the load bearing strength of the cartons.



Harnesses must be worn

It is mandatory for a Harness, Lanyard and Fall Arrest System to be correctly worn on Order Pickers. Their functions must be checked over every time before use and all amortisation (destruction) dates checked.

If the harness, lanyard or associated points show any signs of wear, they must be replaced.

A designated person of suitable competency should inspect and test the equipment every 6 months to ensure that it is still capable of fulfilling the purpose it was designed for. Records must be kept. **If a fall arrest system has been used for its intended purpose it must either be replaced or re-inspected.**

A safety harness and retractor wheel assembly will only help you if you fall out of the machine or off the platform. It has a de-acceleration mechanism inbuilt and slowly locks up as you are falling, therefore prevent you just crashing on to the floor. A harness system is not going to offer you any protection if the machine tips over.

The Arrestor System should have a **shock absorber** / shock cord fitted to it which acts as a braking system to slow down the fall process and limit suspension trauma.

1. Check the harness attachment point itself.
2. Check the harness for:
 - Rips, frays and tears.
 - Seams or stitching points.
 - All metal clasps and D shackle for cracks or excessive wear (should be no more than 10%).
 - Date for Amortisation.
3. Check the Arrestor for:-
 - Rips, frays and tears.
 - Seams or stitching points.
 - Anchorage points.
 - Safe Working Limit.
 - Integrity of the shock pack
 - Free fall (if applicable).
 - Inertia reel functions correctly (if applicable).
 - Date for Amortisation.

Ensure that the arrestor is secured to the Order Picker correctly. If using a carabiner, ensure that the thumb screw is tightened.

Harness



Lanyard



Controls



Due to new machines always coming onto the market, it is important that you read your manuals. You also need to be aware of the specific functions of the machine you are using.

Deadman Switch Pedal

The Deadman Switch or Pedal is an emergency stop function.

The Machine will not move unless this pedal is depressed so an operator must have their foot on the switch or pedal at all times during operation. If an operator takes his foot off the pedal the machine will immediately come to a complete stop. This can be very abrupt.

Post Start Operational Checks

(Function Checks - After starting the motor and before starting work)

After doing the pre-checks but before commencing to shift a load, an Order Picker Operator needs to check the following: -

- Lights are working
- Horn is working
- Hydraulics **must be tested to full extent / limits** to ensure functionality and lubricate cylinders before use
- Operational warning devices
- Gauges
- Plugging / braking system whilst moving, travelling in both directions
- Deadman Switch (take your foot off the pedal when moving at slow speed, with the platform lowered)
- Steering system whilst moving

These checks could save your life and records of these checks should be kept. If there is any damage or if anything is not working, you must isolate the machine, take the **key** out, place a do not use **tag** on it and **report** to your supervisor that something is wrong and fill in the logbook entries.

Understanding the Terminology of Order Picker Operation

Stability Principles, and the Data Plate

It is important that you have a good understanding of this section as it is critical knowledge for safe operation in any workplace. There are also several questions relating to this chapter in the theory assessment.

Collapsed Height

Collapsed height is the distance measured from the ground to the top (highest point) of the Order Picker when the platform is in its lowest position, this could be the mast or the overhead guard, it depends on the machine.

Collapsed Height



Maximum Platform Height

Maximum platform height is the distance measured from the ground to the top of the platform when the mast is fully raised.

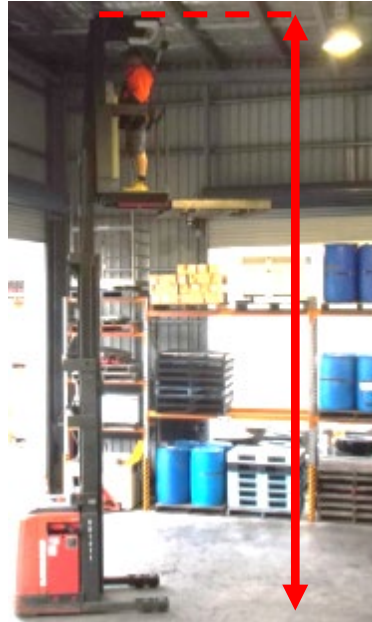
Maximum Platform Height



Overall Extended Height

Overall extended height is the distance measured from the ground to the top of the load backrest or load guard extension when the mast is fully raised. On an order picker the highest point is normally the overhead guard.

Overall Extended Height



Fulcrum

ALL the weight in front of the **point of balance, pivot point or fulcrum (rear axle / back wheels)** of the truck is acting as the counterbalance.



Fulcrum
Rear (drive) Wheel / Point of Balance

Never place additional counterweights onto the front of the order picker to increase the loading capacity; the machine is not designed for it (Refer to the Loading Capacity Table).

Stability

Order Pickers are unstable by design. All Order Pickers have a high centre of gravity (C of G) and a narrow wheelbase which adds to their overall instability.

The machine has a front drive wheel and two wheels located on the straddle legs. The Order Picker maintains stability through an imaginary triangle made up of these three points. The front of the machine is the end containing the motor and the rear of the machine is the end with the forks. An order picker is designed to predominantly travel motor first.

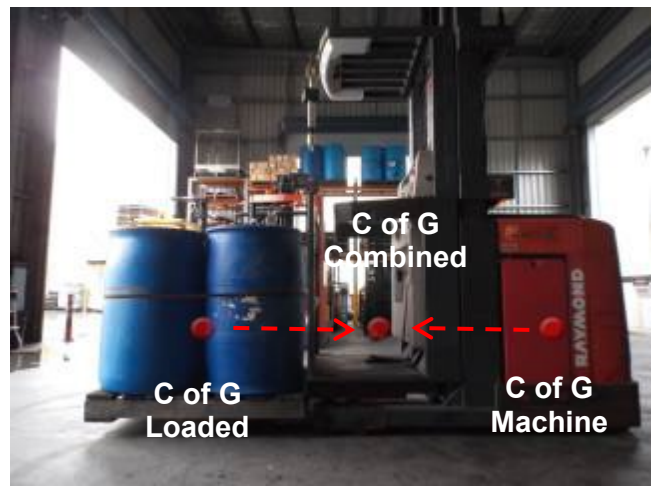
This is what is referred to as the triangle of stability.



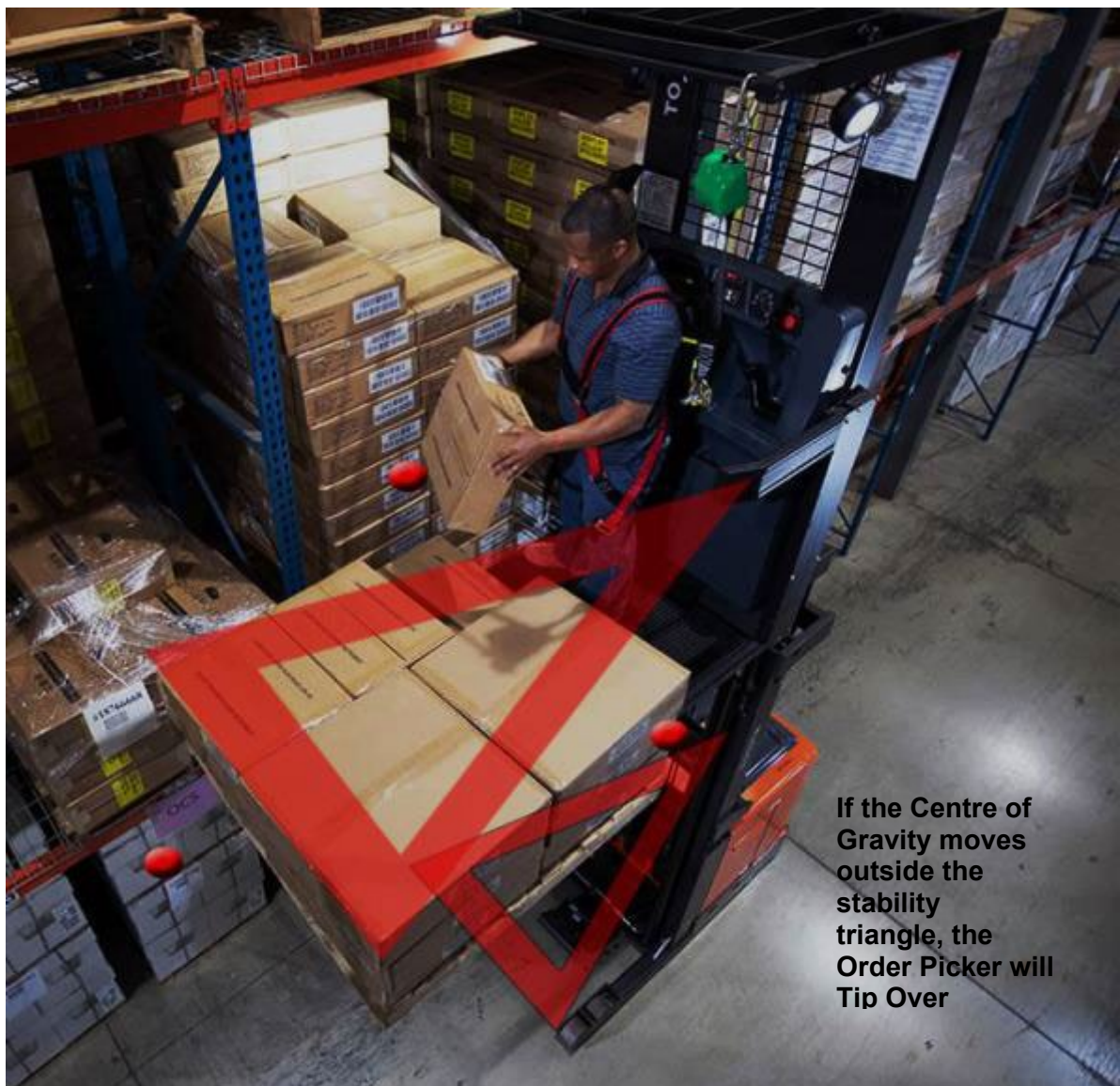
The Triangle of Stability



The Centre of Gravity unloaded



The Centre of Gravity loaded



The Centre of Gravity outside the Stability Triangle

Lateral Instability (sideways rollover)

Lateral Instability is the point reached when the combined centre of gravity of the load and truck is placed outside the sides of the “stability triangle”, causing the truck to tip over sideways.

Be aware of the factors listed below which can affect lateral instability (rolling over sideways):

- Turning at speed.
- Driving over uneven surfaces.
- An unevenly distributed load.
- Driving too fast.
- Braking too hard when turning.
- Driving sideways across a slope.
- Turning with the platform raised high.

It is the operator’s responsibility to maintain stability of the machine, therefore if the machine tips over, you are solely responsible.

Longitudinal Instability (lengthways tip-over)

Longitudinal Instability is the point reached when the combined centre of gravity of the load and truck is placed forward of the rear axle causing the front wheel to lift off the ground.

The rear wheels of the Order Picker act as a fulcrum with the platform on one side and the machine body on the other. If the weight at the fork ends is heavier than the counterbalance it will cause longitudinal instability (the Order Picker will tip up).

Be aware of the factors listed below which can affect **longitudinal instability (tipping over lengthways)**:

- Overloading.
- Uneven surfaces.
- Driving too fast.
- Severe braking.
- Load not positioned correctly.
- Load centre positioned too far rearward.
- Lifting an over-length load.
- Travelling with the platform raised high.

It is the operator’s responsibility to maintain stability of the machine, therefore if the machine tips over, you are solely responsible.

Colliding with another vehicle has also caused overturns and fatalities.

If your order picker is involved in a tip over, do not attempt to jump clear whilst it is rolling. The Machine or Overhead Guard may crush you. Try to brace yourself with your feet firmly on the floor and just hold on.

Australian Standard Pallets



An **Australian Standard Pallet** (Loscam / Chep) is 1200 mm long and 1200mm wide. If calculating load weights, always allow 40kg for the pallet.



Doubled Faced Hardwood Pallet



Single Faced Pallet

(Not to be used as it will just tilt up and tip off as the operator moves around)



Pallet Grab Jaws



Grabbing Centre Stringer

All pallets must be of the correct type. They must be double faced hardwood pallets and in good condition. All platforms must be approved and securely attached to machines. In most operators' manuals the attached pallet is not a work platform but rather a place to temporarily place, retrieve and store materials.

Data (Load Rating) Plate

THE RAYMOND CORPORATION
SOUTH CANAL STREET
P.O. BOX 130
GREENE, NEW YORK 13778 USA

RAYMOND

MODEL **EASI-OPC30TT** TAG NO. 412-636

SER. NO. **EASI-00-AE24219** VOLTS **24**

BATTERY MAX. RATED AMP HOUR CAPACITY **6 HR 1085 AMP**

TRUCK WT. WITHOUT BATTERY (KGS) **2588**

MAX. BATTERY WEIGHT (KGS) **907**

MIN. BATTERY WEIGHT (KGS) **726**

OVERALL COLLAPSED HEIGHT (MM) **2997**

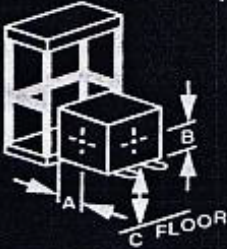
MAXIMUM LIFT HEIGHT (MM) **6934**

BASELEG OVERALL WIDTH (MM) **1016**

SPEED REDUCTIONS AUTOMATICALLY IMPOSED FOR ELEVATED HEIGHTS ABOVE (MM) **600**

HORIZONTAL MOTION OF BATTERY MUST NOT EXCEED 12 mm.
ATTACH RESTRAINT TO COMPARTMENT AS REQUIRED. OPERATE ON LEVEL SURFACES ONLY.

- CENTRE ALL LOADS ON MAST CENTRELINE



MAXIMUM CAPACITY (KGS.)	LOAD CENTRE A (mm.)	VERT LOAD B (mm.)	ELEV HT C (mm.)
1361	600	600	6124
907	600	600	6401
454	600	600	6934

MANUFACTURED TO COMPLY WITH THE REQUIREMENT OF AS 2359 EFFECTIVE ON THE DATE OF MANUFACTURE.

AUSTRALIAN DISTRIBUTOR: RAYMOND AUSTRALIA PTY LTD
12 ASHFORD AVENUE
MILPERRA NSW 2214

Safe Working Load

Order Pickers have the safe working load (SWL) stamped on the data plate.

For example, on the plate pictured above you can see that the maximum weight capacity is 907kg if lifting to a height of 6401mm.

The data plate is found in clear view of the Operator. If attachments are fitted a separate load rating notice needs to be displayed for that specific attachment. To prevent accidents the weight of the load must always be checked against the specifications of the Order Picker. The weight of the operator / operators must also be taken into consideration.

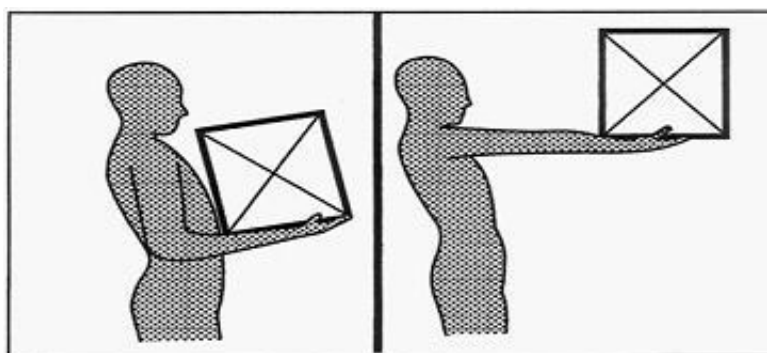
Operators must be able to understand the load plate and the conditions of loading at all times. The load rating information is taken from calculations involving the measurement of the edge of the platform to the centre of gravity of the load.

Do not use an Order Picker that does not have a data plate.

You must not carry a passenger on an order picker unless the machine is designed to do so and all the information is recorded on the compliance data plate. Two lanyards and mounting points would be required.

Load Centre Distance

Load centre distance is the horizontal distance measured from the edge of the platform / fork arms to the centre of gravity (C of G) of a load. Most Order Pickers are rated as 600 mm as an Australian standard pallet is 1200 mm long.



Note:

Load Centre Distance is nothing to do with the length of the tynes / forks / pallet. The same principle applies when you lift a heavy object. The further from your centre of gravity the load is, the more unstable the lift is.

For example, if a box 2,400mm long is lifted by an Order Picker the load rating is assessed 1,200 mm out from the platform giving a reduced SWL.

Some data plates give various load ratings according to the load height and load centre. Order Picker operators must know and understand the load rating for each different circumstance.

Rated Capacity

It is important that you understand the rated capacity of your Order Picker.

The Rated Capacity refers to the *Maximum Weight* you can carry at a specific *Load Centre Distance* to a certain *Platform Height*.

In simple terms: **Rated Capacity =**

THE RAYMOND CORPORATION
SOUTH CANAL STREET
P.O. BOX 130
GREENE, NEW YORK 13778 USA

RAYMOND

MODEL **EASi-OPC30TT** TAG NO. 412-636

SER. NO. **EASi-00-AE24219** VOLTS **24**

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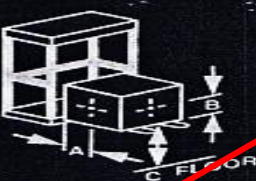
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CENTRE ALL LOADS ON MAST CENTRELINE



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454	600	600	6934

MANUFACTURED TO COMPLY WITH THE REQUIREMENT OF AS 359 EFFECTIVE ON THE DATE OF MANUFACTURE.

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MILPERRA NSW 2214

How heavy -

Maximum Capacity in weight

How long -

Length of the load (load centre distance)

How high -

Lift Height of load (platform height)

You must never exceed your rated capacity

Load Calculations

There are various ways to find out how heavy a load is. This must be ascertained before lifting it.

- The weight may be written on the load.
- It should be written on the consignment note or delivery note/weighbridge certificate.
- You could ring the manufacturer and ask.
- Ask an experienced person or your supervisor.
- You could check inventory systems.

You can add it up by weighing one item and then multiply that weight by how many items there are. Don't forget to add the weight of the pallet and the operator. A properly constructed hardwood pallet weighs up to 40 kg and has a SWL of 2000kg.

For example, the calculation could be:

- 20 bags @ 20 kg per bag = 400 kg
- Weight of pallet 40 kg = 40 kg
- Weight of operator = 85 kg

Therefore: Number of bags (20) x weight of each bag (20kg) + weight of pallet (40kg) = total load weight of 525kgs.

This would be shown on paper as:

20 x 20 = 400
400 + 40 = 440
440 + 85 = 525

Answer = 525Kgs

You must find out the weight of the load before lifting as "trial lifts" can be very dangerous and may cause back and neck injuries.

Safe Operation

- Hydraulic controls should be operated smoothly. If the controls are pushed quickly the operation will be jerky and may cause instability with your machine or load.
- Ensure handrails are kept closed at all times when travelling.
- Follow the travel path you've set out in the work plan and stay left in two way traffic aisles.
- Obey the speed limits, read the signs, know what they mean and follow their directions.
- Keep a safe distance from other machines and allow enough distance and time so that you can stop safely.
- Wherever possible keep your load lowered when you're driving.
- Use horns and lights to warn people you're in the area when you drive in and out of doors and around corners.
- It is good practice to sound the horn when lowering the platform.
- Restrict access to aisles when working at height.
- Minimise overhang when travelling between aisles.
- Never place any part of your body between the mast uprights or outside the operator's compartment whilst operating the Order Picker. You may snag yourself on something or squash a body part.
- When picking at height, keep the pallet and load stable and follow correct manual handling techniques.
- Dehydration can occur when picking at heights for a long period of time.

Pallet Use

- Do not enter the pallet on an angle (This will bind the forks and damage the pallet).
- Do not allow the forks to protrude through a pallet. They can damage what is on the other side of the stack.
- Always use double faced pallets with a centre stringer.
- If pallets are damaged, replace them.
- Raise the platform slightly and press down pallet to 'seat into position'.
- Follow site procedure in relation to restricted stacking height of pallets.
- Do not overload pallets (Australian standard pallet - 2 tonne SWL). Overloading can damage the Order Picker as well as present additional health and safety risks to operators and pedestrians in the workplace.
- Stock should not overhang pallets.
- Bagged goods should be pyramid lock stacked onto pallets. If you have to re-stack a pallet because a load is damaged or unstable, ensure that you get trained in the correct manual handling technique from your employer.
- If you are tier stacking (stacking a load on top of another load), ensure loading area is stable and flat and it can support the load. The Heaviest Load should be on the bottom to avoid crushing stock.

When you drive an Order Picker, concentrate. If there is a near miss or an accident, report it to your supervisor immediately and fill in the paperwork. Just write down the facts. When it happened, who was there, what happened and where it happened.

When you do this it will help identify hazards and risks and then changes can be made to make the workplace safer for everyone.

General Safety Rules for Order Picker Operation

- **Do not speed.**
- **Monitor load movement at all times to ensure safety of people, loads and stability of the machine.**
- **Blow the horn and drive slowly, ensure platform is lowered when approaching a blind corner and make a wide turn, treat it as a give way.** You should also do this when crossing aisles of traffic and in noisy environments. If you are in doubt, lower load, switch off the machine, get off and check.
- No one should walk behind an Order Picker while it is in use and make sure that no one is in the way or standing next to you before driving away.
- Never walk under an elevated load, the hydraulics on the machine may fail or the load can fall causing serious injury or even death.
- Consider the weight, the shape and size of a load as this affects the way it should be lifted.
- Have a spotter guide you when driving with a bulky load that blocks clear vision.
- On wet and greasy surfaces, reduce speed and proceed with caution.
- Order pickers have a lot of overhang this must be taken into consideration when turning. Make wide turns allowing for “swept” area. This is often referred to as rear end swing.
- Plug the direction controller to slow down.
- Use the brake provided (Deadman’s pedal) to stop quickly in an emergency situation and be aware that this can be very abrupt.
- You must not carry a passenger on an order picker unless the machine is designed to do so and all the information is recorded on the compliance data plate. Two lanyards and mounting points would be required.
- Do not operate the machine unless you are actually at the controls on the platform i.e. do not stand on the factory floor and lean into compartment to operate controls and lift platform.
- Platform must be lowered when entering and exiting aisles or racking systems.
- **A safe travel height for a stock picker is approximately 150 mm. Travel is not allowed above 600mm.**
- Do not raise a load with just one fork arm; it can cause damage and instability of the machine.
- Never place additional counterweights onto the front of the order picker to increase the loading capacity; it is not designed for it. (Refer to the Loading Capacity Table).

- When getting off an Order Picker ensure the parking brake is set, the platform is lowered and controls are neutralized. Switch off the machine and remove the key.
- Give way to Police, Ambulance, Fire or other Emergency vehicles at all times.
- Ensure people are trained in recovery procedures at height (manual hydraulic lower valve operation).

Reversing

Look over both shoulders before reversing. The correct procedure is to look over both shoulders before moving off, then to turn around and look over one shoulder whilst travelling backwards with a customary glance around to inspect the load and the surroundings, keeping control of the whole situation.

Ensure warning devices are working i.e. travel alarms, beepers, strobes.

Where possible always face the direction of travel.



Attachments



Attachment	Safe Working Load		
	Max capacity (kg)	Load Centre (mm)	Max Lift Height (mm)
Forks	1300	600	7000
Furniture Platform	450	1200	7000

An operator should always refer to the data plate on a machine to determine the capacity when using an attachment.

In the example above, the data plate shows the effect to the load centre distance of this machine when it is fitted with a furniture platform.

Whenever a new attachment is used, an operator should read the Operator's Manual and get trained by a competent person (records of the training should be kept).

Manufacturer's Obligations

Manufacturers should provide information and recommendations on the selection, use and maintenance of the range of attachments they offer.

They should also explain the dynamic effects and operating characteristics that may occur when a particular attachment is fitted to an Order Picker.

In some instances it may be necessary to de-rate the Order Picker capacity and restrict some of the operating controls.

Therefore; if you have 10 Order Pickers, you can only use the attachment on the machine that has that attachment recorded on its data plate, even though that attachment may fit on the other 9 machines you have in use.

Operating an Order Picker with a non-approved attachment is illegal and may affect your insurance and attract WHSQ fines. There are large penalties for using uncertified safety cages or work platforms on companies' premises.

Maintenance of Order Pickers

Basic maintenance can be done by an Order Picker operator such as checking hydraulic oil, checking tyres and batteries (pre-checks). Any major repairs needed should be reported to your supervisor and should not be undertaken by yourself unless you have the necessary training and skills to undertake the job. **You must be qualified, competent and authorised to do the work.**

Servicing of Order Pickers

Services should be done to a specific schedule dictated by hours or timeframe. This schedule can be found in the operators' manual or by referring to the service provider.



Charging Batteries

A 500 amp battery will in theory supply 100 amps per hour for five hours.

The battery will need recharging sooner if there is an increase in the use of electric current due to heavier work. The heavier the workload, the more often a battery will have to be recharged.

Opportunity charging should be avoided; charging is best done between shifts.

Charging cables carry a heavy current. They are of a fixed length that must not be altered. Make sure that insulation on the cables is in good condition before use. The following precautions must be taken when recharging batteries:

- Charging must be carried out in a well-ventilated, open area. Ventilation is important because highly explosive hydrogen gas is produced during charging.
- Each charger should have its own power source with clear access to the switch.
- Any cover over the battery should be held open to allow free escape of fumes.
- Cell vent caps should be kept in place to prevent the spraying of electrolyte. Make sure that the vent caps are working.
- Do not smoke or allow naked flame near charging batteries.
- Do not allow any metal objects (spanners etc) to rest on charging batteries
- If batteries need topping up with water, this should be done **after** the charging process as the liquid expansion whilst batteries are charging can result in an acid overflow and damage. To fill, connect the filling hose to the distilled water source using an approved device (as pictured) and activate the flow. The battery cells will fill uniformly and the water will cease to flow when the cells are full. The cell floats are a visual indicator of the fluid levels of each cell.



Order Picker Battery Chargers must be turned off when not being used

Order Picker batteries contain sulphuric acid and can explode. Every time an Order Picker battery is charged, hydrogen is released due to the electrolysis of the water. Hydrogen is a very explosive gas. Any spark or flame around the charging battery can cause it to explode with the potential of serious injury.

Every time an operator plugs an order picker into, or takes it off a charger, a spark can jump from one plug to the other. This plugging and unplugging process all takes place either directly over the top of the battery or right next to it. Any sparks around the battery can cause it to explode.

Order Picker batteries are held in a thick metal carrier. When they explode the top blows off them with an enormous amount of force and acid usually blows out. People standing near would be very lucky to avoid injury whenever one explodes.

The solution is simple. Operators should switch the Order Pickers and chargers off before connecting or disconnecting them from the chargers. It's an easy fix to a dangerous problem, but one that can save a nasty accident on your site.

A sign posted in the charging area stating that chargers are to be switched off is just one step towards preventing an accident in the charging area.

Order Pickers should be re-charged at the end of every shift and opportunity charging should be avoided.

- 1. Read the Manual**
- 2. Get Trained**
- 3. All Chargers have different requirements**
- 4. Remember – a recently charged battery is an explosive device, full of hot sulphuric acid waiting for a spark!**

Order Pickers and Flammable Liquid Stores

Flammable liquid stores and areas where flammable liquids are used are usually zoned as having a 'hazardous atmosphere'.

Order Pickers must be modified or 'flame proofed' before they can be used in a hazardous atmosphere and have a compliance plate that reflects this.

'Flame proofed' battery powered Order Pickers must not be connected to the battery charger near to any area where flammable liquids are handled in open containers.

Shutting Down the Equipment

When you are preparing to shut down the Order Picker at the end of a work period you must make sure that you shut down in accordance with the manufacturer's specifications:

Do not park an Order Picker:

- Near access areas or passageways and walkways.
- Near first aid facilities.
- Near battery re-charging areas.
- Near blind corners.
- Within 2 metres of any rail track.
- Near emergency exits.
- Near overhangs.
- Next to Power switches.
- Near Fire-fighting appliances.
- On Access ways.
- On a slope.

The site should be well away from other work activities ensuring that the machine will not become a hazard to others.

Order Picker configuration when parking:

- Equipment safety locks are in place.
- The platform is lowered to the ground.
- Park brake is engaged.
- The machine is switched off.
- Harness is disconnected from lanyard.
- Dismount the Order Picker in a safe manner (Do not jump from the machine).
- Remove the ignition key and secure it in accordance with your workplace's operational procedures.

Order Picker Keys must be removed (this is site specific)

It is against regulations to leave the keys in an unattended Order Picker. This is to prevent unauthorised use of the machine. Many Companies get fined because an unauthorised driver (casual staff, truck driver, contractor etc.) has used their Order Picker whilst not being covered under their insurance policy and have had an accident.

There are some practical disadvantages to removing the keys from the machine as employees will take them home or they may get lost. Ensure your procedures are practical and in line with the company's requirements.

Adherence to workplace policies in this regard will ensure that unauthorised movement of the Order Picker is prevented and the area will be safe and clear at all times.

Post Operational Checks

It is important to make sure that after you have left an Order Picker, it is not dangerous to other people, either because of where it is left or because of the condition you left it in.

The following procedures are just as important as operating the machine. Make sure you follow each stage carefully and make sure you know the reasons for proper shutdown procedures.

Post Operational Checks need to be carried out, in order to:

- Detect **any structural damage** that may have occurred during the operation of the Order Picker.
- Detect **any leaks** in oil / hydraulic lines that could affect safe operation of the machine when it is next operated.
- Make sure the Order Picker is ready and **safe for use by the next operator**.

To prepare the Order Picker for its next use, you should also carry out any minor servicing it needs, such as:

- Making sure the work cabin is clean and free of clutter.
- Reporting any faults or service requirements to your supervisor; and
- Completing log book entries.

If you have been operating an Order Picker you may need to connect its batteries to a recharging unit, in accordance with the operational procedures applicable to your workplace.

Note: A post operational check can save you getting the blame for something you did not do!

If Damage is found on a machine whilst operating;

- Stop the Order Picker or activate the emergency stop procedure as per the manufacturer requirements and return the machine to the lowered position in accordance with the applicable procedure.



Remove the **Keys**



Tag machine to say “do not use”



Report the problem to the supervisor and **Log** details.

- Tags must be kept with the machine or in close proximity to the operational area. Whoever fits the danger tag is supposed to remove it. This might mean swapping of tags at the end of shift.

In case of an emergency

In the case of an emergency you must make sure that you:

- Alert personnel i.e. your immediate supervisor, colleagues in the vicinity.
- Tell them the nature of the incident i.e. a spill, an accident, a near miss.
- Inform staff of the unsafe areas and get warning signs, barriers etc.
- Provide directions to emergency services if required.
- Give way to all emergency vehicles.



When the immediate situation is dealt with you would then complete the necessary paperwork for reporting the incident i.e. accident book, risk assessment, WHSQ if required within the format and timelines stated in the Legislation.

Emergency plan

Under section 43 of the Work Health and Safety Regulation 2011 an employer has a duty to prepare, maintain and implement an emergency plan. The maximum penalty for non-compliance:

Maximum penalty – 60 penalty units

The employer needs to consider the size of its business, the hazards it is dealing with, number of employees and then make provision for the following:-

- (a) emergency procedures, including –
 - (i) an effective response to an emergency; and
 - (ii) evacuation procedures; and
 - (iii) notifying emergency service organisations at the earliest opportunity; and
 - (iv) medical treatment and assistance; and
 - (v) effective communication between the person authorised by the employer to coordinate the emergency response and all persons at the workplace;
- (b) testing of the emergency procedures, including the frequency of testing.
- (c) information, training and instruction to relevant workers in relation to implementing the emergency procedures.

Site of an accident

Notifiable incident

Under current legislation a **notifiable incident** means —

- the death of a person; or
- a serious injury or illness of a person; or
- a dangerous incident.

Duty to Notify of a Serious Incident

A person who conducts a business or undertaking must ensure that the regulator is notified immediately after becoming aware that a notifiable incident arising out of the conduct of the business or undertaking has occurred.

Maximum penalty for non-compliance — 100 penalty units

The notice must be given as required under this section and by telephone or in writing (fax, email etc).

A person giving notice by telephone must —

- give the details of the incident requested by the regulator; and
- if required by the regulator, give a written notice of the incident within 48 hours of that requirement being made.

A person conducting a business or undertaking must keep a record of each notifiable incident for at least 5 years from the day that notice of the incident is given to the regulator under this section.

Maximum penalty for non-compliance — 50 penalty units

Duty to Preserve Incident Sites

The person with management or control of a workplace at which a notifiable incident has occurred must ensure so far as is reasonably practicable, that the site where the incident occurred is not disturbed until an inspector arrives at the site or any earlier time that an inspector directs.

Maximum penalty for non-compliance — 100 penalty units

The site of an accident (including those involving plant, substance, structure or thing associated with the notifiable incident) must not be interfered with unless:

- It is necessary to save a life or relieve suffering.
- To remove a deceased person.
- Essential to make the site safe or to minimise the risk of further notifiable incident.
- It is associated with a police investigation.
- A WHSQ Inspector or the regulator has given permission for the accident site to be cleared and cleaned up.

First Aid

Order Picker operators work in a high risk industry. Not only are there many minor injuries but also there are also serious injuries where the injured person will need first aid to restore breathing, heartbeat or to stem blood flow.

Know the location of the first aid room and the nearest first aid kit. There must be a first aid kit on every floor of a multistorey building site or within 100 metres of any part of the workplace.

The standard first aid symbol in Australia is a white cross on a green background.



First aid kits on worksites should have a carrying handle. There must be a notice near to the first aid room with the name(s) of those in the workplace that hold an approved occupational first aid certificate.

It is recommended that Order Picker operators take the time to do an approved first aid certificate.

Causes of Order Picker Accidents

Analysis of Order Picker accidents reported to WHSQ indicates that the main causes of accidents are:

- Excessive speed.
- Not looking in the direction of travel.
- Carrying Passengers.
- Poor stacking procedures.
- Poor Order Picker maintenance.
- Inadequate operator training.
- Exceeding the rated capacity of the Order Picker.
- Cornering with the platform raised high.
- Getting on and off the Order Picker.
- Spinal Injury from poor lifting techniques
- Reversing into loads.

An operator should follow safe procedures regarding untrained people near machines in the workplace and everyone working around machinery needs to be trained in safe work practices.

Always know who is in your exclusion Zone and why they are there.

If you are unsure:

- Shut the machine down and wait till the person has gone to continue working.
- Horns, beepers and strobes should be used to alert them of your presence.

If an accident almost happens, this is a near miss. You must report it to your supervisor and fill in an **incident report, see the example on the following page.**

Hazard Report Form

What are you reporting? (Tick box) **Hazard** **Incident** **Accident**

Details of person making this report

Name:	Date:
Position:	Work location:

Hazard report

Please explain exactly what happened. Include date and time of incident. Who was involved? If any injury was sustained and any first aid treatment performed. Include the names of any witnesses.

Signature of person completing this section:	Date:
--	-------

Incident analysis (to be completed by supervisor)

Action initiated: <input type="checkbox"/> First aid treatment <input type="checkbox"/> Other _____	<input type="checkbox"/> Immediate danger posed by hazard has been eliminated <input type="checkbox"/> Maintenance request submitted <input type="checkbox"/> All appropriate managers notified <input type="checkbox"/> Other _____
---	--

Sign-off

Name of person conducting investigation:	Date commenced:
--	-----------------

Signature of person conducting investigation:

Managing the Risks if You Are an Employer

Employers have a primary duty to provide a safe workplace. Providing a safe work environment, training, well maintained machinery and effective traffic management plans all play an important part in reducing the risks posed by Order Pickers in the workplace.

All employees, including managers and supervisors, have a duty to ensure the actions they take, or neglect to take, do not put themselves or others at risk. Everyone needs to ensure that safe Order Picker practices are observed. Small changes in behaviour can deliver significant safety improvements.

Simple safety practices like maintaining and obeying speed limits, observing stop signs, slowing down and sounding the warning device (horn) at intersections can all help to minimize risks.

Too often, safe Order Picker practices are only introduced at a workplace after a worker has been killed or injured. Action must be taken first to eliminate injuries and save lives.

Safe Order Picker operating procedures are often disregarded once an operator has gained a Certificate of Competency. Refresher training is a highly recommended way of ensuring employees are current in their knowledge and safe working practices.

Induction into a new workplace or changed environments, unfamiliar machines etc. mean that additional training and safe work procedures are a must.

We trust that you have enjoyed the formal training and that you have learnt the fundamentals of what it takes to be a safe operator. Please remember to take your time, practice what you have learnt on this course and stay safe.

Your Assessment papers are kept for 30 years and can be used in a court of law. Think about it!

Remember just because other people have been driving for a long time does not always mean they are a good operator – select an appropriate trainer / mentor. Don't be a "sheep"!