



CFTS LTD
A UKMHA COMPANY

QUALITY ASSURANCE

PROCEDURAL CODE

(Revision 2 – September 2021)

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

<u>Index</u>	<u>Page</u>
<u>Section 1 - Introduction</u>	
1.1 Consolidated Fork Truck Services Ltd	1
<u>Section 2 - Scope</u>	
2.1 Scope	
2.2 Purpose of Thorough Examinations	2
<u>Section 3 - Definitions</u>	
3.1 LOLER	3
3.2 PUWER	3
3.3 Thorough Examination	3
3.4 Thorough Examination Body	3
<u>Section 4 - Regulation 9 of LOLER</u>	
4.1 Statement	4
4.2 Statement	4
4.3 Statement	4
4.4 Statement	4
<u>Section 5 - Impartiality and Integrity / Independence</u>	
5.1 Impartiality and Integrity	5
5.2 Independence	6
<u>Section 6 – Administration and Documentation</u>	
6.1 Administration	
6.2 Documentation	7
<u>Section 7 - Confidentiality</u>	
7.1 Confidentiality	8
<u>Section 8 - Organisation and Management</u>	
8.1 Organisation	9
8.2 Management	9
8.3 Job Description	10 - 17
<u>Section 9 - Personnel</u>	
9.1 Employed Personnel	18
9.2 Documented Training	18
9.3 The Competent Person	19
9.4 Thorough Examination Manager	19

Section 10 - Facilities and Equipment

10.1 Facilities	20
10.2 Equipment	20

Section 11 - Records

11.1 Report Filing	20
11.2 Report Copy	20
11.3 Record of Modifications and Structural Repairs	20

Section 12 - Thorough Examinations and Reports

12.1 Inspection in accordance with GN28	21
12.2 Report	21
12.3 Sub-Contractor (see section 13)	21
12.4 Sub-Contractor's Report	21
12.5 Signatures of Competent Person	21
12.6 Conclusion of Report	21
12.7 Thorough Examination Label	21

Section 13 - Sub-Contracting

13.1 Responsibilities of Thorough Examination Body	22
13.2 Sub-Contractors registered to Consolidated Fork Truck Services Ltd	22
13.3 Competence of Sub-Contractors	22
13.4 Performance of Sub-Contractors	22

Section 14 - Quality Management

14.1 – 14.9 Quality Management System	22-23
14.10 Yearly Re-accreditation	23
14.11 Quality Assessment Proforma	23-25

Section 15 - Method Statement

15.1 Introduction	26
15.2 Purpose of Thorough Examination	26
15.3 Description of Work	26
15.4 Timing of Work	27
15.5 Resources Employed	27
15.6 Resources Required	27
15.7 Method of Work	27-28
15.8 Site Safety Arrangements	28
15.9 Non-Testing of Equipment	28
15.10 Personnel	28-29
15.11 Confidentiality	29

Section 16 - Risk Assessment

16.1	Risk Assessment Proforma	30
16.2	Risk Priority Proforma	31
16.3	Further Action Proforma	32

Section 17 - Complaint Handling Process

17.1	Safety Inspection Complaint Handling Process – proforma	33
17.2	Safety Inspection Complaint Report – proforma	33

Section 18 - Administration Process Flow

18.1	Administration Process Flow – proforma	34
------	--	----

Section 19 – Accreditation and Arbitration

19.1	Application procedure	35
19.2	Arbitration	35-36

<u>Section 20 – Bibliography</u>		36
----------------------------------	--	----

Section 1 – Consolidated Fork Truck Services Ltd

1.1 Consolidated Fork Truck Services Ltd

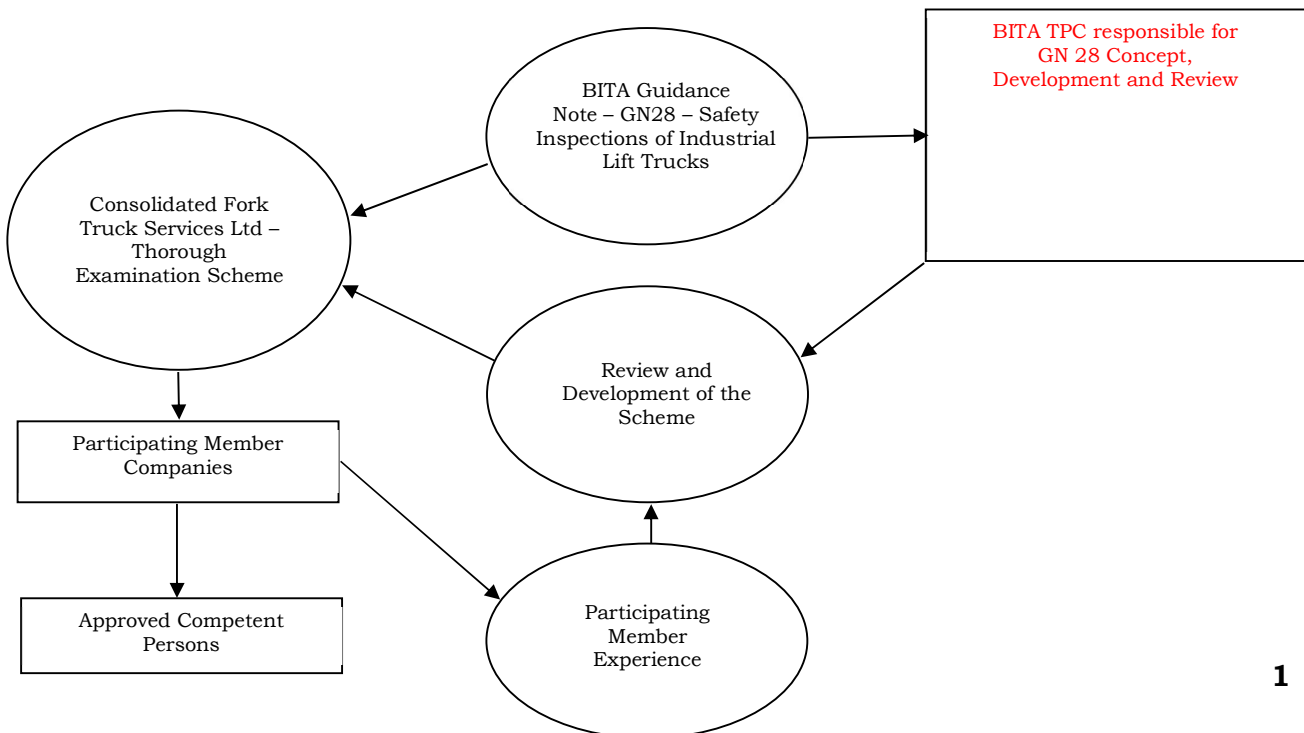
Consolidated Fork Truck Services Ltd, (CFTS) is a trading company under the umbrella of the UK Material Handling Association Ltd.

This company has been formed to develop a Quality Assurance Procedural Code for members undertaking Thorough Examinations. 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 Thorough Examination service to the marketplace. CFTS utilise BITA Guidance Note GN28 – Thorough Examination and Safety Inspections of Industrial Lift Trucks, for their examination scheme. This guidance note, GN28, was written and developed by the BITA Technical Policy Committee, whose members represent major manufacturers and suppliers of industrial mechanical handling equipment. These members' qualifications include Chartered and Incorporated Engineers and Members of the Institution of Engineering and Technology.

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 UKMHA working group to ensure conformance with the law, to feedback Thorough Examination best practice from participating member companies and to reflect changes in technology as 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 the scheme of Thorough Examination as specified by Consolidated Fork Truck Services Ltd. The guidance is not intended to cover the operator's routine pre-use checks, servicing or inspections which are part of the maintenance process.

2.2 Purpose of Thorough Examinations

The Thorough Examination of the lifting equipment is intended to:

- establish that the equipment can continue to be operated safely and without injury to persons; provided that the equipment is operated to the manufacturers recommendations.
- verify that the equipment is operating as it is intended to when lifting and travelling;
- identify defects or weaknesses which could compromise the safe use of the equipment;
- 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 equipment, for example, pending completion of remedial activities.

It includes Thorough Examination of the lifting parts of the truck (LOLER 98, regulation 9), statutory reporting requirements (LOLER 98, regulation 10), as well as inspection of other safety critical parts which are not directly part of the lifting mechanism (PUWER 98, regulation 6).

LOLER 98 regulation 9(1) requires that every employer shall ensure that before the lifting equipment is placed into service for the first time it is thoroughly examined for any defect unless the safety of the equipment is not dependent on installation or on-site assembly and the equipment is supplied with either:

- manufacturer's Declaration of Conformity of less than one year old, or,
- physical evidence that a Thorough Examination has been carried out and repairs completed within the required inspection interval.

NOTE: Employers are also required to ensure that any lifting equipment leaving their undertaking is accompanied by physical evidence of a valid Thorough Examination.

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

Lifting Operations and Lifting Equipment Regulations 1998
Lifting Operations and Lifting Equipment Regulations (Northern Ireland) 1999

3.2 PUWER

Provision and Use of Work Equipment Regulations 1998
Provision and Use of Work Equipment Regulations (Northern Ireland) 1999

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 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.

The Approved Codes of Practice and Guidance contain the regulations, code of practice and guidance material. They are available to download electronically free of charge and can also be purchased in hardcopy from the HSE website, www.hse.gov.uk

This legislation is addressed to those responsible directly or indirectly for work equipment and its use, and includes employers, employees, the self-employed and those who hire work equipment.

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 equipment (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. Where equipment is not covered by GN28 (e.g. boom type MEWPs) then the same principles shall be applied.

3.4 Thorough Examination Body

A body that performs Thorough Examinations under the terms of this quality assurance 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 a manufacturers 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 or 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 activities. 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 normally be checking their own work when conducting a Thorough Examination. So, the competent person should not normally conduct a Thorough Examination of equipment that they regularly repair or maintain. 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.

Note: *Regulation 9, LOLER 1998 refers.*

Section 5 - Impartiality and Integrity / Independence

5.2 Independence

The Thorough Examination must be conducted and reported on separately to other work. Once the competent person initiates the Thorough Examination, it must be completed and reported upon. The competent person 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 they are 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, they 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 and Documentation

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 only use the documentation (paper or electronic) as specified and authorised by Consolidated Fork Truck Services Ltd.

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, a UKMHA company, shall have its own accounts which will be audited and these accounts will be available for inspection as required.

6.2 – Documentation

All members are only permitted to use documentation (in paper or electronic format) as approved or supplied by CFTS.

Based on the location & type of work equipment, the competent person shall determine the most appropriate documentation required.

Certificate Colour	CFTS Documentation	Type of Work Equipment	Region
Blue	Standard	Main Equipment	UK
Yellow	Attachment	Attachments & Accessories	UK
Red	Access/Platform	MEWP/Other Equipment	UK
Green	Standard	Main Equipment	ROI
Orange	Attachment	Attachments & Accessories	ROI
Purple	Access/Platform	MEWP/Other Equipment	ROI
Grey	Certification only	All	UK/ROI

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

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 - Organisation

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 their sole function or it may be an additional responsibility of the Service Manager or similar. They will be responsible to their 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 – for example the competent person can also be nominated as the Thorough Examination deputy manager.

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 - Management

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.

To establish a contact point for documentation, the name of the Thorough Examination Manager and his authorised deputy must be uploaded to the CFTS database and updated regularly. Any changes shall be notified to Consolidated Fork Truck Services Ltd as soon as practicable.

Section 8 – Organisation and Management

Section 8.3 - Job description

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.

Job Title: Thorough Examination Manager
(This may be a single position or linked to other responsibilities.)

Responsible To: (Insert name or position of supervisor.)

Responsible For: (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.

Main Purpose:- To be responsible for the conduct of Thorough Examinations in accordance with company policy.

Designation: This is a key position. The post holder is to be authorised in writing to manage company Thorough Examination activities.

Qualifications & Experience:

As a minimum the Thorough Examination Manager will:

Have relevant experience in the maintenance/ servicing of fork lift trucks **and**

Hold a minimum of 2 years' experience as a CFTS accredited Competent Person conducting Thorough Examinations on fork lift trucks

or

Have passed a Thorough Examination Manager course approved by CFTS with a recommendation to revalidate this course every 5 years.

<u>OVERALL</u>		<u>KEY TASKS</u>	<u>STANDARDS OF PERFORMANCE</u>	<u>MEANS OF MEASUREMENT</u>
To ensure a general understanding of policies and procedures relating to the conduct of Thorough Examinations (TEs).	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 effectively manage the team responsible for the conduct of TEs in accordance with these policies and procedures.	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.

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

<u>OPERATIONS</u>		<u>KEY TASKS</u>	<u>STANDARDS OF PERFORMANCE</u>	<u>MEANS OF MEASUREMENT</u>
To ensure a general understanding of policies and procedures relating to the conduct of Thorough Examinations (TEs).	2.1	To maintain records of due dates for all TEs for which responsible.	100%	Monitored by the immediate manager.
To effectively manage the team responsible for the conduct of TEs in accordance with these policies and procedures.	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 Monitored by immediate manager.
	2.6	To liaise 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 defects in safety critical items are reported appropriately internally, to the customer and, if so required, to the relevant enforcement authority.	100%	Monitored by immediate manager. Recorded periodic checks by immediate manager or Quality manager.

<u>OPERATIONS</u>		<u>KEY TASKS</u>	<u>STANDARDS OF PERFORMANCE</u>	<u>MEANS OF MEASUREMENT</u>
	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.

<u>QUALITY ASSURANCE</u>		<u>KEY TASKS</u>	<u>STANDARDS OF PERFORMANCE</u>	<u>MEANS OF MEASUREMENT</u>
To implement defined quality assurance procedures to assist the company to comply with the requirements of the CFTS.	3.1	To ensure correct tools are available to each Competent Person.	100%	Monitored by immediate manager.
Quality Assurance Procedural Code. (This should include the tasks listed here, but is not restricted to them.)	3.2	To ensure that the tools are maintained in good working condition.	Recorded periodic checks.	Record Book
	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.

<u>HEALTH & SAFETY</u>		<u>KEY TASKS</u>	<u>STANDARDS OF PERFORMANCE</u>	<u>MEANS OF MEASUREMENT</u>
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. Amendments submitted to the Board for approval.	Colleague feedback. Internal/external audit.
	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.

<u>ADMINISTRATION</u>		<u>KEY TASKS</u>	<u>STANDARDS OF PERFORMANCE</u>	<u>MEANS OF MEASUREMENT</u>
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.	In normal circumstances the competent person should complete the report and forward it within 28 days of the thorough 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.

<u>PERSONNAL</u>		<u>KEY TASKS</u>	<u>STANDARDS OF PERFORMANCE</u>	<u>MEANS OF MEASUREMENT</u>
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.		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

<u>TEAM TRAINING & DEVELOPMENT</u>		<u>KEY TASKS</u>	<u>STANDARDS OF PERFORMANCE</u>	<u>MEANS OF MEASUREMENT</u>
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.
	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 Thorough Examination. They should also be suitably trained in the legal and administrative aspects of Thorough Examinations 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 equipment covered by their organisations, the way that these equipment 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 equipment and identifying what actions will need to be taken in order to rectify them.

9.2 Documented Training

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 on 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 equipment industry.

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

9.3 – Competent Person

The competent person must demonstrate such appropriate practical and theoretical knowledge to successfully carry out a CFTS Thorough Examination.

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 auditing purposes if required.

All competent person's experience & qualifications must be uploaded to the CFTS database for assessment and authorisation purposes and updated regularly.

Only 'named personnel' who have attended an approved training centre are permitted to carry out Thorough Examinations under the CFTS scheme.

The Competent Person carrying out the Thorough Examination shall: -

- Have a minimum of five years of experience as a service engineer in a relevant sector. This can include appropriate apprentice training. (Some experience from related trades may be acceptable, but this will be assessed on a case by case basis) **and**
- Be capable of inspecting a full range of equipment 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 **and**
- Attend a revalidation course at least every five years provided by a body approved by Consolidated Fork Truck Services Ltd.
Note: Extending the five year revalidation process (citing extenuating circumstances) would require prior approval from a CFTS Technical Manager.

9.4 The 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 two years' experience as a CFTS accredited Competent Person conducting Thorough Examinations on lifting equipment
- or**
- Have passed an authorised Thorough Examination Managers course approved by CFTS Ltd with a recommendation to revalidate this course every 5 years.

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 may not be 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 manufacturers 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 the maintenance of security of data.

Section 11 – Records and Audits

11.1 Organisations carrying out Thorough Examinations shall keep the records of this Examination until the next report or for at least two years, whichever is later (LOLER, reg 11, 2: IV refers).

Note: Safety Health and Welfare at Work (General Application) Regulations 2007 for ROI requires reports to be kept for 5 years.

11.2 Copies of approved CFTS documentation shall be kept on record and be available to Consolidated Fork Truck Services Ltd for auditing purposes upon request.

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 also be made available to CFTS.

Note: Records of Thorough Examinations of short-term hire equipment shall be subject to 11.1 & 11.2 above

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 lifting equipment 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 lifting equipment 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. They will also determine if a copy of the report needs to be sent to the relevant enforcing authority.

Under LOLER, any existing defect or imminent failure of a safety critical element associated with the lifting parts of the truck which poses a danger to persons must be reported to the relevant Enforcement Authority by the Competent Person.

Generally, the relevant Enforcement Authority will be the HSE for all lease and rental trucks, and for factories and manufacturing sites, or will be the Local Authority for retail, warehousing and distribution sites (except for lease and rental trucks).

NOTE: Chain or fork wear beyond replacement limits, or a missing or defaced capacity/data plate are reportable safety critical issues under LOLER.

- 12.7** At the time of inspection, the competent person will affix to the work equipment a label displaying the exact date of the next Thorough Examination along with a secondary 'Action required by' label if appropriate. This secondary label is to be removed upon completion of repairs.

Note: *Regulation 10, LOLER 1998 refers.*
GN28 section 6 refers.

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 subcontractor 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** On an annual basis all members must log on to the CFTS website to confirm they are adhering to the most current CFTS Quality Assurance Procedural Code and update their company and competent person details.

Note: Any competent persons or scheme managers no longer employed by a member company must be removed from the database.

14.11 Quality Assessment Proforma

<u>Serial</u>	<u>Documents</u>	<u>Assessment</u>	<u>Comments</u>	<u>Checked By</u>	<u>Date</u>
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>Personnel</u>	<u>Assessment</u>	<u>Comments</u>	<u>Checked By</u>	<u>Date</u>
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			

Section 14 – Quality Management

<u>Serial</u>	<u>Tools & Equipment</u>	<u>Assessment</u>	<u>Comments</u>	<u>Checked By</u>	<u>Date</u>
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			

(For each Competent Person)

Serial	Operations	Assessment	Comments	Checked By	Date
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	TE conducted.	According to policy & on time			
39	TE conducted.	In accordance with GN28.			
40	TEs conducted.	Not by the 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 a 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			

(Where appropriate for each truck in scheme)

Section 15 – Method Statement

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 various lifting equipment 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 work equipment can continue to be operated safely and without injury to persons; provided that the equipment is operated to the manufacturers recommendations.
- verify that the equipment is operating as it is intended to when lifting and travelling;
- identify defects or weaknesses which could compromise the safe use of the equipment;
- 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 equipment.

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 – Method Statement

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.

Competent persons working at height (where there is a risk of a fall liable to cause personal injury) must comply with The Work at Height Regulations 2005 (WAHR). Further guidance can be found in BITA GN49 (Engineers Working at Heights) and FLTA Technical Bulletin 18 (Working at Height).

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 – Method Statement

The equipment shall be fitted with a label indicating the date on which the current report of Thorough Examination expires along with an 'Action required by' label if required.

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 or disposed of in accordance with the applicable site rules.

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 – Method Statement

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

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

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 Thorough 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 Thorough Examination without danger to the Competent Person

Section 16 – Risk Assessment

16.3 Further Action Proforma

Further Action Required To Control Risk

- A** None
- B** None
- C** None
- D** None

Assessment Carried Out By

Agreed By

Signature

Signature:

Name

Name:

Date

Date:

Date to be reviewed by:

Has the risk been controlled as far as possible?

YES / NO

If No, state reasons:

Review carried out by

Comments:

Next Review Date:

Risk Assessment Number:

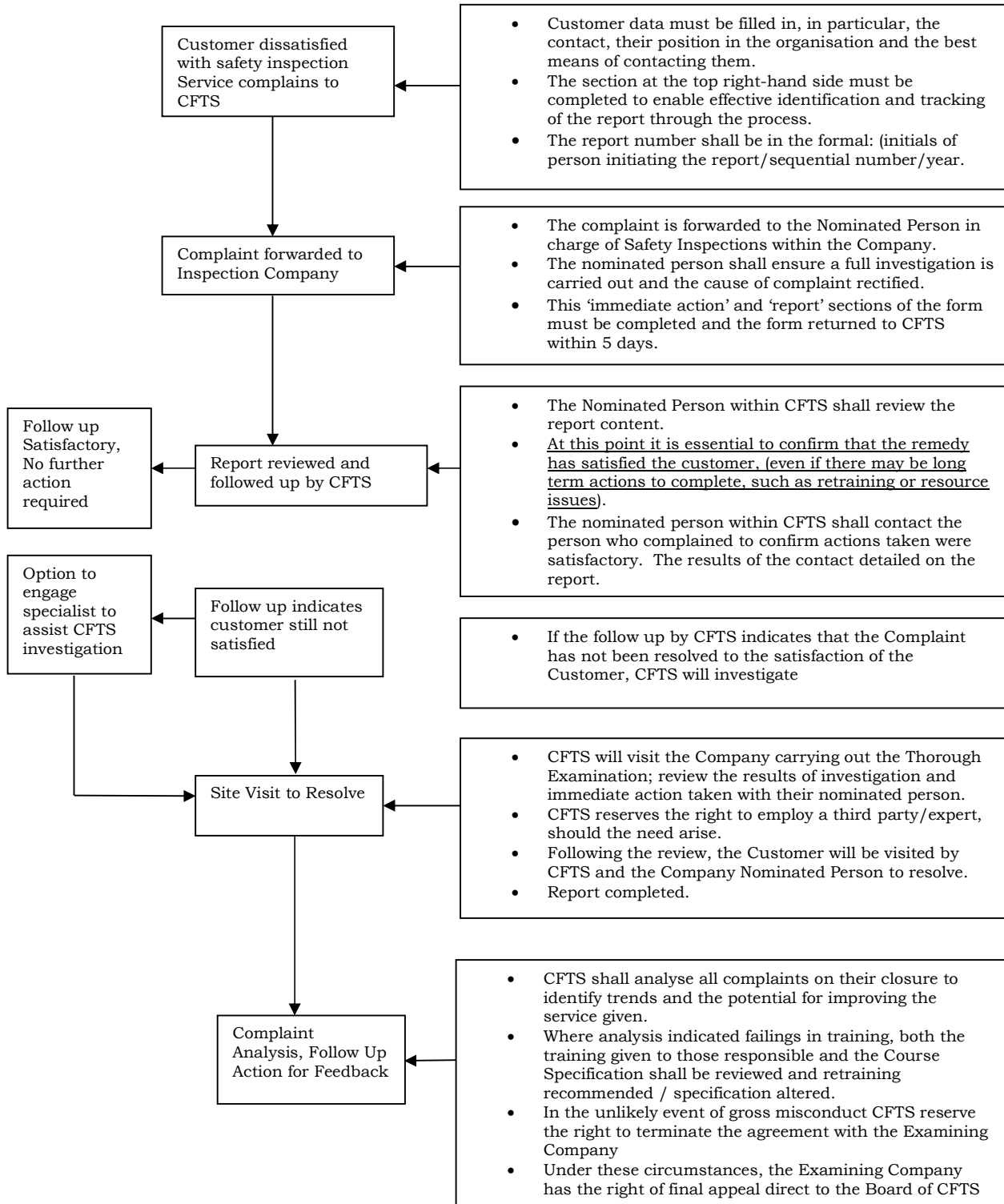
Page 3 of 3

Section 17 – Complaint Handling Process

17.1

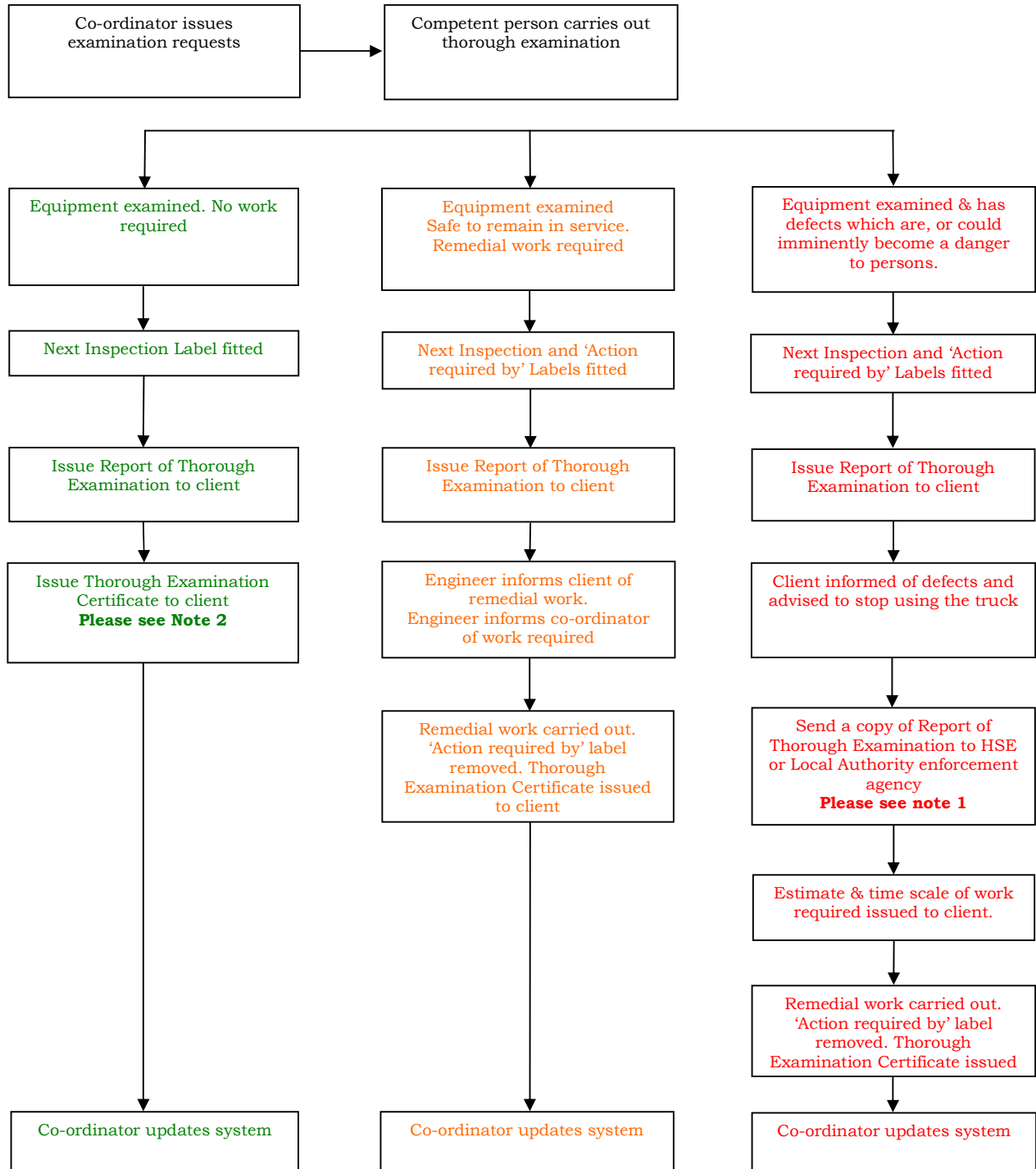
The following procedure is to be followed in the event that a customer is dissatisfied with the Thorough Examination.

CFTS Thorough Examination Complaint Handling Process



17.2 A complaint report form is available from CFTS upon request.

Section 18 - 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 shall be sent to the relevant enforcing authority as soon as practicable (see section 12.6 for details)

Note 2: The Thorough Examination Certificate must only be issued to the client after the following criteria is met;

- No faults have been found
- Faults found on the inspection have received attention within the time limits specified

Sextion 19 – Accreditation and Arbitration

19.1 Accreditation

Companies that service, inspect and maintain lifting equipment who also wish to carry out Thorough Examinations, should consider CFTS accreditation. Accreditation to the industry's own voluntary standard gives a robust, tried-and-tested framework for adding this important service to your portfolio, and proves to your customers that you are a well-managed company, willing and able to help them run their equipment safely, without cutting corners.

Potential applicants will need to read this document carefully, because these are the standards to which your company will be held.

You will also need to provide CFTS with detailed information about the staff who will be involved in undertaking Thorough Examinations, as well as information on your facilities, equipment and training.

To find out more or to apply online;

www.thoroughexamination.org/achieving-cfts-accreditation

19.2 Arbitration

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.

Section 20 – Bibliography

British Industrial Truck Association Guidance notes - GN15, GN28, GN49, GN50, GN62, GN65 & GN67

FLTA Technical Bulletins – TB5, TB8, TB12, TB13 & TB18

HSE Approved Code of Practice and guidance, L113: Safe use of lifting equipment. Lifting Operations and Lifting Equipment Regulations 1998 (1999 NI)

HSE Approved Code of Practice and guidance, L22: Safe use of work equipment. Provision and Use of Work Equipment Regulations 1998 (1999 NI)

ROI - Safety, Health and Welfare at Work (General Application) Regulations 2007

European Materials Handling Federation - FEM/ED 4.004

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



Consolidated Fork Truck Services Ltd
5 – 7 High Street
Sunninghill
Ascot
Berkshire

