

In the last edition of the Examiner I think we all hoped that the economy would begin to pick up. Clearly this has not been the case.

When I visit our accredited companies across the length and breadth of the UK, it is obvious that we are all working twice as hard to simply stay where we are!

However, various data and reports suggest that the mechanical handling sector is holding up quite well, with the sale of fork lift trucks remaining on an upward trend. Let us hope this continues over the coming months.

I am pleased to say that CFTS continues to go from strength to strength. We now have almost 400 accredited companies. It is a great credit to both our Member Companies and the Competent Persons who have made CFTS such a great success story in these difficult times.

Recently, the makeup of the CFTS Board has changed. We would like to express our gratitude to Simon Emery of Crown Lift Trucks for his hard work as Chairman and wish his successor, Richard Hayes of Brindley Lift Trucks, every success in this important role. Upon his retirement from the Board, we would also like to thank Paul Nichol of United Fork Trucks (1992) Ltd for his work. He is succeeded by Geoff Martin of Jofson Ltd.

In this issue of the Examiner, you will see that we welcome a new member of the CFTS team, **Shaun Prendergast**. Shaun is based near Wisbech and will undertake Technical Audits and other CFTS work in the Midlands and the North. You'll find his contact details on the back page of this issue.

At the same time, we say goodbye to David Ellison and Tricia Dennison. David and Tricia have been with CFTS since day one. There is absolutely no doubt that without their expertise, experience and hard work, CFTS would not be the success that it is today. They will both be missed by all of us.

I would like to welcome Peter Harvey as the new Chief Executive of the FLTA. I wish him every success in this new role and look forward to a long and successful partnership.

Chas Day
Technical Manager, CFTS



New contact details for FLTA

Recently you will have received a flyer announcing that the Fork Lift Truck Association has moved its offices from Lasham to Newbury. Please take a moment to note their new address and telephone numbers:

The Fork Lift Truck Association, 34B Kingfisher Court, Hambridge Road, Newbury, Hampshire RG14 5SJ

Tel: 01635 277577 Fax: 01635 277579 Email: mail@fork-truck.org.uk

Peter Harvey
Chief Executive
peter@fork-truck.org.uk

Owen Delaney
Technical Manager
owen@fork-truck.org.uk
01635 277573

Berny Reed
Administrator
mail@fork-truck.org.uk

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Internet auctions and rogue dealers

Recently, we were contacted by an unhappy member of the public who was left very disappointed after purchasing a second-hand fork lift truck from a rogue dealer selling trucks via an internet auction site.

While looking at trucks on the website, the customer was impressed by a truck being sold fully serviced, repaired and re-sprayed at what seemed a bargain price.

He visited the dealer and, while there, was drawn to another machine that was slightly cheaper. He was assured that the quality would be the same, so happily left a cash deposit for half of the asking price and the truck was delivered.

Upon arrival, the customer was disappointed to discover that his measurements had been incorrect: the mast was too high to work within certain parts of his premises.

So he contacted the dealer, who agreed to take the truck back and change the mast for a slightly smaller one. He was advised there would be costs involved for the necessary work and transport to and from his premises, but, as this was his fault, he agreed.

The truck was sent back to the dealer so that a replacement mast could be fitted. Once this work was carried out, the truck was returned to the buyer.



And it was at this point that the customer became very disappointed with his purchase.

The changed mast leaked very badly. It had not been painted like the original one. In fact, it had not even received a pressure wash. The truck struggled to start from cold and had not received a service.

What's more, he had not even received a Report of Thorough Examination.

Contacting the dealer, he asked for the truck to be taken back and for the deposit to be refunded. The dealer agreed to this, less the cost of the original mast swap and transport, plus re-swapping the mast to the original truck and return transport... leaving a balance of just one-eighth of the deposit.

Feeling that he was being taken for a ride by the dealer, in that he had been sold a truck that was not fit for purpose and was being asked to contribute to overinflated charges for transport and labour for the mast swaps, he contacted his local Trading Standards department who advised him to contact CFTS for advice and perhaps a technical inspection of the machine.

We agreed to carry out a technical inspection of the truck and supply him with a report regarding its condition.

Even on initial observation, the truck would not have passed a Report of Thorough Examination. Faults present included:

- **Lack of identification and capacity plates**
- **The mast was leaking excessively – allowing it to drop very quickly – even with no load.**
- **No warning or operating decals fitted**

There were many others identified which would have needed remedying within a short time scale if a Report of Thorough Examination had been carried out on its sale, which it had not.

Two months on...

This situation remains unresolved. The customer still has a truck he cannot use and the dealer still has his deposit. Almost inevitably, this will need to be resolved through the courts.

The buyer has since purchased an ex-demo truck that is only a couple of months old from his local reputable dealer. With hindsight, this is the course of action he wishes he had taken in the beginning.

We firmly believe that none of the members of the CFTS, nor those of the FLTA, would have acted as this dealer did and they would not supply a truck that did not meet a customer's requirements.

Stories such as this give you the additional information which you might use as a tool to promote sales to potential buyers of second-hand trucks. As often is the case, customers say that they can get 'this truck at this price' from an online auction site.

As proven here, they can... at a price! What they don't get is the comfort factor of dealing with a fully accredited company, who will ensure that they receive a truck that is fit for purpose from the outset and fully complies with required legislation.

Shaun Prendergast
Assistant Technical Manager, CFTS



Fear of heights

Falling from heights is one of Britain's leading causes of workplace accidents. According to statistics from HSE for 2008/09, falls resulted in major injuries requiring hospitalisation for more than 4,000 employees.

Working platforms

Fork lift trucks are intended primarily for lifting materials, not people. However, they can be used with working platforms to allow for working at height. Their design and use is subject to detailed and specific rules. Any person involved in this type of application should be familiar with these.

The term "platform" can be misleading. It refers to equipment which allows a fork lift truck to be used to raise one or more people to a working position, so that an urgent essential task can be carried out in relative safety.

The law forbids the use of pallets, skips or stillages – or any improvised device – as platforms to lift people.

Under certain exceptional circumstances a purpose-built platform may be used. This will be a specially designed item from a manufacturer of specialist attachments. It will always have sides, to contain the worker safely, and it must be provided with a number of other safety devices specified by the law.

However, even the safest of purpose-built platforms cannot be used legally for routine tasks, including:

- **Painting**
- **Cleaning**
- **Maintenance**
- **Stocktaking**
- **Order picking**

The use of working platforms is restricted to occasional emergency tasks, such as:

- **Checking for damage at height**
- **Changing essential light fittings**
- **Clearing blocked gutters**

A number of further restrictions and regulations apply to the design and deployment of platforms. These are given in HSE Guidance Note PM 28 (3rd Edition), Working Platforms (Non-Integrated) On Forklift Trucks, which can be downloaded from www.hse.gov.uk. This should be studied by anyone considering the use of a platform.

Any fork lift truck that may be used with a working platform must have a Thorough Examination at least once every six months. All working platforms must also undergo Thorough Examination at least once every six months.

Evacuation procedures

Some materials handling equipment is designed to work with operators raised to heights of more than three metres. The law requires that employers provide a safe means of escape for operators of such equipment, should it become stuck in a raised position. The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER 98) state:

“

You should ensure that in the event of failure of the lifting equipment that the persons being lifted are not exposed to danger and a reliable means of rescue is available.

”

Every site and application is different. Therefore, a risk assessment, designed to meet the operation's specific needs, must be conducted to determine the most appropriate means of rescue.

Guidance on this subject is given in the HSE Local Authority Circular 20/3, available from www.hse.gov.uk/lau/lacs. Designed for specialist inspectors, it provides a useful review of the crucial issues – including the types of equipment available and training requirements. This should be read in full if considering rope evacuation.

After careful evaluation, a company may be justified in writing a risk assessment which states that rope evacuation training is a far greater risk than being stranded at height. However, if this position is adopted the risk assessment should continue to a point where it identifies a means of rescue.



Contacts

Reminder

May we take this opportunity to remind all companies accredited to the CFTS scheme that **documentation** should be ordered from the **FLTA** and **payments** should be directed to **BITA**. The relevant contact details are given below.

Documentation pack orders

Please use the CFTS order form that is sent out with every re-accreditation. This can be sent to the FLTA by post or fax, or by email as a PDF. Order processing is managed by Berny Reed.

NEW CONTACT DETAILS (please update your records)

The Fork Lift Truck Association

34B Kingfisher Court, Hambridge Road,
Newbury, Hampshire RG14 5SJ

Tel: 01635 277577

Fax: 01635 277579

Email: mail@fork-truck.org.uk

Invoices and credit control

Invoices are raised by Julie at the BITA office. Contact details are:

The British Industrial Truck Association

5-7 High Street, Sunninghill, Ascot, Berkshire SL5 9NQ

Tel: 01344 623800

Fax: 01344 291197

Email: julie.herbert@bita.org.uk

Technical advice & other queries

CFTS Technical Manager Chas Day and Assistant Technical Manager Shaun Prendergast oversee all aspects of administration and are happy to deal with any queries. Their contact details are:

Consolidated Fork Truck Services Ltd

5-7 High Street, Sunninghill, Ascot, Berkshire SL5 9NQ

Tel/Fax: 01344 623800

Chas Day, Technical Manager

Mobile: 07730 768659

Email: chas.day@thoroughexamination.org

Shaun Prendergast, Assistant Technical Manager

Mobile: 07730 768668

Email: shaun@thoroughexamination.org

CFTS Board Members & Officers

Richard Hayes, Chairman
Brindley Lift Truck Services Ltd

Simon Emery
Crown Fork Lift Trucks Ltd

Bill Goodwin
Briggs Equipment UK

Geoff Martin
Jofson Ltd

James Clark,
Company Secretary
BITA

Peter Harvey
FLTA

Chas Day, Technical Manager
CFTS

Meet Shaun, CFTS' new Assistant Technical Manager

I would like to take this opportunity to say a big 'hello' to all of our Accredited Companies, Competent Persons and the backroom staff who make all things happen.

My name is Shaun Prendergast and I am the newly appointed Assistant Technical Manager.

I will be working alongside Chas Day and have specific responsibility for Midlands, North of England and Scotland.

There are so many valuable members in these regions and I hope to have the opportunity to meet them all in the weeks and months ahead. It is a large area to cover, but eventually I will visit each and every one.

In the years ahead, I would like to see your numbers grow further as it will support our efforts to drive up the standards that we, as an organisation, are striving to achieve.

I come to CFTS with nearly three decades of engineering experience, including 11 years serving HM Forces in the UK and abroad. As part of the Specialist Team Royal Engineers, I was involved in vital engineering work: from repairing airfields in the Falkland Islands to working on bridges in Sierra Leone. Upon completing my military service in 1992 – as a Corporal in the Plant Troop within the Corps of Royal Engineers – I began a career in the materials handling

industry. For the last 19 years I have worked as a service manager for a mainstream dealer. I believe this experience will serve you well in this newly created role.

I am married with three children and live in Wisbech, Cambridgeshire. Outside of work I am a very active member of the Governing Body at a local secondary school.

If you have any technical queries however big or small that you would like my help or assistance with then please do not hesitate to give me a call.

You may contact me by telephone on **07730 768668**

or, if you prefer, by email **shaun@thoroughexamination.org**

Shaun Prendergast

