

# Store Operations Manual

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## Pallet Jack Loading/Unloading Policy

**Primary Contact: Operations**

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Associates will take care and follow appropriate safety procedures while loading or unloading power equipment into a delivery trailer for the purpose of loading or unloading merchandise.

### PROCEDURE:

- The Receiving Associate (R/A) will be properly trained in the use of power equipment.
- The R/A will determine the load capacity of the forklift (Riding or Walk Behind) to be used. Should be located on a plate or tag on the body or tower of the unit. See Figure 1. **DO NOT EXCEED LOAD LIMITS.**



**Figure 1**

- The R/A will determine the total weight of the Pallet Jack to be loaded into the trailer. Should be locate on a plate or tag on the body of the unit. See Figure 2.

**There is not to be a pallet, full or empty, on the fork of the pallet jack when being loaded or unloaded.**

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**Figure 2**

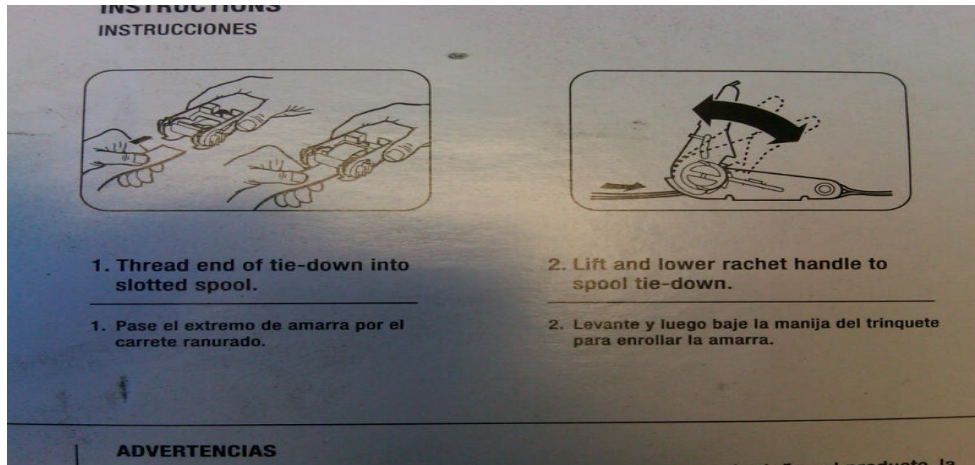
- The R/A will create a virtual 10 foot mobile safety zone (360 degrees) around the Forklift and Pallet Jack being loaded into the trailer by placing safety cones around the area.
- The R/A is to make sure **no one** enters this zone during loading or unloading of the Pallet Jack. (This also includes the delivery driver)
- Receiving area needs to be as level as possible, so the R/A needs to partner with the deliver driver to position the trailer accordingly.
- The R/A will position the Pallet Jack close to the rear of the trailer, within a few feet, this will facilitate as little movement of the Pallet Jack by the forklift.
- The R/A will use the safest procedure for lifting the Pallet Jack into the trailer.
- The Receiver needs to attach the safety strap to the pallet jack and the forklift when putting the pallet jack into the trailer and when taking the pallet jack out of the trailer.
- These are the straps the receiver will be using and the instructions on putting the straps onto the forklift and the pallet jack See Figure 3. 4. 5



**Figure 3**

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**Figure 4**



**Figure 5**

- Pallet jacks are to be lifted from the rear. *At no time should a Pallet Jack ever be raised from the side or without the safety straps.* See Figure 6.

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**Figure 6**

Procedure for Older Pallet Jacks:

- The forks of the Forklift are to be adjusted to fit beneath the forks of the Pallet Jack.
- Pallet Jacks are to be raised so that the forks of the Forklift fit easily under the forks of the Pallet Jack. See Figure 7.



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**Figure 7**

- The body of the Pallet Jack is to be positioned against the cage/tower of the Forklift. See Figure 8.
- Based on forklift design, the Pallet Jack is to also be positioned as close to the body of the forklift as possible.



**Figure 8**

- The Pallet Jack is to be placed into the trailer as far as possible to insure the equipment does not fall to the ground.

### Procedure for Newer Pallet Jacks:

The newer Pallet Jacks have a metal bar that extends down from the body area on each side near the steering wheel.

- The Pallet Jack is to be raised so that the forks of the Forklift fit easily under the Pallet Jack. See figure 7.
- The Pallet Jack is to be moved as close to the trailer as possible for the loading process.
- The Pallet Jack is to be approached from the rear and the forks of the Forklift are to be adjusted to fit in the space between the metal skid bars located under the body of the Pallet Jack. (This will create the best stability while lifting the Pallet Jack.) See figure 9

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**Figure 9**

- The Pallet Jack is to be placed into the trailer as far as possible to insure the equipment does not fall to the ground.

Procedure for Unloading the Pallet Jack from the trailer:

- With both the newer and older pallet jacks, just reverse the process.
- It is the receiver's responsibility to attach the safety straps on the forklift when bringing it out of the trailer.

General procedures for the Loading and Unloading process:

- Do Not lift the Pallet Jack from the side
- Do not lift the Pallet Jack with the forks pointing toward the Forklift.
- Make sure the receiver attaches the loading straps firmly around the forklift and the pallet jack to ensure that the pallet jack will not fall off the forks of the fork lift.
- The receiver will have to go into the trailer and attach the straps when taking the forklift out of the trailer. We want the receiver to take ownership of this process and do it themselves.
- No one is to be lifted into the trailer by the Forklift with/without the Pallet Jack.
- Create a safety zone 10' circle. No one allowed in the circles when loading and unloaded pallet jacks.
- In the event the driver or associate is unable to climb into the trailer without assistance, a store ladder is to be used to facilitate the climb. Never allow persons to ride on the equipment!
- Care and Caution is to be used while loading and unloading the Pallet Jack into the trailer.
- Do not attempt to lift the Pallet Jack into the trailer if the surrounding pavement is uneven or unsafe. Request that the driver re-position the trailer to a safe location within the dock/receiving area.

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- Care and caution is to be used while operating the Pallet Jack inside the trailer.
- If it does not appear that the driver is familiar with the equipment or is being unsafe in using the equipment, in the interest of safety and efficiency we may have to unload the trailer ourselves.
- If for some reason the R/A is not able to load the Pallet Jack into the trailer a manual Pallet Jack may be used.
- Take care of the loading straps and keep them attached to the forklift at all times to ensure they are readily available.

USE CAUTION WHILE OPERATING  
POWER EQUIPMENT.