



# **CONSOLIDATED FORK TRUCK SERVICES LTD**

A JOINT BITA/FLTA COMPANY

## **QUALITY ASSURANCE**

## **PROCEDURAL CODE**

**TO BE USED WHEN CARRYING OUT THOROUGH  
EXAMINATIONS ON INDUSTRIAL TRUCKS TO GN28**

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## Section 1 – Consolidated Fork Truck Services Ltd

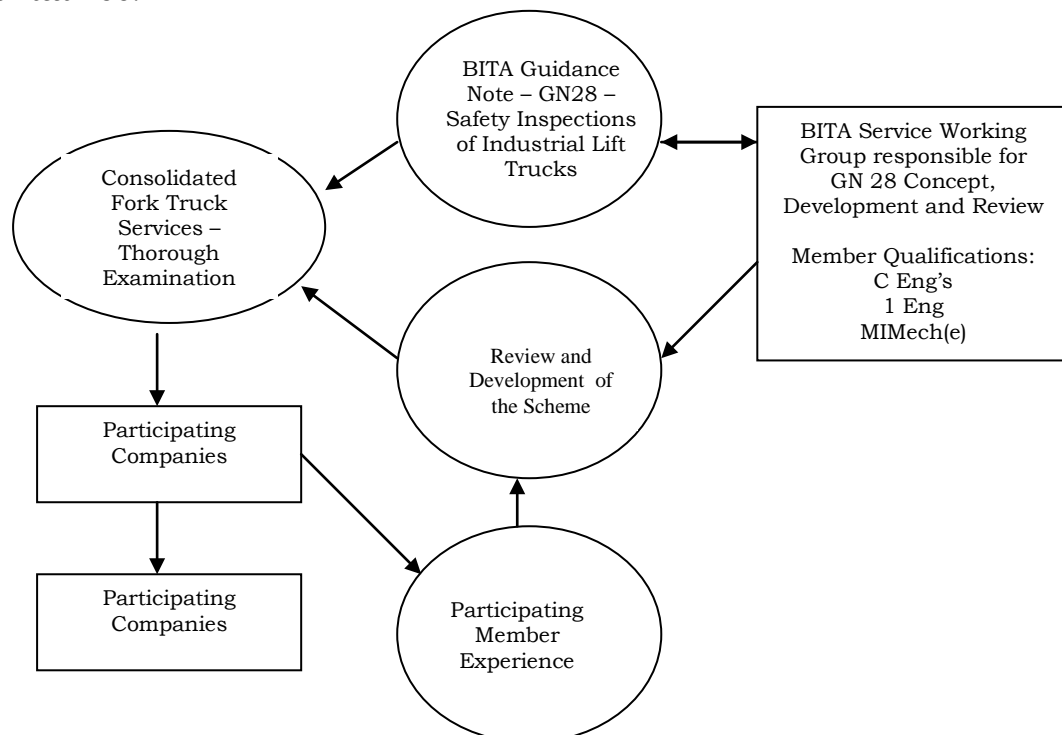
### 1.1 Consolidated Fork Truck Services Ltd

Consolidated Fork Truck Services Ltd, (CFTS) is a trading company owned jointly by the British Industrial Truck Association (BITA) and the Fork Lift Truck Association (FLTA). This company has been formed to develop a Quality Assurance Procedural Code for a lift truck Thorough Examination service that is superior to what is currently available in the marketplace. All qualifying member companies operating under the Procedural Code do so in the name of CFTS.

CFTS have produced this Quality Assurance Procedural Code to enable qualifying member companies to offer a quality lift truck Thorough Examination service to the marketplace. CFTS utilize BITA Guidance Note GN28 – Safety Inspection of Industrial Lift Trucks as the examination scheme of examination. This guidance note, GN28, was written and developed by the BITA Service Working Group, whose members represent major manufacturers and suppliers of industrial mechanical handling equipment. and whose members qualifications include Chartered and Incorporated Engineers and Members of the Institute of Mechanical Engineers.

The guidance note will be periodically reviewed by this working group to ensure conformance with the law as it changes and to reflect best practice and changes in technology.

The CFTS Quality Assurance Procedural Code for Thorough Examinations and training course requirements will also be periodically reviewed. The reviews will be carried out by a joint BITA / FLTA working group to ensure conformance with the law, to feed back Thorough Examination best practice from participating member companies and to reflect changes in technology advised by member companies who are either manufacturers in their own right or manufacturers authorised representatives.



## Section 2 - Scope

### 2.1 Scope

The purpose of this quality assurance procedural code is to provide guidance on what needs to be included in schemes of Thorough Examination as specified by Consolidated Fork Truck Services Ltd.

The guidance is not intended to cover operator's routine pre-use checks or inspections which are part of the maintenance process.

### 2.2 Purpose of Thorough Examination

The Thorough Examination of the truck is intended to:

- establish that the truck can continue to be operated with safety and without injury to persons; provided that the truck is operated to the manufacturers recommendations.
- verify that the truck is operating as it is intended to when lifting and travelling;
- identify defects or weaknesses which could compromise the safe use of the truck;
- specify the time-scales within which identified defects or weaknesses need to be rectified;
- establish that defects identified in the previous report of Thorough Examination have received attention;
- assess the correct function of all safety devices;
- check that warning notices are correctly fixed and legible; and
- where necessary specify any limitations on the use of the truck

**Note: Where the competent person decides that they have insufficient information to allow decisions to be made on defects or weaknesses then more detailed examination and/or testing and/or more frequent time-scales for associated reports will need to be specified.**

## **Section 3 - Definitions**

**3.1 LOLER** - The Lifting Operations and Lifting Equipment Regulations 1998

**3.2 PUWER** - The Provision and Use of Work Equipment Regulations 1998

The Health and Safety Executive brought out 2 sets of regulations which implemented the amending directive to the Use of Work Equipment Directive (AUWED). Both LOLER and PUWER came into force on 5<sup>th</sup> December 1998.

Both PUWER and LOLER apply to all lifting equipment used in the workplace, whether it is used to lift loads or lift people.

PUWER implements the non-lifting requirements of the Directive and replaces the Provision and Use of Work Equipment Regulations 1992 in their entirety.

LOLER deals with the lifting risks where they exist.

### **3.3 Thorough Examination**

For the purpose of this Code, wherever the term Thorough Examination is used it refers to a safety inspection as described in GN28. This safety inspection combines examination of the lifting parts of the truck (under LOLER 98, regulation 9) with inspection of other safety critical parts that are not directly part of the lifting mechanism (under PUWER 98, regulation 6). For practical purposes a safety inspection to GN28 is referred to in this Code as a Thorough Examination of the truck and the report of Thorough Examination provided under this Code includes the results and conclusions of the competent person's inspections and examinations required by both regulations given above.

### **3.4 Thorough Examination Body**

A body that performs Thorough Examinations under the terms of this quality procedural code and the contractual agreement made between the Examination Body and Consolidated Fork Truck Services Ltd.

**Note:** *The organisation may be a large or small company. For a manufacturer the Thorough Examination body may be a department within the company, for a small dealer the Thorough Examination body may be a single competent person and his manager. A body can be an organisation, or part of an organisation.*

## Section 4 - Regulation 9 of LOLER

**4.1** Every employer shall ensure that before lifting equipment is put into service for the first time by him it is thoroughly examined for any defect unless either –

- (a) the lifting equipment has not been used before; and
- (b) in the case of lifting equipment for which an EC declaration of conformity could or (in the case of a declaration under the Lifts Regulations 1997) should have been drawn up, the employer has received such declaration made not more than 12 months before the lifting equipment is put into service;

or, if obtained from the undertaking of another person, it is accompanied by physical evidence referred to in paragraph 4 of LOLER 1998.

**4.2** Every employer shall ensure that, where the safety of lifting equipment depends on the installation conditions, it is thoroughly examined –

- (a) after installation and before being put into service for the first time; and
- (b) after assembly and before being put into service at a new site or in a new location, to ensure that it has been installed correctly and is safe to operate.

**4.3** Subject to paragraph 6 of LOLER 1998, every employer shall ensure that lifting equipment which is exposed to conditions causing deterioration which is liable to result in a dangerous situation is: -

- (a) thoroughly examined –
  - (i) in the case of lifting equipment for lifting persons or an accessory for lifting, at least every 6 months;
  - (ii) in the case of other lifting equipment, at least every 12 months; or
  - (iii) in either case, in accordance with an examination scheme; and
  - (iv) each time that exceptional circumstances which are liable to jeopardise the safety of the lifting equipment have occurred; and
- (b) if appropriate for the purpose, is inspected by a competent person at suitable intervals between thorough examinations, to ensure that health and safety conditions are maintained and that any deterioration can be detected and remedied in good time.

**4.4** Every employer shall ensure that no lifting equipment –

- (a) leaves his undertaking; or
- (b) if obtained from the undertaking of another person, is used in his undertaking, unless it is accompanied by physical evidence that the last Thorough Examination required to be carried out under this regulation have been carried out.

**Note:** *Wherever the word 'employer' is used, the regulation also applies to 'self-employed' (source – HSE)*



## **Section 5 - Impartiality and Integrity / Independence**

### **5.1 - Impartiality and Integrity**

It is crucial that the process of Thorough Examination is seen to operate in an open and impartial manner. Only experienced personnel of integrity should be employed in its management and administration.

The competent persons who work within the Thorough Examination body shall be free from any commercial, financial and other pressures which might affect their judgement. They must be able to work and report openly without fear of pressure of recrimination, should reports be unfavourable, or should they refuse to examine an item of equipment.

The remuneration of competent persons working within, or in support of, the Thorough Examination body shall not depend on the number of examinations carried out or results of such examinations. If such persons are approached with any benefits of kind, or any reward, in relation to the conduct of an examination they are to refuse to continue with the examination, and report the matter immediately to their appropriate line manager.

The conduct of Thorough Examinations must be independent of the routine maintenance and repair process. It must be managed, administered and reported separately. This does not mean that personnel involved cannot perform tasks in support of other activity. However, it must be clear what function is being performed and for what purpose.

Where the organisation is large enough to have a separately established Thorough Examination body that performs no other tasks, then there is no conflict and the role of the staff should be clear. Where personnel are employed on a variety of tasks, which include duties in support of the Thorough Examination body there will be potential for conflicts of interest. The organisation of work must be designed to minimise any risks that may arise from such an arrangement. The competent person should not be checking his own work when he conducts a Thorough Examination. So, the competent person should not conduct a Thorough Examination of equipment that he regularly repairs or maintains. For small companies the following are examples of what would be considered acceptable.

- The fleet is split so that half the competent persons conduct Thorough Examinations on half the fleet and do other work on the other half of the fleet.
- One or two competent persons only conduct Thorough Examinations; other engineers do the remainder of the work. For example the service manager may just do occasional examinations, but no repair or service work.

## Section 5

### 5.2 Independence

The Thorough Examination must be conducted and reported on separately to other work. Once the competent person initiates the Thorough Examination he must complete it and report on it. He must not, for example, find a defect, take measures to remedy that defect, then continue the examination as though that defect had not existed. This does not mean that the competent person, if he is also a service engineer, cannot, during the same visit to the equipment, carry out the next due service or repair defects. However, it does mean that such activity should be conducted separately.

It is important that the Report of Thorough Examination provides an independent view of the equipment at the time of the examination, not a view of the equipment having just been repaired. It follows therefore that the Thorough Examination should be conducted first, followed by any scheduled maintenance and/or repairs. The Report of Thorough Examination should be completed immediately after the examination, and before any other work is carried out.

If defects are found during the Thorough Examination and the competent person is able to remedy them immediately following the examination he may do so provided he/she is also a competent service engineer. However, to avoid any confusion the Thorough Examination and subsequent remedial work must be reported on and invoiced separately. Documentation completed must allow for this.

## Section 6 - Administration

### 6.1 Administration

Consolidated Fork Truck Services Ltd is a legally identifiable body. Any Thorough Examination body, or the organisation of which it forms a part, shall also be legally identifiable.

A Thorough Examination body that is part of an organisation involved in activities other than inspection shall be identifiable within that organisation.

The Thorough Examination body shall use the documentation as specified by Consolidated Fork Truck Services Ltd.

**Note:** *This does not preclude the use of company documentation for internal purposes.*

The Thorough Examination body shall have documentation which describes its functions and the technical scope of activity for which it is competent.

A Thorough Examination body carrying out Thorough Examinations must have insurance appropriate to its level of business.

Consolidated Fork Truck Services Ltd, the joint FLTA/BITA company, shall have its own accounts and that shall be audited and be available for inspection as required.

## **Section 7 – Confidentiality**

**7.1** Consolidated Fork Truck Services Ltd and the Thorough Examination body shall ensure confidentiality of information obtained in the course of its examination activities. Proprietary rights shall be protected.

Under certain prescribed circumstances reports have to be sent to the relevant enforcing authority . In this case confidentiality between Consolidated Fork Truck Services Ltd and the inspection organisation shall be protected.

**Note:** *Regulation 10, LOLER 1998 refers.*

## **Section 8 – Organisation and Management**

**8.1** The Thorough Examination body shall have a “Thorough Examination Manager”, however named, who is responsible for the administration and conduct of all aspects of Thorough Examination. This may be his sole function or it may be an additional responsibility of the Service Manager or similar. He will be responsible to his own management team for ensuring that all Thorough Examination activities are carried out in accordance with this Quality Assurance Procedural Code.

The Thorough Examination body shall have a minimum of 2 persons, one of whom shall be the Thorough Examination Manager or similar (see below). One person cannot undertake all the Competent Person duties and also be nominated as the Thorough Examination Manager. However, the Thorough Examination Manager may also conduct a proportion of the Thorough Examinations.

Identified personnel within an organisation may hold more than one position.

The Thorough Examination body shall have an organisation that enables it to maintain the capability to perform its technical functions.

The parent company shall clearly define and document the responsibilities and reporting structure of the Thorough Examination body. This shall apply even if the Thorough Examination body consists of only 2 people. If the Thorough Examination body supplies other certification and/or testing services these should also be defined, and the relationship between its various functions clearly stated.

**8.2** The Thorough Examination body shall provide effective supervision by competent and qualified persons experienced in the Thorough Examination of industrial trucks and the assessment of the examination results.

The Thorough Examination body shall have named persons who will deputise in the absence of the Manager, however named, responsible for inspection services.

Each position affecting the quality of the inspection service shall be described. These job descriptions shall include the requirements for education, training, technical knowledge and experience.

The name of the Thorough Examination Manager and his authorised deputy shall be notified to Consolidated Fork Truck Services Ltd to establish a contact point for documentation. Any changes shall be notified to Consolidated Fork Truck Services Ltd as soon as practicable.

Please see the following schematic diagram of the recommended organisational and reporting structure.

A Sample job description for a Thorough Examination Manager has been included for guidance purposes.

## Section 8

### 8.3 Job description

<b>Job Title:</b>	Thorough Examinations Manager	(This may be a single position or linked to other responsibilities.)
<b>Responsible To:</b>	(Insert name or position of supervisor.)	
<b>Responsible For:</b>	(Insert posts that report directly to this manager.)  This may need to include partial responsibility for Competent Persons if they only report to the Thorough Examinations Manager for the purpose of conducting Thorough Examinations.	
<b>Main Purpose:</b>	To be responsible for the conduct of Thorough Examinations in accordance with company policy.	
<b>Designation:</b>	This is a key position. The post holder is to be authorised in writing to manage company Thorough Examination activities.	
<b>Qualifications &amp; Experience:</b>	As a minimum the Thorough Examinations Manager will: <ul style="list-style-type: none"><li>• Have relevant experience in the maintenance/ servicing of fork lift trucks and</li><li>• Hold a minimum of 2 years experience as a Competent Person conducting</li><li>• Thorough Examinations on fork lift trucks or</li><li>• Have passed a Thorough Examinations Manager course approved by CFTS.</li></ul>	

**KEY RESULT AREAS**

**KEY TASKS**

**STANDARDS OF PERFORMANCE**

**MEANS OF MEASUREMENT**

**Overall**

1.1 To be fully conversant with all relevant company policies and procedures.

All existing policies and procedures are reviewed at least once per year.

Monitored by immediate manager.

To ensure a general understanding of policies and procedures relating to the conduct of Thorough Examinations (TEs).

1.2 To be fully conversant with the CFTS Quality Assurance Procedural Code.

All existing policies and procedures are reviewed at least once per year.

Monitored by immediate manager.

To effectively manage the team responsible for the conduct of TEs in accordance with these policies and procedures.

**(The team consists of any direct reports plus those Competent Persons who may be allocated from time to time.)**

<b><u>KEY RESULT AREAS</u></b>	<b><u>KEY TASKS</u></b>	<b><u>STANDARDS OF PERFORMANCE</u></b>	<b><u>MEANS OF MEASUREMENT</u></b>	
<b><u>Operations</u></b>				
To implement policies and procedures to ensure that Thorough Examinations are Conducted correctly.	2.1	To maintain records of due dates for all TEs for which responsible.	100%	Monitored by immediate manager.
	2.2	To monitor records and schedule TEs according to due dates.	100%	Monitored by immediate manager.
	2.3	To allocate tasks to Competent Persons according to their experience and capabilities.	100%	Monitored by immediate manager.
	2.4	To ensure all TEs are completed on time or be aware of the reasons why not.	100% scheduled TEs checked. Reasons for non completion investigated and recorded.	Monitored by immediate manager. TE reports checked against schedule.
	2.5	To ensure TEs are being carried out correctly.	Check 100% of TE reports. (See also Quality Assurance)	Monitored by immediate manager. Recorded periodic checks by immediate manager or
	2.6	To liase as necessary to ensure that remedial work identified is completed by the due date.	100% or recorded why not.	Monitored by immediate manager. Recorded periodic checks by immediate manager or quality Manager.
	2.7	To ensure that failures for safety critical items are reported appropriately internally, to the customer and, if so required, to the enforcement authority.	100%	Monitored by immediate manager. Recorded periodic checks by immediate manager or quality manager



**KEY RESULT AREAS****KEY TASKS****STANDARDS OF PERFORMANCE****MEANS OF MEASUREMENT**

<b><u>KEY RESULT AREAS</u></b>	<b><u>KEY TASKS</u></b>	<b><u>STANDARDS OF PERFORMANCE</u></b>	<b><u>MEANS OF MEASUREMENT</u></b>
	2.8 To liaise as necessary to ensure that remedial work is completed on failed trucks and the trucks are re-examined.	100% based on agreement of customer or, for own trucks, the appropriate manager.	Monitored by immediate manager. Recorded periodic checks by immediate manager or quality Manager.
<b><u>Quality Assurance</u></b>	3.1 To ensure correct tools are available to each Competent Person.	100%	Monitored by immediate manager.
To implement defined quality assurance procedures to assist the company to comply with the requirements of the CFTS.	3.2 To ensure that the tools are maintained in good working condition.	Recorded periodic checks.	Record Book
Quality Assurance Procedural Code. (This should include the tasks listed here, but is not restricted to them.)	3.3 To Ensure that appropriate legislation and regulation documents and truck manuals are kept up to date.	Amendments actioned immediately on receipt.	Monitored by immediate manager.
	3.4 To ensure TEs are being carried out correctly.	Check 100% of TE reports.  Check 1% of all TEs by either conducting a re-examination or arranging for a re-examination to be carried out by a different Competent Person.	Monitored by immediate manager.  Recorded periodic checks by immediate manager or quality Manager.

**KEY RESULT AREAS**

**KEY TASKS**

**STANDARDS OF PERFORMANCE**

**MEANS OF MEASUREMENT**

**Health & Safety**

To ensure all team members are provided with the Knowledge and skills to enable them to work in a healthy and safe manner.

4.1 To regularly review appropriate aspects of the Company's Health & Safety Policy in conjunction with the Director responsible for Health & Safety.

The policy is reviewed annually, or when significant changes occur.

Colleague feedback.  
Internal/external audit.

Amendments submitted to the Board for approval.

Board feedback.

4.2 To identify Health & Safety training needs in conjunction with line management and, if appropriate, external specialists.

Initial training needs are set out in the annual training plan which is amended on an as-and-when basis according to identified needs.

Monitored by immediate manager.  
Colleague feedback.  
Training records.

4.3 To ensure all team members are aware of their health and safety responsibilities.

All new staff undergo Company induction within 2 weeks of commencing employment.

Monitored by immediate manager.  
Training records.

4.4 To ensure all team members are trained and equipped to carry out their duties safely and effectively.

All team members receive introductory and update training in line with Company policy.

Monitored by immediate manager.  
Training records.

4.5 To ensure that risk assessments are carried out in accordance with the Procedural Code prior to the undertaking of any TE.

Maintain records for all locations.

Risk Assessment File.

**KEY RESULT AREAS**

**KEY TASKS**

**STANDARDS OF PERFORMANCE**

**MEANS OF MEASUREMENT**

**Administration**

To ensure that the administration of all TE timely and effective manner.

5.1	To ensure that a Truck Record Sheet is properly maintained for all appropriate fork lift trucks.	100%	Monitored by immediate manager. Individual truck files.
5.2	To ensure that customers receive their copy of the TE Report and all related documentation.	Within 2 working days of the examination.	Monitored by immediate manager.
5.3	To ensure that TE reports are correctly filed for all appropriate trucks. This may be original documentation for own trucks or copy documentation for customer trucks.	100%	Monitored by immediate manager. Individual truck files or central TE file/register according to company policy.
5.4	To determine the need for regulations and manuals and Ensure a system exists for the timely acquisition of changes and amendments.	All appropriate documents.	Monitored by immediate manager. All documents.
5.5	To provide a means by which all Competent Persons are made aware of such changes and amendments.	All changes. All Competent Persons.	Competent Persons sign changes register or similar.
5.6	To ensure that CFTS is kept aware of any changes to TE personnel and company policy.	As required.	Monitored by immediate manager.
5.7	To act as a link to CFTS for all routine matters.	As required.	Monitored by immediate manager.

**KEY RESULT AREAS****KEY TASKS****STANDARDS OF PERFORMANCE****MEANS OF MEASUREMENT****Personnel**

To ensure that all team personnel are appropriate for the tasks to be performed.

6.1 To ensure that an appropriate deputy is nominated.

In discussion with immediate manager.

Agreement of immediate manager

6.2 To ensure only registered Competent Persons are deployed on TE tasks.

100%

Monitored by immediate manager.

6.3 To ensure that all such Competent Persons meet the minimum requirements of CFTS.

100%

Monitored by immediate manager.  
Register provided to CFTS.

6.4 To determine and record the experience of all Competent Persons and ensure they are only allocated to tasks within their experience.

100%

Monitored by immediate manager.

Written records.

**Team Training & Development**

(The team consists of any direct reports plus those Competent Persons that may be allocated from time to time. Where other departments and/or managers are involved elements in this section will need to be discussed and implemented jointly.)

7.1 To develop, implement and maintain key results area job descriptions for all team members.

All members of the team will have relevant job descriptions in place at all times.

Monitored by immediate manager.

Internal audit.

7.2 To carry out appraisals for all direct reports and input to the appraisals of other team members.

Appraisals will be carried out in line with Company policy.

Monitored by immediate manager.  
Personnel records.

7.3 To identify training and development needs for each team member.

A record will be kept of all training needs identified from appraisal interviews and other performance review activities.

Monitored by immediate manager.  
Personnel records.

**KEY RESULT AREAS**

**KEY TASKS**

**STANDARDS OF PERFORMANCE**

**MEANS OF MEASUREMENT**

7.4 To ensure appropriate training is implemented in order to meet identified needs.

Training courses and/or coaching activities meet agreed needs.

Monitored by immediate manager.  
Training course control forms and reports.

7.5 To ensure all team members receive regular briefings.

Team briefing is carried out in accordance with Company policy.

Monitored by immediate manager.

## **Section 9 – Personnel**

### **9.1 Employed Personnel**

The Thorough Examination body shall have a sufficient number of permanent personnel with the range of expertise to carry out Thorough Examinations.

The competent person who carries out the Thorough Examination shall have the ability to make practical judgements using their knowledge and experience of the equipment under examination, and record the results of their examination. They should also be suitably trained in the legal and administrative aspects of Thorough Examination and be competent to compile a report on the Thorough Examination that identifies defects found, recommendations on the appropriate actions to be taken and appropriate time scales.

The staff responsible for the management of competent persons and competent person services shall have the relevant knowledge of the design of industrial trucks covered by their organisations, the way that the trucks are used, and of the defects which may occur during use and service. They shall understand the significance of material changes that can affect the safe use of the truck and identifying what actions will need to be taken in order to rectify them.

**9.2** The Thorough Examination body shall establish a documented training system which may incorporate training offered by external bodies, approved by Consolidated Fork Truck Services Ltd, to ensure that the training of its personnel, in the technical and administrative aspects of the work, is kept up to date in accordance with the quality assurance manual.

The training period required shall depend upon the ability, qualifications and experience of the persons involved.

The Thorough Examination body shall establish and agree the necessary stages of training for the persons involved in Thorough Examinations, appropriate to the work to be undertaken. These stages may include: -

- an induction period
- a supervised working period with experienced engineers
- continuation training throughout employment, to keep pace with developing technology within the industrial truck industry.

Records of academic or other qualifications, training and experience of each member of its personnel shall be maintained by the Thorough Examination body. The records shall be made available to Consolidated Fork Truck Services Ltd for audit purposes if required.

Consolidated Fork Truck Services Ltd shall provide guidance for the conduct of staff employed by the Thorough Examination body.

## Section 9

### 9.3 The Competent Person carrying out the Thorough Examination shall:

- Have a minimum of 5 years experience as a fork lift truck service engineer. This includes appropriate apprentice training. (Some experience from related trades may be acceptable, but this must be assessed on a case by case basis) **and**
- Be capable of inspecting a full range of fork lift trucks for safety critical items, including all hydraulics, braking systems, steering systems, traction systems, safety systems and general structure **and**
- Have passed a Thorough Examination course approved by Consolidated Fork Truck Services Ltd **and**
- Be authorised as a Competent Person by his current employer.
- Attend a revalidation course at least every 5 years provided by a body approved by Consolidated Fork Truck Services Ltd.

### 9.4 Thorough Examination Manager shall: -

- Be authorised by and responsible to his current company to manage Thorough Examination activities **and**
- Have relevant experience in the maintenance/servicing of trucks **and**
- Hold a minimum of 2 years experience as a Competent Person conducting Thorough Examinations on fork lift trucks **or**
- Have passed an authorised Thorough Examination course approved by Consolidated Fork Truck Services Ltd.

## **Section 10 – Facilities and Equipment**

**10.1** The Thorough Examination body shall have available to it, suitable and adequate facilities and equipment to enable the Thorough Examination to be carried out. Section 4 of GN28 gives guidance to the condition of the industrial truck and premises at the time of examination.

**10.2** The Thorough Examination body shall ensure that all equipment used in the examination of industrial trucks is appropriate for the task, is properly maintained and correctly calibrated. The calibration process is not applicable to chain or fork-wear gauges or steel rules.

All such equipment shall be properly identified and maintained in accordance with documented procedures and instructions.

The overall programme of calibration of other equipment shall be designed and operated so as to ensure that wherever applicable measurements made by the inspection company are traceable to National and International standards.

Where relevant, equipment shall be subjected to in-service checks between regular re-calibrations.

If the Thorough Examination body uses computers or automated equipment in connection with inspections, it shall ensure that: -

- a) computer software is tested in order to confirm that it is adequate for use;
- b) procedures are established and implemented for protecting the integrity of the data;
- c) procedures are established and implemented for maintenance of security of data.



## **Section 11 – Records**

**11.1** Organisations carrying out Thorough Examinations shall keep the records of this examination until the next report or for at least 2 years, whichever is later (LOLER, reg II, 2:IV refers).

**11.2** A copy of the report shall be kept on record and be available to Consolidated Fork Truck Services Ltd upon request.

Records of Thorough Examinations of short term hire equipment shall be subject to 1 & 2 above.

**11.3** Records of test certificates including replacement chains, new fork tines and major repairs or modifications such as repairs to the structure, rollover protection and masts etc, shall be available to CFTS.

**11.4** It is recommended that a copy of this form be prepared for each fork lift truck, regardless of the user and regardless of whether or not it is to be Thoroughly Examined under this scheme.

**Section 11**

**11.4**

**INDUSTRIAL TRUCK RECORD SHEET**

<b>SERIAL NUMBER OF INDUSTRIAL TRUCK: CERTIFICATE OF CONFORMITY (POST 1989)</b>			
	<b>SERIAL NUMBER:</b>	<b>DATE FITTED:</b>	
<b><u>CHAIN CERTIFICATE</u></b>			
<b><u>FORKS</u></b>			
	<b>DATE:</b>		
<b><u>THOROUGH EXAMINATION</u></b>			
<b><u>STRUCTURAL REPAIRS/MODIFICATIONS</u></b>			

## **Section 12 – Thorough Examinations and Reports**

**12.1** The work carried out by the Thorough Examination body shall be in accordance with GN28 and any other instructions that are necessary to supplement GN28. Particular attention shall be given to novel devices fitted to particular types or models of truck and any test procedures that are required to allow objective assessments to be made on safety critical parts.

**12.2** The report shall include details of the safety related defects found and recommendations to remedy defects within specified time scales.

This information shall be reported correctly, accurately and clearly and in a way that can be clearly understood by the person requesting the Thorough Examination.

**12.3** If the work has been carried out by a sub-contractor, authorised by the Thorough Examination body, items 1 & 2 above apply exactly. (see section 13)

**12.4** In both cases a record of the examination report shall be available on request from Consolidated Fork Truck Services Ltd.

**12.5** Thorough Examination reports shall be signed by the competent person and if necessary approved by authorised staff members.

**12.6** At the conclusion of the Thorough Examination the competent person will issue a report in a form authorised by Consolidated Fork Truck Services Ltd that confirms that the industrial truck is safe to remain in service until the next Thorough Examination, subject to the remedying of defects identified on the report of Thorough Examination within the time scale specified.

If for any reason the competent person judges that the industrial truck is not safe to remain in service the competent person will issue the report form showing clearly the faults that need remedial action and recommend that the truck is taken out of service. He will also issue a copy of the report to the relevant enforcing authority.

**12.7** At the time of inspection the competent person will affix to the industrial truck a disc displaying the date of the next Thorough Examination.

### **Section 13 – Sub-Contracting**

**13.1** The Thorough Examination body shall itself normally perform the inspections which it contracts to undertake.

**13.2** A Thorough Examination body shall only sub-contract the examination to another company registered with Consolidated Fork Truck Services Ltd to carry out Thorough Examinations. The Thorough Examination body shall notify the client of its intention to sub-contract any part of the examination.

Consolidated Fork Truck Services Ltd publishes a list of companies authorised to carry out Thorough Examinations under the Consolidated Fork Truck Services Ltd procedural code.

**13.3** The Thorough Examination body shall record and retain details of the competence and compliance of its sub-contractors. The Thorough Examination body shall maintain a register of all sub-contracting.

**13.4** Where the Thorough Examination body sub-contracts certain specialised activities, it shall have access to a qualified and experienced person who is able to form an independent assessment of the competence of the sub contractor and the results of these sub-contracted activities. The responsibility for the determination of conformity with the requirements rests with the Thorough Examination body itself.

## **Section 14 – Quality Management**

- 14.1** CFTS is committed to quality. All CFTS accredited companies are required to be equally committed to quality. That is the purpose of this manual.
- 14.2** The aim of quality assurance is to ensure that high standards are maintained throughout the Thorough Examination process managed by Consolidated Fork Truck Services Ltd and its accredited companies. This will include high levels of customer service and integrity, but above all companies will strive to ultimately safeguard standards of equipment safety for fork lift truck operators, their co-workers and service engineers.
- 14.3** Thorough Examination body's management shall define and document its policy and objectives and commitment to quality. This will include, but is not restricted to, those areas of quality management covered in this manual. The body shall ensure that this policy is understood, implemented and maintained at all levels in the organisation.
- 14.4** The quality system shall be fully documented. This may be achieved by adding additional sections to an existing quality management document. Alternatively the document may be based entirely on this manual, suitable adapted for local conditions if need be.
- 14.5** The Thorough Examination body shall designate a person who, irrespective of other duties, shall have defined authority and responsibility for quality assurance within the body. The quality system shall be maintained relevant and current under the responsibility of that same person. Ideally the person responsible for quality assurance will be a manager other than the Thorough Examination Manager. However, in smaller companies these responsibilities may be shared.
- 14.6** The Thorough Examination body shall carry out a system of planned and documented internal quality audits. This should be designed to verify compliance with the criteria of this manual and any other associated company policies, and the overall effectiveness of the quality system. Where there are no existing procedures, completion of the quality assessment sheet at the end of this section will suffice. Such audits must be completed at least once each year, and following significant changes within the company, and more frequently if issues concerning quality assurance have been identified.
- 14.7** The personnel performing the audits shall be suitable experienced and independent from the functions being audited.
- 14.8** If discrepancies are detected in the quality system they must be dealt with in a timely and effective manner. Procedures and quality checks should be adapted to ensure such discrepancies are not repeated.
- 14.9** Company management shall review the quality system for Thorough Examination at appropriate intervals, not longer than a year, to ensure its continuing suitability and effectiveness. These reviews may be part of more comprehensive company reviews. The results of such reviews shall be recorded.

14.10

Section 14

<u>Serial</u>	<u>Item</u>	<u>Assessment</u>	<u>Comments</u>	<u>Checked By</u>	<u>Date</u>
<b><u>Documents</u></b>					
1	CFTS authority.	Current for each depot			
2	CFTS accreditation documentation	Current for each depot			
3	CFTS Quality Assurance Procedural Code	Available & current			
4	Company quality policy.	Available & current			
5	Company Health & Safety policy.	Available & current			
6	PUWER 98	Available & current			
7	LOLER 98	Available & current			
8	Truck manuals (as required).	Available & current			
9	Appropriate archives in place.	Filed as appropriate			
10	Redundant documents. (TE Reports etc - see Operations)	Removed/destroyed			

<u>Serial</u>	<u>Item</u>	<u>Assessment</u>	<u>Comments</u>	<u>Checked By</u>	<u>Date</u>
<b><u>Personnel</u></b>					
11	TE Manager	In place and authorised			
12	TE Manager - Job Description	In place and current			
13	Thorough Examination Manager	Experienced/Trained			
14	Deputy TE Manager	Nominated			
15	Deputy TE Manager - Job Description	In place and current			
16	Deputy TE Manager	Experienced/Trained			
17	Quality Assurance Manager	Nominated			
18	Competent Persons	Number: .			
19	Competent Persons	All authorised			
20	Competent Persons	All 5 year appropriate experience			
21	Competent Persons	Passed approved TE course			
22	Competent Persons	Qualification current- (5 year revalidation)			
23	Competent Persons	Experience recorded			
23	Competent Persons - Job Descriptions	In place and current			
25	Training for TE team members	Needs identified and recorded			
26	Training for TE team members	Completed as required and recorded			

**14.10**

**Section 14**

<u>Serial</u>	<u>Item</u>	<u>Assessment</u>	<u>Comments</u>	<u>Checked By</u>	<u>Date</u>
<b><u>Tools &amp; Equipment</u></b> (For each Competent Person)					
27	Service vans.	Appropriate for task.			
28	Service vans.	Current insurance, MOT and tax			
29	Service vans.	Appropriately equipped			
30	Tool kits	Appropriate for task.			
31	Chain gauges.	Check in serviceable condition.			
32	Callipers, rules etc	Good condition & appropriate			



14.10

Section 14

<u>Serial</u>	<u>Item</u>	<u>Assessment</u>	<u>Comments</u>	<u>Checked By</u>	<u>Date</u>
<b><u>Operations</u></b>					
(Where appropriate for each truck in scheme)					
33	Industrial Truck Record Sheet	Available and up to date.			
34	TE interval.	Determined & recorded.			
35	TE due date	Recorded			
36	TEs scheduled	According to policy & on time			
37	TE Risk Assessments	Current for each site.			
38	TEs conducted.	According to policy & on time			
39	TEs conducted.	In accordance with GN28.			
40	TEs conducted.	Not by regular maintainer			
41	TEs conducted.	1% Check by TE Manager			
42	Sub-contracting.	Only to CFTS authorised companies			
43	GN28 Inspection Reports	Completed correctly			
44	TE expiry disk.	Completed and fitted correctly			
45	TE documentation	Completed correctly within 48 hours			
46	TE documentation	State % checked (10% recommended)	%		
47	TE documentation	Filed correctly			
48	TE documentation	Maintained for minimum of 2 years			
49	TE defects.	Rectified properly and on time			
50	TE safety critical defects	Reported to HSE			
51	TE safety critical defects	Rectified			
52	TE safety critical defects	Equipment re-tested			

14.10

Section 14

<u>Serial</u>	<u>Item</u>	<u>Assessment</u>	<u>Comments</u>	<u>Checked By</u>	<u>Date</u>
	Spare				
53					
54					
55					
56					
57					
58					
59					
60					

## **Section 15**

### **Consolidated Fork Truck Services Ltd**

### **Completion of Thorough Examinations**

#### **METHOD STATEMENT**

##### **15.1 Introduction**

This Method Statement applies to the performance of Thorough Examinations on Industrial Lift Trucks under this procedural code.

##### **15.2 Purpose of Thorough Examination**

The requirement for Thorough Examination of lifting equipment under The Lifting Operations and Lifting Equipment Regulations 1998, (LOLER) and the inspection requirements under The Provision and Use Of Work Equipment Regulations, 1998, (PUWER) are covered under the Thorough Examination Scheme offered by Consolidated Fork Truck Services Ltd.

The Thorough Examination of the truck is intended to:

- establish that the truck can continue to be operated with safety and without injury to persons; provided that the truck is operated to the manufacturers recommendations.
- verify that the truck is operating as it is intended to when lifting and travelling;
- identify defects or weaknesses which could compromise the safe use of the truck;
- specify the time-scales within which identified defects or weaknesses need to be rectified;
- establish that defects identified in the previous report of Thorough Examination have received attention;
- assess the correct function of all safety devices;
- check that warning notices are correctly fixed and legible; and
- where necessary specify any limitations on the use of the truck

##### **15.3 Description of Work**

The Competent Person shall carry out a visual examination of the equipment backed up by functional tests. Covers will be removed to facilitate inspection where appropriate. If doubt exists as to the condition of enclosed parts the Competent Person may require that tests are carried out and / or certain parts have to be dismantled to establish condition and suitability for continued safe operation

## **Section 15**

### **15.4 Timing of Work**

Thorough Examinations shall be carried out by prior arrangement. Every effort will be made to accommodate work schedules. However, it is emphasised that Thorough Examinations are required by prescribed dates and will be scheduled as such. Last minute cancellation may mean the Employer's duty to ensure the equipment is examined within the prescribed dates will not be discharged. The Examining Company may reserve the right to make a charge for last minute cancellations or access refusal on the day.

### **15.5 Resources Employed**

The Competent Person shall be fully equipped to carry out the Thorough Examination. Certification or labelling shall confirm that any equipment that is required to be subject to examination or testing at regular intervals has passed such examination and testing.

To enable the Competent Persons to complete the Thorough Examination effectively, they may require assistance from site personnel or lift truck operators to perform load testing or functional testing of the truck.

### **15.6 Resources Required**

A safe area must be provided for the Thorough Examination to be completed. This area should be segregated from normal work activity to protect other workers, to protect the Competent Person and enable the Competent Person to concentrate fully on the Thorough Examination.

The area should be adequately lit to facilitate inspection and free from environmental hazards, such as excess of temperature, weather, noise and other site-specific hazards.

### **15.7 Method of Work**

The reference document used for Thorough Examinations carried out under the Consolidated Fork Truck Services Ltd scheme is BITA Guidance Note GN28 – Safety Inspection of Industrial Lift Trucks.

Compliance with GN28 requires the Competent Person to carry out a visual examination of the lift truck. This will entail the removal of appropriate covers and compartment doors. These shall be replaced, and secured following the Thorough Examination.

The Competent Person shall establish wear and /or misalignment of specific safety critical components, such as chains and forks, with measuring equipment.

The lift truck shall be subject to functional testing following the visual examination.

## **Section 15**

The truck shall be fitted with a label indicating the date on which the current report of Thorough Examination expires.

A report of the Safety Examination, in the format required in LOLER Regulation 10 (1)(b), shall be completed and given / posted to the Users Authorised Manager.

In cases where serious defects are discovered that result in an imminent serious risk to the operator or others, a recommendation to withdraw the truck from service immediately, until repaired, will be made. (Also see section 12).

The work area shall be left in the same condition it was found. Any waste materials generated shall be removed from site.

### **15.8 Site Safety Arrangements**

All Competent Persons shall enter the site and register their presence in accordance with site requirements and introduce themselves to the site contact.

All Competent Persons shall abide by all site safety regulations at all times.

Where there are specific site risks or hazards that are not immediately obvious, site personnel must provide the Competent Person with a detailed site Health and Safety briefing.

At the conclusion of the Thorough Examination(s), the Competent Person shall review the content of the reports and inspection status with the site contact or responsible person they have nominated, before leaving the site and signing out.

The Competent Person will conduct a visual Risk Assessment of the site. If concerns exist a formal Risk Assessment will be carried out. (see Section 16).

### **15.9 Non-Testing or Client refusal to permit access to inspect**

If for any reason the Thorough Examination cannot be completed for reasons given in Section 4 of GN28, or the client refuses access to the equipment, the Competent Person shall inform the client, in writing, that it is the responsibility of the client to advise the examining company when access will be permitted and that the truck should not be used after the due date until the Thorough Examination is completed.

The Competent Person must stress to the client the importance of adhering to due inspection dates to ensure the equipment remains safe to operate.

### **15.10 Personnel**

All Competent Persons shall, as a minimum, meet the selection criteria stated in: -

CFTS – Quality Assurance Procedural Code, and  
GN28 – Through Examination of Industrial Trucks

regarding training and relevant experience.

## **Section 15**

In addition, they shall have passed a training course approved by CFTS, on the theoretical, practical and safety aspects of conducting Thorough Examinations.

All Competent Persons carrying out Thorough Examinations under the CFTS scheme shall have defined areas of competence that they shall not, nor be asked to perform outside of.

### **15.11 Confidentiality**

Information contained within reports will remain strictly confidential. However, to comply with the requirements of LOLER, it may be necessary to forward copies of reports to the enforcing authority in cases where serious defects are discovered that result in an imminent serious risk to the operator or other site personnel.

## Section 16 – Risk Assessment

### 16.1 – Risk Assessment Proforma

<b>GENERAL RISK ASSESSMENT</b>					<b>SITE:</b>						
<b>Risk Assessment Number: CFTS 001</b>					<b>Page 1 of 3</b>						
<b><u>Task</u></b>											
Performance of Thorough Examinations											
<b><u>Hazards</u></b>											
<b><u>A</u></b> Crush Injury <b><u>B</u></b> Defective Equipment <b><u>C</u></b> Inadequate Environment <b><u>D</u></b> Contact With Harmful Fluids											
<b><u>Who May Be Affected</u></b>											
A, B, C, D, – Competent Person A, B, – Operator A, B, – Bystanders A, B, – Other Workers											
<b><u>Can The Risk Be Removed</u></b>											
No, only minimised.											
<b>LIKELYHOOD OF OCCURRENCE</b>					<b>SEVERITY OF OCCURRENCE</b>						
<b>Likely</b>	<b>5</b>	<b>Usually occurs and is the expected result</b>			<b>Fatal</b>	<b>5</b>	<b>Fatality</b>				
<b>Probable</b>	<b>4</b>	<b>Expected to occur several times</b>			<b>Major</b>	<b>4</b>	<b>Major Injury e.g. permanent injury</b>				
<b>Possible</b>	<b>3</b>	<b>Might occur but infrequently</b>			<b>Minimum</b>	<b>3</b>	<b>Minor injury e.g. cuts and bruises</b>				
<b>Remote</b>	<b>2</b>	<b>Unlikely to occur but still possible</b>			<b>Environmental</b>	<b>2</b>	<b>Environmental or property damage</b>				
<b>Unlikely</b>	<b>1</b>	<b>Highly unlikely</b>			<b>No</b>	<b>1</b>	<b>No damage</b>				
<b>Occurrence Rating</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>Severity</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	
	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>5</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>5</b>	
	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>		<b>J</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>

## Section 16 – Risk Assessment

### 16.2 Risk Priority Proforma

#### **Risk Priority Number**

Multiply **Severity Rating x Occurrence Rating = Risk Priority Number**

**A** 5

**B** 5

**C** 5

**D** 5

Any number exceeding 12 should be reassessed to introduce greater control

#### **Existing Controls (Bold Type)**

**A** Crush injury may be caused by incorrect operation of the equipment or failure to follow safe working practices, i.e. blocking trucks when jacked for examination, or working under an unblocked elevated mast.

**All Competent Persons shall, as a minimum meet the selection criteria stated in GN28 – Safety Inspections of Industrial Lift Trucks and Consolidated Fork Truck Services Ltd – Quality Assurance Procedural Code regarding training and relevant experience, in addition they shall have passed a training course approved by Consolidated Fork Truck Services Ltd on the theoretical, practical and safety aspects of conducting of Thorough Examinations.**

This type of injury may most probably be sustained by the Examiner, but could be sustained by the Operator, Bystanders or other Workers if they were in the vicinity during the activity.

During the Thorough Examination, the examiner will be in very close proximity to the equipment. The Examiner shall request all other persons leave the area, unless specifically required to assist.

**B** Any form of injury may be caused by the use of defective equipment.

All examiners carrying out Through Examinations under the Consolidated Fork Truck Services Ltd scheme are fully trained and have defined areas of competence that they shall not, nor be asked to perform outside of.

Should there be any doubt on equipment safety, such that the completion of the Through Examination may cause injury to any person, or damage to property, the Examiner reserves the right to refuse to continue the Safety Inspection.

The equipment may cause injury to others after the completion of the Thorough Examination if an inherent safety critical defect had not been identified, or the equipment had not been correctly reassembled and functionally tested prior to return to service.

**C** Any form of injury may be sustained as a result of completing a Thorough Examination in an inadequate environment.

**The Competent Person shall request a suitable environment to conduct the Safety Inspection. The area shall be segregated from normal work activity on the premises and shall have adequate lighting and be free from environmental or safety hazards that will affect the Examiner or prevent satisfactory completion of the Safety Inspection.**

The Competent Person reserves the right to refuse to carry out Through Examination if the environment is inadequate on any grounds.

**D** Contact with harmful fluids or other process related contaminants may cause injury.

All Competent Persons are provided with suitable and sufficient PPE to protect from acid splashes and burns or contact with oils and greases etc, normally associated with the equipment.

The Competent Person will ask the User to confirm if harmful agents from their processes are present on the equipment. The Examiner reserves the right to refuse to examine until the equipment is cleaned to a standard that will enable the completion of the Through Examination without danger to the Competent Person



**Section 16 – Risk Assessment**

**16.3 Further Action Proforma**

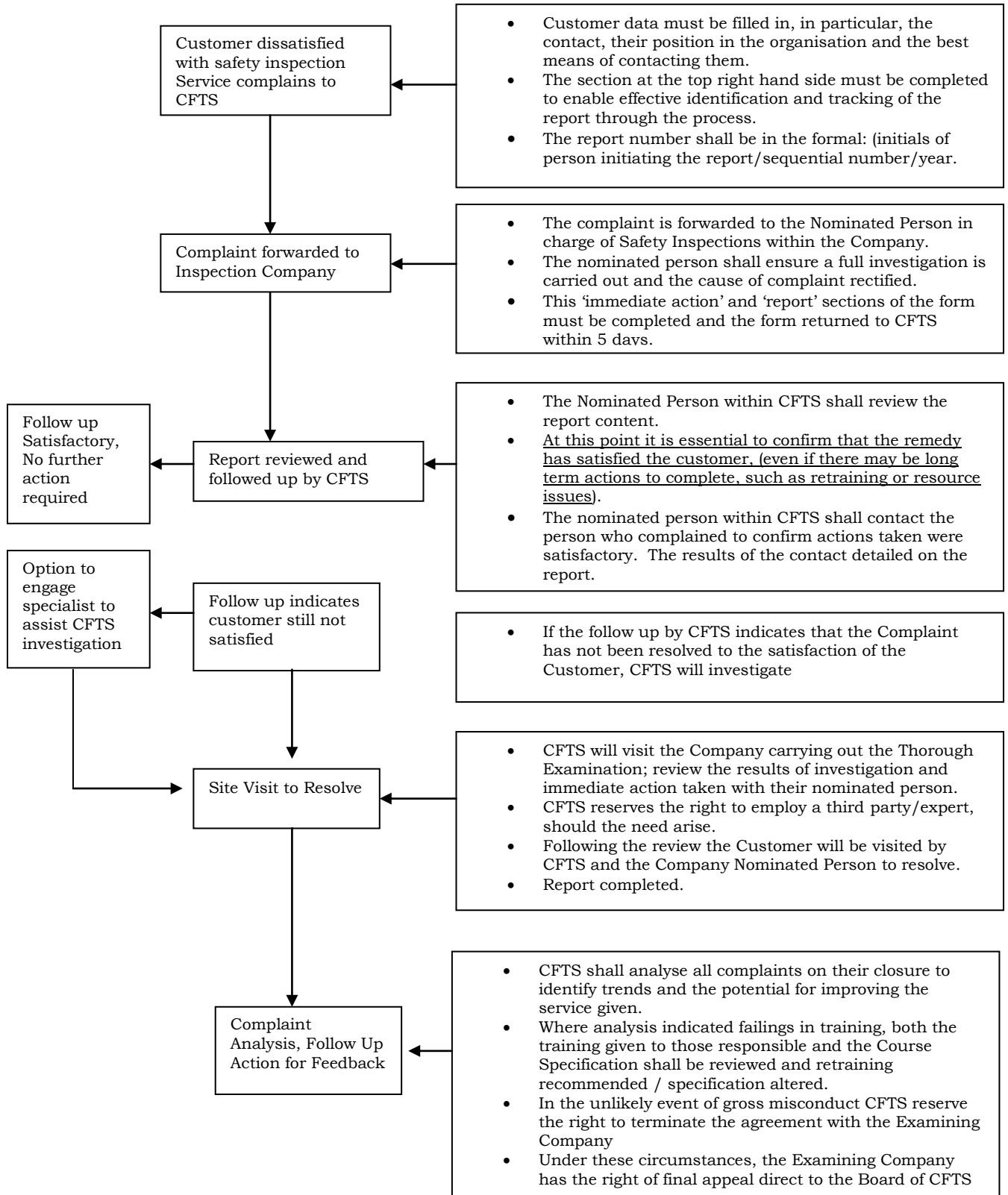
<b><u>Further Action Required To Control Risk</u></b>	
<b><u>A</u></b> None <b><u>B</u></b> None <b><u>C</u></b> None <b><u>D</u></b> None	
<b><u>Assessment Carried Out By</u></b>	<b><u>Agreed By</u></b>
Signature .....	Signature: .....
Name .....	Name: .....
Date .....	Date: .....
<b>Date to be reviewed by:</b> .....	
<b><u>Has the risk been controlled as far as possible?</u></b> <b>YES / NO</b>	
<b>If No, state reasons:</b>	
<b><u>Review carried out by</u></b> .....	
<b>Comments:</b>	
<b>Next Review Date:</b> .....	
<b>Risk Assessment Number:</b>	<b>Page 3 of 3</b>

## Section 17 – Complaint Handling Process

### 17.1

The following procedure is to be followed in the event that a customer is dissatisfied with the Thorough Examination.

#### CFTS Thorough Examination Complaint Handling Process

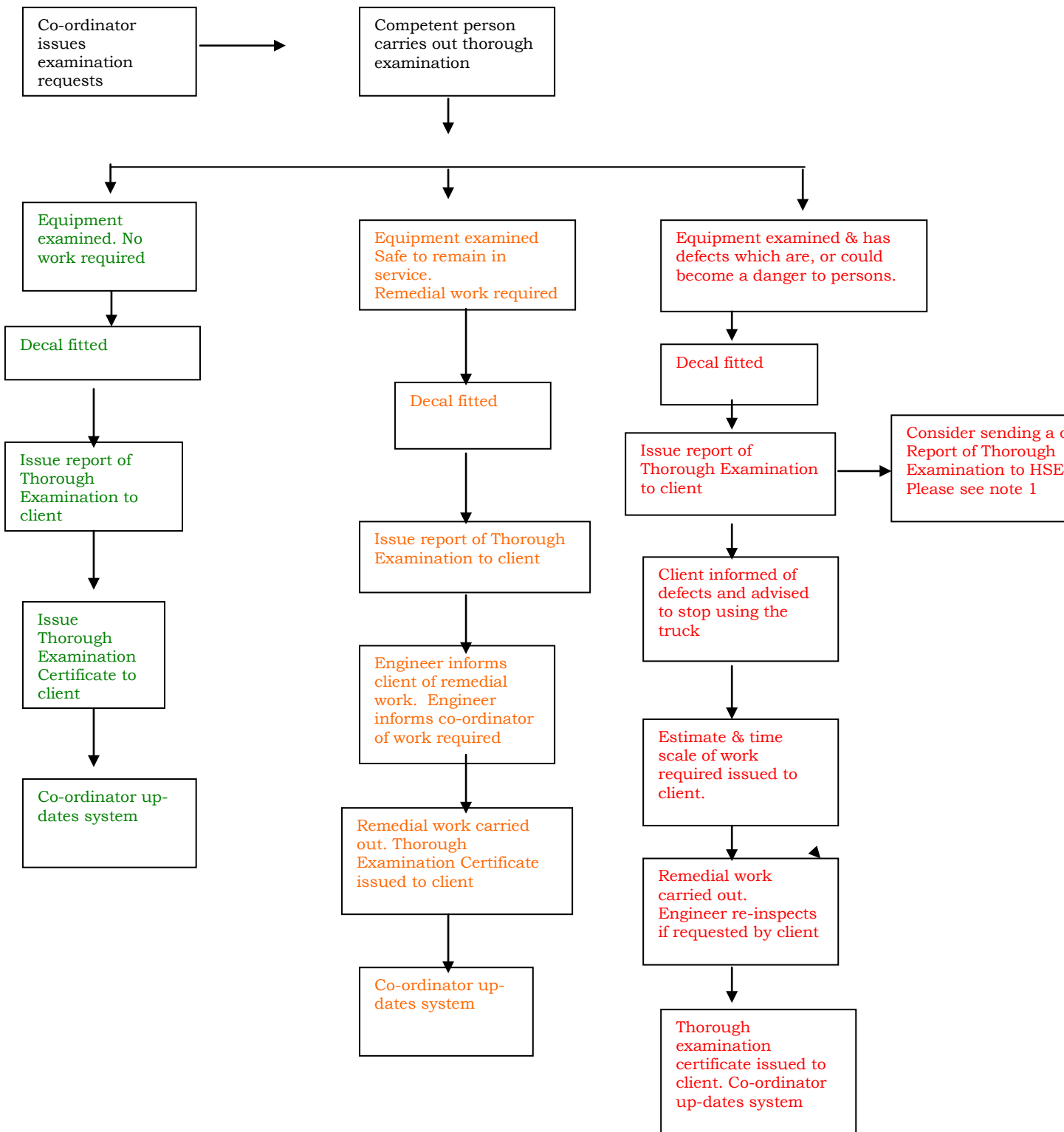


## 17.2

**CONSOLIDATED FORK TRUCK SERVICES LTD  
THOROUGH EXAMINATION COMPLAINT REPORT - Pro-forma**

Company:		Report No:	
Address:		Date:	
		Thorough Examination Provider:	
		Post Code:	
Contact:		Position:	
Tel No:			
Complaint Received By	Phone : <input type="checkbox"/>	Fax: <input type="checkbox"/>	Letter / e-mail: <input type="checkbox"/>
1. <u>Basis Of Complaint</u>			
Complaint Taken By:		Date:	Referred To:
2. <u>Action Taken To Resolve Complaint - (Thorough Examination Provider to complete)</u>			
Taken By:	Date:	Customer Satisfied With Remedial Action:	
		Customer Not Satisfied With Remedial Action: See 4.	
3. <u>Investigation To Establish Root Cause Of Complaint – (Thorough Examination Provider to complete)</u>			
Completed By:		Date Returned to CFTS :	
4. <u>CFTS Investigation – (if Customer Not Satisfied With Remedial Actions in 2. above)</u>			
Reviewed & Closed By:		Date:	
5. <u>Analysis. (Recommendations and Follow Up – if applicable) – CFTS Use Only:</u>			

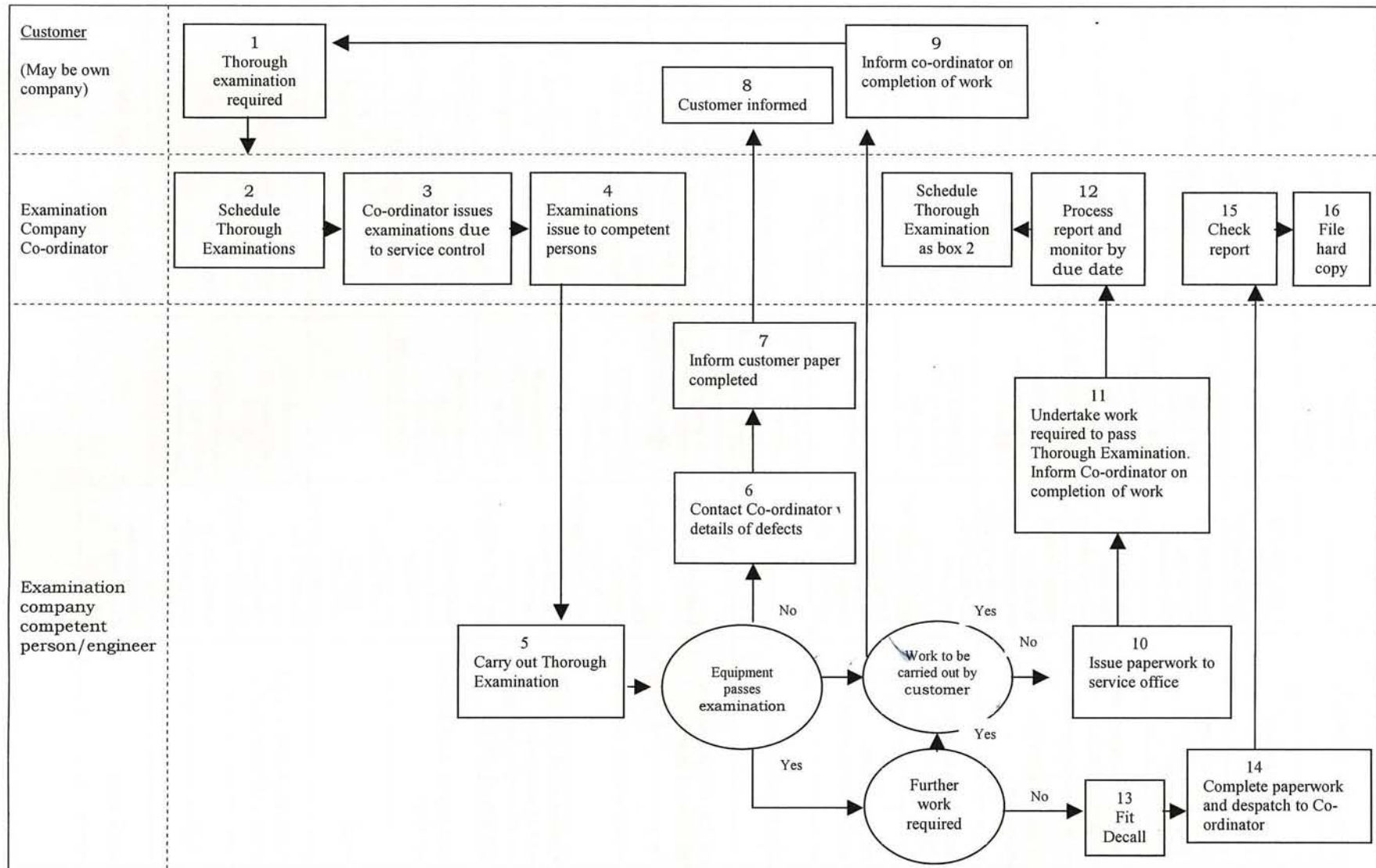
**THOROUGH EXAMINATION PROCESS FLOW**



*Note 1: If, in the opinion of the competent person, a defect in the lifting equipment involving an existing or imminent risk of serious injury, a copy of the report should be sent to the relevant enforcing authority as soon as practicable. See the FLTA technical bulletin 09 for guidance on this procedure.*

*Note 2: The Thorough Examination Certificate may be issued to the client at anytime following the Thorough Examination.*

Administration Process Flow



## Section 18

### 18.3 Explanation of Numbered Flow Chart

<b>No</b>	<b>Function</b>	<b>Resp.</b>	<b>Assist</b>	<b>Description of Function</b>
1	Thorough Examination required	Customer	Examination Company Co-ordinator	Examination identified as being required
2	Schedule Thorough Examinations	Examination Company Co-ordinator	Customer	Schedule examinations – arrange examination date with customer
3	Co-ordinator issues examinations due to service control	Examination Company Co-ordinator	Examination company competent person	Issue examination due to service control
4	Examination issued to competent persons	Examination Company Co-ordinator	Examination company competent person	Relevant examinations required issued to competent person
5	Carry out Thorough Examination	Examination company competent person	Examination Company Co-ordinator	Carry out Thorough Examination as detailed by examination company Co-ordinator
6	Report of Thorough Examination issued to customer	Examination company competent person	Customer	Complete paperwork and inform customer in writing if equipment did not pass examination
7	Fit decal	Examination company competent person	-	Fit decal to truck in a prominent and protected position
8	Customer informed	Customer	Examination company competent person	Customer informed in writing
9	Contact co-ordinator with details of defects	Examination company competent person	Examination company co-ordinator	Where equipment does not pass examination company co-ordinator
10	Inform co-ordinator on completion of work	Customer	Examination company competent person/engineer	Customer shall inform Co-ordinator that work to rectify faults has been completed
11	Issue paperwork to service office	Examination company competent person/engineer	Examination Company co-ordinator	Issue paperwork to service office where work is to be carried out by service company
12	Undertake work required To pass examination. Inform Co-ordinator on completion of work	Examination company competent person/engineer	Examination Company co-ordinator	Undertake work required to pass examination. Inform co-ordinator on completion of work
13	Process report and monitor by due date	Examination Company co-ordinator	Examination company competent person/engineer	Process report, monitor by due date and when applicable schedule thorough examination as Box 2
14	Issue Thorough Examination Certificate to client. Complete paperwork and dispatch to Co-ordinator	Examination company competent person/engineer	Examination Company Co-ordinator	Once decal is fitted complete paperwork and dispatch to Co-ordinator
15	Up-date system	Examination Company Co-ordinator	Examination company competent person/engineer	Sign report and update system to reflect that truck has passed examination
16	File hard copy	Examination Company Co-ordinator	-	File hard copy of all relevant documents

## Section 19

### 19.1 Report of Thorough Examination

#### REPORT OF THOROUGH EXAMINATION

IN ACCORDANCE WITH GN28  
Only to be used by a competent person



Name and address of employer for whom this examination is made:	Record Number: <b>SN 145279521</b>
	Examination Date:

Location or address examined at (if different):	Reason for Thorough Examination After installation or assembly - In service - within an interval of 6 months - In service - within an interval of 12 months - In accordance with an examination scheme - Following exceptional circumstances - (e.g. accident)-	Tick box     
---	--	------------------------------

<b>DETAILS OF TRUCK</b>						
Make:	Model:	Serial No:	Fleet No:	Manufacture Date:	Attachments:	
Hours:	Description:	Mast Configuration:	Safe Working Load: (SWL) kg.....at.....mm		SWL with Attachments: kg.....at.....mm	
Chain Certificate Seen?    Yes    No <input type="checkbox"/> <input type="checkbox"/>		Comments:				

**DEFECTS**  
Identification of any part found to have a defect which is or could become a danger to persons and a description of the defect & particulars of any repair, renewal or alteration required to remedy a defect found to be a danger to persons. (Action to take).

Description of Defect	Timescale for repair, renewal or alteration (If immediate state NOW)

**MEASUREMENTS AND OTHER EXAMINATIONS:**

Chain elongation (1):		Chain elongation (2):		Forks:		Date of previous examination:	or hours:	Latest date for next examination:	or hours:
Dimension	Wear	Dimension	Wear	Dimension	Wear				
	%		%		%				

Other tests performed / Comments
----------------------------------

<b>DECLARATION BY THE COMPETENT PERSON</b>	
I hereby declare that the equipment described in this report was thoroughly examined in accordance with GN28 and	
<input type="checkbox"/>	No faults have been detected-
<input type="checkbox"/>	Faults have been detected and the above actions are required within the time limits specified -
<input type="checkbox"/>	The equipment should not be used until the above recommendations are carried out -

Name	Authorised Examiner	Signature
------	---------------------	-----------

Name and address of company responsible for this Thorough Examination:
--

## Section 19

### 19.2

## CHECK LIST FOR THOROUGH EXAMINATION



Make:	Model:	Date of examination:	Record Number:
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No.	Section	Item	Ref.	Details of test	Additional comments if appropriate
1	Load Handling	Chains	5.1.1		
		Mast & fork carriage	5.1.2		
		Hydraulics	5.1.3		
		Fork arms	5.1.4		
		Attachments	5.1.5		
		Operation	5.1.6		
2	Braking	Visual check	5.2.1		
		Cables and linkages	5.2.2		
		Pedals and levers	5.2.3		
		Performance, parking & service brakes	5.2.4		
3	Steering	Mechanical components	5.3.1		
		Hydraulic components	5.3.2		
		Operation - mechanical systems	5.3.3		
4	Traction I.C./Electric	Prime mover & transmission	5.4.1		
		Controls, cables & linkages	5.4.2		
		Exhaust system & emissions	5.4.3		
		Battery & cables	5.4.4		
		Tyres	5.4.5		
		Wheels	5.4.6		
		Operation	5.4.7		
5	Safety systems	Operation of visual & audible warnings	5.5.1		
		Operation of interlocks	5.5.2		
		Electrical circuits	5.5.3		
		Security & mounting of capacity & data plates	5.5.4		
		Security & mounting of control function markings	5.5.5		
		Lighting, wipers & mirrors	5.5.6		
		Wire guidance systems & aisle interlocks	5.5.7		
6	Structure	Chassis	5.6.1		
		Overhead guard	5.6.2		
		Load backrest extension	5.6.3		
		Security of all fastenings	5.6.4		
		Seating / platform	5.6.5		

Additional information



## Section 19

### 19.4 Thorough Examination Certificate Section 19 – Report of Thorough Examination

### 19.3 Thorough Examination Disc - To be attached to the fork lift truck



## Section 19

### 19.4 Thorough Examination Certificate

		<b>THOROUGH EXAMINATION CERTIFICATE</b>			
<small>This certificate has been issued according to the conditions and notes on the back of this certificate</small>					
Equipment Serial Number or other Description					
Certificate Details			Other Equipment Details		
CFTS Member Number			Make		
Issue Date			Fleet Number		
Latest date for next examination			Year First Used		
or hours			Hour Meter on Issue Date		
Thorough Examination Manager / Authorised Signatory			Name		
Signature			Address & Stamp of the CFTS Issuing Authority		
<b>Warning</b> A test certificate is not evidence that the equipment is in a satisfactory mechanical condition. Check carefully that the above details are correct. Do not accept a certificate which has been altered.					
					
			Record Number <b>SN 145279521</b>		

## Section 19

**To be printed on reverse on T E Certificate (page 46)**

### **Report**

This report confirms that the equipment described was Thoroughly Examined according to the requirement of PUWER 98 for Safety Inspection and LOLER 98 for Thorough Examination. The examination has been conducted in accordance with the guidance provided in British Industrial Truck Association guidance note GN28. This guidance was formulated by a joint BITA and FLTA working group and input was provided by HSE. It is fully endorsed by Consolidated Fork Truck Services Ltd. This certificate, and the Report of Thorough Examination to which it refers, confirms that the equipment was safe to use in accordance with the minimum acceptable standards at the time it was Thoroughly Examined, and that it is likely to remain safe until the next Thorough Examination is due.

It is the Employer who is responsible for ensuring the safety of the equipment through daily checks, routine maintenance and safe working practices. Please remember that a Thorough Examination does not cover non-safety related items, e.g. the condition of the power unit or transmission that should be covered by an appropriate maintenance schedule.

### **Expiry Date**

The expiry date shown on the front of this certificate is based on the "Latest date for next examination" shown on the Report of Thorough Examination. This date has been determined by the competent person who conducted the Thorough Examination, and is based on the use of the equipment and the competent persons knowledge and experience. The maximum interval between Through Examinations is 12 months. However, in many instances (e.g. when the equipment is being used to lift persons) the interval will be reduced to 6 months. In some instances the interval will be even less. The recommended intervals between Thorough Examinations are given in GN28 and you can request an information sheet if you are unsure. The Employer is responsible for arranging the next due Thorough Examination, which must be conducted before the equipment reaches the expiry date.

### **Appeals**

Consolidated Fork Truck Services Ltd has a formal appeals procedure. If within 28 days of the date of the Thorough Examination you consider the condition of this equipment did not justify the issue of this certificate you can ask Consolidated Fork Truck Services Ltd to pursue the matter with the issuing company. It is very important that no repairs or modifications are carried out before any appeal, test or inspection is conducted. Any change in the condition of the equipment may affect the outcome of the appeal.

Contact Address: -

Consolidated Fork Truck Services  
5 – 7 High Street  
Sunninghill, Ascot  
Berks  
SL5 9NQ

## Section 20 – Application for Accreditation

### 20.1 Proforma



Company:			
Address:		CFTS Use Application Number:	
		Telephone:	
		Fax:	
		E-Mail:	
Postcode:		Web Address:	
Registered No:		VAT No:	
Date Commenced Trading:		Number of Participating Depots:	
		Name	Position
Director responsible for this application:			Years with Company
		Name	Position
Who is responsible for the Quality Assurance of Thorough Examinations?			Years with Company
Do you have a separate Thorough Examination Inspection Department?	Yes	No	If the answer is no, explain briefly on an attached sheet of paper how you will separate the Thorough Examination and Preventative Maintenance inspection processes.
Do you supply any other form of Inspection Services? (Excluding PM Inspections)	Yes	No	If the answer is yes, explain these services briefly on an attached sheet of paper.
Is the Company a member of BITA?	Yes	No	Is the company a member of The FLTA?
<ol style="list-style-type: none"> <li>1. We have read and will abide fully with the CFTS Quality Assurance Procedural Code.</li> <li>2. We agree that our Thorough Examination processes will be open to inspection by CFTS staff at any time.</li> <li>3. We agree to make available copies of Thorough Examination reports if so requested by CFTS</li> <li>4. We agree to the results of arbitration under the CFTS complaints procedure.</li> <li>5. We agree to issue CFTS approved documentation in support of our Thorough Examination.</li> <li>6. We confirm we have appropriate insurance.</li> <li>7. We enclose a depot sheet for each depot that will participate under this application for accreditation.</li> </ol>			Companies that are not members of BITA or the FLTA will be subject to assessment.
<p>This form is to be signed by two directors with operational responsibilities or the Owner Principal.</p>			
Name:		Name:	
Position:		Position:	
Signature:		Signature:	
Date:		Date:	

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CFTS USE ONLY

## Section 20 – Application for Accreditation

### 20.2 Depot Information



### Consolidated Fork Truck Services Application for Accreditation Depot Information



To be completed annually for each depot to be accredited

Company Name Or Depot Name if Different:				Application No:		Depot No:	
Address:  Postcode:			CFTS Use		Telephone: Fax: E-Mail: Web Address:		
Number of Service Engineers normally employed at this location:		Number of Competent Persons normally employed at this location:					
Anticipated number of Thorough Examinations to be completed each year		<b>Names &amp; Qualifications of all Competent Persons to be listed on the reverse of this form.</b>					
Does this include customer trucks?		Yes	No				
Thorough Examinations Manager. The Thorough Examinations Manager is the individual responsible for the day to day control and administration of Thorough Examination		Name		Position		Years in Position	
		Experienced as Comp Person		Attended CFTS Course		Reports to (Appointment)	
		Yes	No	Yes	No		
Also responsible for Service/PM Inspections?		Also responsible for repairs?		Other responsibilities?			
Yes	No	Yes	No				
Deputy Thorough Examinations Manager. This is the individual who will stand in if the Thorough Examinations Manager is not available		Name		Position		Years in Position	
		Experienced as Comp. Person		Attended CFTS Course		Reports To (Appointment)	
		Yes	No	Yes	No		
Address of Local Enforcement Office							
Postcode:						Telephone:	

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**Section 20**

**20.3 Depot Information**



APPLICATION FOR ACCREDITATION  
To be completed annually for each depot  
to be accredited.

DEPOT INFORMATION

Company:	Depot:
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Competent Persons

Name	Course Attended	Location	Date

Certified a true record

Name:	Date:
Position:	Photocopy and use for additional Competent Persons if required
Signature:	

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## Section 20

### 20.4 Accreditation, Arbitration

#### CONSOLIDATED FORK TRUCK SERVICES

##### APPEALS PROCEDURE

Should a company seeking accreditation to consolidated fork truck services have a grievance relating to the following:

- The company seeking accreditation to CFTS is refused permission.
- Managers seeking to be classified as thorough examination managers are considered not sufficiently qualified.
- Persons put forward as competent to carry out thorough examinations on fork lift trucks as detailed in the CFTS quality assurance procedural code do appear not to meet the minimum requirements as specified.

The following steps shall be taken.

##### Stage 1

In any matter of grievance the company seeking accreditation to CFTS should write to the Technical Manager of CFTS stating the reasons of the grievance. The Technical Manager will advise the board of CFTS of the receipt of the grievance.

The Technical Manager will set an appointment date for the company refused accreditation to meet with the Technical Manager to resolve the grievance to their mutual satisfaction.

This meeting will take place within **2 weeks** of receiving the written guidance.

##### Stage 2

If the grievance is not resolved to the satisfaction of the company seeking accreditation to CFTS following stage 1, the Technical Manager and the aggrieved company shall provide written reports to the arbitration organisation (RTITB)

RTITB will set an appointment date to meet with the Technical Manager of CFTS and the company refused accreditation to resolve the grievance to their mutual satisfaction.

This meeting shall take place within **3 weeks** from completion of stage 1.

This stage is final.

A company refused accreditation to CFTS may at any point in the appeals process be accompanied, represented or have a written report prepared by a person of their choice.

There will be no costs or fees to the company lodging the grievance, other than their own travel costs.

**Lifting Operations and Lifting Equipment Regulations: 1998**

**Provision and Use of Work Equipment Regulations: 1998**

**BS EN 45004:1995 - General criteria for the operation of various types of bodies performing inspections.**

**BS EN 1050:1997 – Safety of Machinery – Principles for risk assessment**



**Consolidated Fork Truck Services Ltd**  
**5 – 7 High Street**  
**Sunninghill**  
**Ascot**  
**Berkshire**  
**SL5 9NQ**



A JOINT BITA/FLTA COMPANY