

# the Examiner



September 2013

Issue 9

thousands  
Thorough  
Examinations  
cover half  
fork truck...

**Look for the CFTS**  
The CFTS marque is your seal of approval. It proves a Thorough Examination has your truck – and you – fully covered.  
**Don't do things by half. Insist on CFTS Thorough Examination.**



**New sales tools: Show them you're the best!**

Consolidated Fork Truck Services (CFTS)  
Tel: 01276 502930  
Email: [mail@thoroughexamination.org](mailto:mail@thoroughexamination.org)  
[www.thoroughexamination.org](http://www.thoroughexamination.org)

Fork Lift Truck Association



**Insist on a proper Fork Lift Thorough Examination**



## in this issue

**Competent Person's Course Changes • Presentation is everything**

The Examiner is the newsletter of Consolidated Fork Truck Services Ltd (CFTS). CFTS was formed as a joint venture between the Fork Lift Truck Association (FLTA) and British Industrial Truck Association (BITA). In consultation with the Health and Safety Executive (HSE), CFTS developed the materials handling industry's national accreditation scheme for Thorough Examination. The CFTS Thorough Examination scheme was officially launched in 2004 and continues to be administered by CFTS. For further information visit the CFTS website:

[www.thoroughexamination.org](http://www.thoroughexamination.org)



It was a pleasure to welcome so many accredited companies to our stand at IMHX 2013, which was held at the Birmingham NEC in March.

Along with the 20,000 visitors in attendance, they had a chance to watch the new CFTS Half Measures video and pick up the accompanying literature. (You can read more about these new sales tools – which are available to you – on page 4.)

IMHX was a great success for our Member Companies and the equipment manufacturers exhibiting. For those of you lucky enough to attend I am sure you will agree it was, as ever, a great credit to our industry.



Judging by the positive feedback and the current upturn in the economy, perhaps we can all look forward to a better year ahead. It is certainly the case that on our many technical visits most of the companies we meet have recorded improved sales figures for new fork lift trucks. This will inevitably lead to an increase in both routine servicing and Thorough Examinations.

*Chas Day*

Chas Day  
Technical Manager, CFTS

## HSE updates L117

The Health and Safety Executive (HSE) has recently published the long-awaited 3rd edition of document L117: Rider-operated Lift Trucks: Operator Training and Safe Use. Approved Code of Practice and Guidance (ACOP).

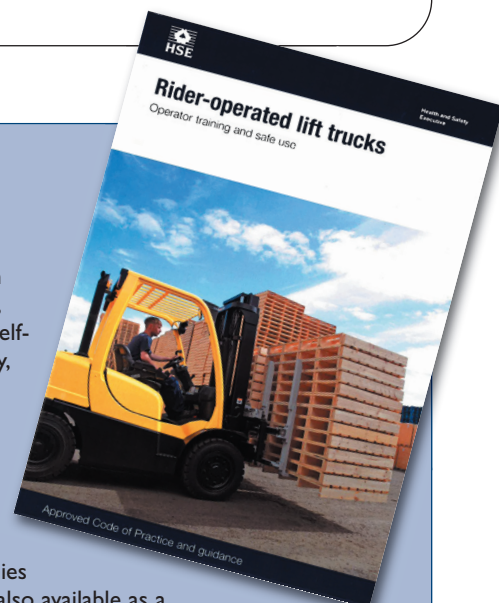
This update outlines the main legal requirements relating to the operation of fork lift trucks and contains the Approved Code of Practice and guidance on operator training for stacking rider-operated lift trucks.

It explains how employers must meet their legal obligation to ensure that all of their operators receive appropriate training on the equipment in use.

These revised guidelines are aimed at employers and those responsible for ensuring safe operations.

This includes those in control of work sites, supervisors and the self-employed. Importantly, it makes it clear that the onus is on the employer to ensure the safest working environment.

I would recommend that all CFTS companies obtain a copy. This is also available as a free download from the HSE site ([www.hse.gov.uk](http://www.hse.gov.uk)), where you'll also be able to find clear and concise information, which you can review.



Over the last year, I have had the opportunity to visit and meet many of you and I would like to thank you all for the warm welcome I received.

In the months ahead, I will be focusing my visits on our members in Scotland, Eire and Northern Ireland, so please keep a space in your diaries open for me.

## Competent Person's Course for Engineers

During some of my visits, and some of those carried out by Owen Delaney, my counterpart at the FLTA, concerns were raised about the Competent Persons course delivered on our behalf by North Warwickshire and Hinckley College at Bermuda Park.

Taking this feedback on board, Owen and I recently sat in on a course as observers. Many discussions have followed since, and, as a result, we have made some improvements which will benefit Members and course attendees alike.

### 1 Less administration, more learning

NWHC Enrolment forms plus ID card will now be sent out ahead of the event. By including this with the joining instructions, it will cut down on the amount of time lost to administration on Day 1.

### 2 Bigger course packs

In addition to the information already supplied, we will now include copies of:

- *CFTS Procedural Code, which incorporates BITA Guidance Note 28, the standard to which all CFTS accredited companies carry out a Thorough Examination of an industrial truck*

- *Completed CFTS documentation as examples as to how these should be completed*
- *A list of all relevant BITA Guidance notes*
- *Price lists and order forms*

### 3 More practical course content

Using trucks in the workshop, the course will show how to carry out a Thorough Examination. This will include filling in documentation on separate training copy sheets as the examination is carried out, followed by class discussions. Importantly, all of this will be overseen by a tutor.

The FLTA will also ask its members for examples of worn or broken parts, such as kingpins, cracked link chains/pins and badly worn forks to be used as training aids.

The remainder of the course content will stay as it is, including fork/chain measurements and all legislative aspects.

### 4 Lunch & refreshments now included

These will now be included and supplied within the course costs. The lunch provided will be a very good quality cold buffet and will include juices and cans of cold drinks. Tea and coffee will be available throughout the day free of

charge. Vegetarian or other dietary options will be catered for on request (upon attendance).

To some extent, these changes have been forced upon us due to changes at Bermuda Park where, from September, NWHC will run a Key Stage 4/5 technical school. Because of safeguarding regulations, without CRB checks, our attendees are unable to mix with children of school age – and it would be unfeasible to have every attendee complete a check prior to attending. On the positive side, this change will allow all attendees to have a decent lunch without having to go off site.

Hopefully all changes should be in place for all courses commencing September 2013 onwards.

I will also review the Competent Persons Thorough Examination Revalidation Course at some point in the next year and, if required, we will make changes to this. Any feedback you wish to provide would be welcome.

Turn to the back page for details of upcoming courses

## Update: Internet auctions and rogue dealers

Following on from the article in Examiner 8, I would like to take the opportunity to say that, along with BITA and the FLTA, we have worked hard to make end users and purchasers aware of the risks of buying such high-value pieces of machinery "blind", and we will continue to do so.

Please advise your customers about this, too. We all buy certain items on these sites and some of us also sell items there, but everyone should know just what risks are involved.

As we're all aware, when you buy online you may not get the 'good deal' you are hoping for and operator safety is the direct responsibility of the employer, not the supplier of the equipment...



Shaun Prendergast

*S. Prendergast*



# New tools let you show them you're the best

We're always looking for innovative, effective ways to help our member companies compete in the marketplace. This year we've added two new sales tools as part of our current Half Measures campaign.

By now, you've hopefully seen the Half Measures video, which was launched at IMHX.

A number of member companies have been in touch since to say how much they've enjoyed it and asked whether it would be possible for them to feature it on their own websites.

The answer is YES! We created the video as a sales tool which clearly explains the benefits of choosing a CFTS Thorough Examination over other vehicle inspections.

By having it on your website, potential customers will quickly see what sets your fork lift examinations above the rest.

In fact, several accredited members have already reported that customers are signing up for CFTS Thorough Examinations as a direct result of watching the video...

If you haven't already seen it, you can watch it here:

**[youtube.com/user/ThoroughExamination](http://youtube.com/user/ThoroughExamination)**

You can either add the site as a link – using the above address – or embed the video straight onto your page. It's quite straightforward but, if you get into difficulties, just ask your web specialist for a hand.

## Train to gain

Some companies have reported that they are reaping the benefits from sharing the video with employees in customer-facing roles.

In just a few minutes, your staff will gain a good understanding of exactly what makes a CFTS Thorough Examination so 'thorough' and the key points that win sales.

Internet access isn't always possible, so we've made a version of the video available for download from:

**[www.thoroughexamination.org/video/download.zip](http://www.thoroughexamination.org/video/download.zip)**



Download now! You will be asked for a username (cfts) and password (halfmeasures!) before download commences.

It is a large file (1.4 GB), so this will take a bit of time to complete (minutes rather than seconds.)



[youtube.com/user/ThoroughExamination](http://youtube.com/user/ThoroughExamination)



# Presentation is everything

As part of the Half Measures campaign, we've produced a number of customer-facing items which deliver the key message of: **"Thorough Examination: don't do it by half"**.

These include two new advertisements, which you'll see running in a number of trade titles, including **ShD, Handling & Storage Solutions** and **Warehouse & Logistics News**.

In addition, we've created a fold-out leaflet which identifies the risks of LOLER-only inspection and explains how a CFTS Thorough Examination keeps you protected. Their size makes them convenient for mail outs or leaving behind in a sales pack for customers to review.

An additional new sales tool has been developed to sit alongside the leaflets: the customer presentation card.

A quantity of these was sent out to every CFTS member earlier this year and, judging by the response we've received, they're proving very popular with sales engineers and customers alike.

These two-sided A4 laminated cards feature an illustration of a fork lift truck to clearly illustrate how a CFTS Thorough Examination covers the whole truck.

All of these materials give CFTS Thorough Examinations the leading edge in the marketplace... and your business, too.

## Thorough Examination: don't do it by half...

**IMPORTANT:** research shows 93% of fork lift truck managers assume their Thorough Examination checks the whole truck is safe to use. Unless it's a CFTS accredited examination, they're dead wrong...and exposed to prosecution, fines and potentially fatal accidents.

## Most non-CFTS inspections meet LOLER 98 requirements...

### MAST

The mast must be inspected throughout its full range of extension and movement, to ensure smooth, safe operation and structural integrity. The same applies to the boom on a telehandler.

### CHAINS

Lift chain failure is potentially lethal, but the wear, elongation or corrosion that can cause it is gradual, and tricky to spot: a change of just 2% is a cause for concern. Chains must therefore be checked carefully, in at least three places, along with anchors and pulleys.

### TILT MECHANISM

To enable safe operation, the tilt must move in an even, controlled way. It must also be checked for damage and scoring, which can indicate more serious issues.

### HYDRAULIC SYSTEMS

The hydraulic check is a major task, covering all hoses, pipes, cylinders and reservoirs, along with a prolonged load test to rule out unacceptable descent. Filters are also inspected, for any signs of debris.

### CONTROLS

As well as the controls themselves, which must all be fully functional, securely mounted and clearly marked, all linkages and cables must be inspected to prevent potential failures through damage, corrosion or wear.

### LOAD GUARD

Must be structurally sound and securely mounted; otherwise it may not only cause falling loads, but become a hazard in its own right.

### FORKS

Fork arms are subject to constant abrasion and stress, making them particularly vulnerable. They must be of the correct capacity, meet ISO 5057 for wear, and must not be cracked, deformed or damaged. Fork location and end stops are also checked.

### ATTACHMENT / SIDE-SHIFT (IF PRESENT)

Any attachment or side-shift must operate smoothly and safely throughout the full range of its movement. It should be mounted securely, and free from damage, distortion and cracks.

NB: attachments and side-shifts that are permanently fitted are included in a truck's usual Thorough Examination schedule. Ones that can be removed must have a full examination at least twice a year. For clarification, please ask your CFTS-accredited examiner.

### CARRIAGE

The fork arm carrier must be free from distortion and cracking, and any load rest extension must be sound and properly mounted.

### RATING PLATE

Clear rating information is absolutely critical to the safe operation of any fork lift truck. The plate must be clear, securely attached, and updated to take account of any attachments or side-shifts fitted.



...now, turn over and see what they don't check

Consolidated Fork Truck Services (CFTS) is a collaboration between the UK's leading fork lift bodies, and supported by the Health and Safety Executive. For more information visit [www.thoroughexamination.org](http://www.thoroughexamination.org), or ask your CFTS provider.

## Running out?

Additional materials can be ordered through Benny at the FLTA.  
Email her at: [accounts@fork-truck.org.uk](mailto:accounts@fork-truck.org.uk)  
or phone: 01635 277577

[www.thoroughexamination.org](http://www.thoroughexamination.org)

Don't leave yourself exposed:

Insist on a proper Fork Lift Thorough Examination

Thorough Examination:  
don't do it by half...

CFTS Thorough Examination:  
everything overleaf - plus all this...

**OVERHEAD GUARD / CAB**  
Important structural components, such as those holding the roof, must be secure and undamaged. Any structural problems, therefore, must be reported and repaired. Any structural problems, therefore, must be reported and repaired. Any structural problems, therefore, must be reported and repaired.

**STRUCTURAL FASTENING**  
Important structural components, such as those holding the roof, must be secure and undamaged. Any structural problems, therefore, must be reported and repaired. Any structural problems, therefore, must be reported and repaired.

**SAFETY SYSTEMS**  
Safety systems can only protect workers if they operate correctly. Operator, therefore, must be trained and competent. Any safety systems, therefore, must be reported and repaired. Any safety systems, therefore, must be reported and repaired.

**WHEELS**  
Because of the forces involved, wheel failure is not only a cause of accidents, but can be a fatal hazard. CFTS Thorough Examination ensures wheels are sound and securely mounted. Any wheel problems, therefore, must be reported and repaired. Any wheel problems, therefore, must be reported and repaired.

**TYRES**  
Tyres are essential for grip and efficient operation. They provide grip for movement and suspension for element. Only CFTS Thorough Examination can ensure they are correctly specified and free from excessive wear, damage, or defects. Any tyre problems, therefore, must be reported and repaired. Any tyre problems, therefore, must be reported and repaired.

**COUNTERWEIGHT**  
Often a cast iron block of two tonnes or more, the counterweight can be a heavy load. It must be secure and undamaged. Any counterweight problems, therefore, must be reported and repaired. Any counterweight problems, therefore, must be reported and repaired.

Examination is guaranteed to check all this too.

# Support for Thorough Examination

We would like to wish a warm welcome to **Mike Mathias of Toyota Material Handling UK**, who has joined the Board, and to recognise his company's campaigning support for Thorough Examination.

Toyota has been a great supporter of CFTS since day one and over the past couple of years it has been particularly active raising awareness of the important safety and legal issues surrounding Thorough Examination.

Its efforts have included contacting truck owners, designing supporting literature and generally taking every opportunity to educate truck users on why CFTS-accredited Thorough Examination is the safe choice.

Further still, Toyota team members have reinforced the message by wearing CFTS-branded hi-vis vests promoting Toyota Thorough Examination.

Managing Director of Toyota Material Handling UK since 2007, Mike has nearly four decades of experience in the materials handling industry. Since starting out as an engineering apprentice, his extensive knowledge has been built up through working in a variety of service, technical, sales, after sales and management roles.

In addition to his UK role, Mike is Chairman of Toyota Material Handling Netherlands and Belgium, and a Director for Toyota Material Handling Poland. He is also a Director of BITA (British Industrial Truck Association).

## Bill Goodwin steps down from Board

**Mike (pictured left)** fills the seat made vacant by the departure of **Bill Goodwin**, who served the Board for three and a half years.

During that time, his tireless work helped to set and achieve the highest standards for CFTS and its member companies.

A former director at Jungheinrich, Bill's decision to resign follows his appointment as Sales Director for Briggs Equipment UK.

## Dankeschön Simon Emery

**Long-standing Board Member and former Chairman Simon Emery** has left the Board, following his appointment as **Director Retail Operations EMEA for Crown Lift Trucks**, a role requiring his relocation to Germany.

Simon, who was most recently Crown Lift Trucks UK's managing director, served on the Board for 3 years. During that time, he played a valuable role in helping to ensure that CFTS has continued to go from strength to strength – despite some of the harshest trading conditions.

We wish Simon the very best of luck in his new post!

We await BITA's decision for a replacement.





## Newly accredited companies

We are pleased to welcome the following accredited member companies:

- **Richards Forklift Truck Services**, Burnley, Lancashire
- **Approved Fork Trucks**, Leicester, Leicestershire
- **Meadows Forklifts**, Basildon, Essex
- **Eastern Forklift Trucks Ltd**, Bury St Edmunds, Suffolk
- **Island Forklifts**, Belfast, Northern Ireland
- **A.D.Tech Forklift Truck Training**, Glasgow, Scotland
- **GHL Liftrucks Ltd**, Nationwide
- **PLP Liftrucks Ltd**, Peterborough, Cambridgeshire
- **DRW Mechanical Handling**, Otham, Kent
- **Fork Truck Express Services**, Mid Glamorgan, Wales
- **B.C. Forklifts, Meath**, Ireland
- **Fork Truck Services UK Ltd**, Huddersfield, West Yorkshire
- **Young Plant and Equipment Ltd**, Doune, Scotland
- **Len Griffiths Forklift Services Ltd**,  
Leominster, Herefordshire
- **Kridan Handling**, Malton, North Yorkshire
- **Teather Mechanical Handling**,  
Saffron Walden, Essex
- **Forestedge Enterprises**,  
Sutton in Ashfield, Nottinghamshire

## De-accredited companies

We continuously review accredited companies to ensure that customers can expect and receive the highest standards of service.

Since the last edition of the Examiner, 10 companies have been de-accredited:

- **R.C. Boreham & Co**
- **SJD**
- **Eborall Fork Trucks**
- **Factory Forklift – Malvern**
- **Universal Plant Services**
- **Trucks Direct UK**
- **Knapton Plant Services**
- **4 Seasons Training**
- **Master Forklift Training**
- **Frank Tucker Commercials**

## Technical Manager

**Fork Lift Truck  
Association**

The Fork Lift Truck Association (FLTA) is seeking a full time Technical Manager to be based at its Newbury headquarters.

It is envisaged that the successful candidate will commence work on or about 21st October 2013 following a short handover period.

This role would suit an experienced and broad based FLT instructor or an experienced service manager/FLT technician or a H&S specialist with strong FLT experience who is keen to grow and expand their existing FLT knowledge.

Salary circa £26,000

For a Job Description/Person Specification please email the Chief Executive, Peter Harvey at: [peter@fork-truck.org.uk](mailto:peter@fork-truck.org.uk)

The Association website: [www.fork-truck.org.uk](http://www.fork-truck.org.uk) also provides a detailed insight into who we are and what we do.

Personal applications please by email **ONLY** to the above email address by

**4th October 2013. STRICTLY NO AGENCIES.**

## 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 invoice queries 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.

### CONTACT DETAILS

**The Fork Lift Truck Association**  
34B Kingfisher Court, Hambridge Road,  
Newbury, Hampshire RG14 5SJ  
Tel: **01635 277577**  
Fax: **01635 277579**  
Email: [accounts@fork-truck.org.uk](mailto:accounts@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](mailto:julie.herbert@bita.org.uk)

### Technical advice & other queries

**CFTS Technical Manager Chas Day** oversees all aspects of administration and is happy to deal with any queries. His contact details are:

**Consolidated Fork Truck Services Ltd**  
5-7 High Street, Sunninghill, Ascot, Berkshire  
SL5 9NQ  
Tel/Fax: **01276 502930**  
Mobile: **07730 768659**  
Email: [chas.day@thoroughexaminations.org](mailto:chas.day@thoroughexaminations.org)

## CFTS Board Members & Officers



**Richard Hayes, Chairman**  
Brindley Lift Truck Services Ltd



**Geoff Martin**  
Jofson Ltd



**Mike Mathias**  
Toyota Material Handling UK



**James Clark, Secretary**  
BITA



**Peter Harvey**  
FLTA



**Chas Day, Technical Manager**  
CFTS

## Upcoming course dates

### Thorough Examination (2 days)

- 10 – 11 September 2013
- 17 – 18 September 2013
- 15 – 16 October 2013
- 22 – 23 October 2013
- 05 – 06 November 2013
- 26 – 27 November 2013
- 03 – 04 December 2013

### Thorough Examination Revalidation (1 day)

- 19 September 2013
- 17 October 2013
- 07 November 2013
- 05 December 2013

### Thorough Examination Manager (1 day)

- 17 October 2013

For more information about courses or to book, contact Berny at the FLTA office