



Telehandler Standards

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1. Introduction

The purpose of these Telehandler Standards are to give site management and Telehandler Operatives guidance on how the machines should be used safely on site. Also the checks that need to be made of Telehandler Operatives to ensure they are safe to operate the machine.

Telehandlers are an essential piece of equipment on site, they alleviate many manual handling tasks and are used for the safe quick movement of materials around site. Telehandlers must be used with caution and managed safely as they have potential to cause damage or severe injury. Operatives have a legal responsibility for the safe use of the Telehandler.

2. Choosing the correct Telehandler

Careful consideration must be given to choosing the right telehandler, this must be discussed at the pre start planning phase. A decision as to what size or type of Telehandler must be made by the Construction and Commercial Director, they must take into account the following:

- Ground conditions and levels
- Property types/ lift heights
- Weight and size of material to be lifted
- Sequence of build and available access space for the machine

All Telehandlers must be fitted with a green flashing seatbelt light and a reversing camera.



All newly purchased machines must be fitted with air conditioning.

Any subcontractor that wishes to supply their own Telehandler, must check with the Contracts Manager for the site to ensure that the Telehandler that's going to be supplied is suitable for the task in hand and to also ensure that there is adequate space for additional machines on site.

3. Operator Competence

All telehandler operators must hold a current full driving licence that allows them to drive in the UK and a CPCS/ NPORS card that states Telescopic Handler.

3.1 Telehandler Operator Specific Rules

The Telehandler Operator must comply with normal site rules and any other stipulations given by the site management, such as not entering machine exclusion areas.

Telehandler Operators must follow these golden rules:

- Only operate a Telehandler if you are competent and authorised to do so.
- Do not operate a Telehandler when your abilities are impaired by ill health, poor vision, prescribed or illegal drugs, or alcohol.
- Do not operate a Telehandler while using a hand held mobile phone, walkie-talkie etc.
- Make sure you fully understand the operating procedures of the Telehandler you control.
- Know the site emergency procedures.
- Understand the system of signals used on site.
- Know the safe operating limitations of the Telehandler they are operating, particularly relating to safe maximum loads and gradients.
- Carry out daily checks on the Telehandler they are operating and report all defects immediately to a supervisor or site management.
- Do not drive at excessive speeds.
- Follow the site traffic routes as per the Traffic Management Plan.
- Ensure that windows and mirrors are kept clean and clear.
- Keep the Telehandler tidy and free from items which may hinder the operation of the Telehandler controls.
- Do not allow passengers to ride on Telehandlers unless safe seating is provided.
- Park Telehandlers on flat ground wherever possible, with the engine switched off, the handbrake and trailer brake applied.
- Do not reverse without checking behind the Telehandler for pedestrians, other plant or obstructions, if you cannot see the rear of your machine get out and look before reversing or slewing.
- Where visibility from the driving position is restricted use visibility aids or a banksman. Stop if you lose sight of the banksman or the visibility aid becomes defective.
- Ensure no one enters, or positions themselves in a 'danger zone' whilst you are operating, if they do, stop until they have left the area.
- Ensure that the Telehandler is not overloaded and that loads are secure.
- Do not attempt to get on or off a moving Telehandler.
- Do not make adjustments with the engine running and the guards removed.
- Do not smoke during refuelling operations.
- Clean out the cab of the Telehandler frequently to avoid the build-up and inhalation of dust.
- Whilst operating the Telehandler wear a seatbelt at all times when in the machine is moving.
- The load limiter alarm must never be ignored or overridden.
- Keys must not be left in an un-attended in the Telehandler.
- The engine must be switched off and the handbrake applied if alighting the Telehandler.
- All Telehandler drivers must have a passport to safety issued to them by the site management when they are inducted onto site.



4. **Hazards**

The hazards associated with Telehandler use, include:

- Overturning.
- Electrocution – contacting overhead power lines.
- Colliding with pedestrians.
- Crushes and trapping.
- Falling loads.
- Falling from height (from operatives potentially overreaching to receive materials).
- Loss of control.
- Insecure attachments.

Reversing Telehandlers pose a high risk of collision, therefore if there is a possibility of pedestrians, other machines or structures being struck, then a trained banksman must be used to guide reversing Telehandlers.

5. **Telehandler Familiarisation**

When a new Telehandler Operative attends site they must familiarise themselves with their machine. This must be recorded on the Telehandler familiarisation handover checklist.

If necessary a fenced off area may need to be utilised in order that the Telehandler Operator can practice using the Telehandler safely and away from others to ensure that they are familiar with the controls.

Refer to HSMS form [053](#) – Telehandler Familiarisation Handover Checklist

Site management or the groundworks supervisor must assess each new Telehandler Operator to ensure that he/s he is competent to operate the machine safely.

6. **Inspection and Maintenance**

Telehandlers must be robustly inspected prior to use and maintained in accordance to the manufacturer's specifications. Records of all inspections must be kept.

6.1 **Thorough Examination Certificates**

All Telehandlers must have an in date thorough examination certificate. This must be held with the machines documentation, these certificates are valid for 1 year. Any other lifting accessories must be tested every 6 months. Telehandler Operatives must check that a copy of the certificates are present before they use the machine.

If during the thorough examination, defects are observed which requires repair to enable safe operation, the machine must not be used until the repair has been undertaken by a qualified engineer/ fitter. Site management must obtain written confirmation from the engineer/ fitter that the machine is safe to use before it is put back in use.

Site management and the Telehandler Operator must follow the advice of the engineer carrying out the thorough examination, this will be verbal advice at the time of the inspection and followed up in their report. A failure to do so could result in disciplinary action being taken.

Thorough examinations are arranged by the Group HS&E Department through our Statutory Inspection Provider. Site Inspections are undertaken every 6 months, to ensure we meet our



statutory obligations. All queries relating to thorough examinations must be directed to the Local Group HS&E Advisor.

6.2 Daily Inspections

It is the Telehandler Operator's responsibility to ensure that the machine is inspected daily and that the daily inspection forms are completed before the machine is used. Any faults, no matter how minor e.g. replacing window wiper blades must be reported to the site management, or their supervisor, to arrange repairs.

Refer to HSMS form [051](#) – Telehandler Daily Checklist

All Telehandlers must be supplied with suitable tools, so that the Telehandler Operator is able to carry out essential routine maintenance, such as:

- Tyre pressure gauge.
- Hammer.
- Grease gun.
- Assortment of spanners.
- Pliers.
- Screw drivers.
- Funnels and jugs for topping up oils, lubes and coolant.
- A means of inflating tyres/compressor or a contractor.

If the Telehandler has a safety critical fault, it must be taken out of service until it has been fixed and a trained fitter has confirmed in writing that it is safe to use.

Safety critical faults include (but not exhaustive):

- Damaged/ missing mirrors.
- Damaged reversing cameras.
- Damaged seat belts.
- Damaged/ broken windows, especially the window by the boom.
- Damaged tyres or incorrect tyre pressure.
- Damaged controls.
- Alarm bells not working.
- Breaks not working, including the hand break.
- Hydraulic oil leaks from hoses.
- Unexpected noises or rattles.
- Any form of operating lights.
- Seat belt beacon.

6.3 Weekly/ Regular Inspections

There must be weekly inspection carried on each Telehandler, this must be completed by the Telehandler and countersigned by site management.

Refer to HSMS form [052](#) – Telehandler Weekly Checklist

All maintenance carried out by the driver must be in accordance with the manufacturer's specification and maintenance or service schedule. It is recommended that each Telehandler undergoes a 6 week health check that is carried out by a trained fitter from the local plant maintenance company.



Regular inspections and maintenance must also be carried out by a trained mechanic as per the user handbook/ servicing schedule.

6.4 Tipping Skips

The tipping skips must be inspected weekly by the driver, any issues must be reported to the site manager, the driver must ensure that:

- Telehandler drivers must ensure that they are conversant with the operation of the tipping skips that they are using.
- Each site must have a user manual for the type of skip they are using.
- Drivers must inspect the skips weekly and report any defects, this must be annotated on the weekly telehandler check sheet.
- Damaged skips must not be used.
- Skips will be inspected bi-annually by HSB (Under the PUWER Regulations), the driver must make these available for inspection when the engineer attends site.

7. Tyres and Tyre Inflation

The tyres must be in a good state of repair and have sufficient tread left on them. Tyres must be inflated to the correct pressure as the stability of the Telehandler can be severely affected by incorrect tyre pressure.

Inflating tyres can be dangerous, the manufactures guidance will give the correct tyre pressures of each machine. If in doubt, consult a tyre specialist.

The following guidance documents must be read prior to inflating tyres:

- [HSMS Guidance – Tyre Inflation Guide](#)
- [HSMS Guidance – Gel Filled Tyres Best Practice](#)

8. Refuelling

Fuel bowzers on site must be double skinned, this must remain locked unless in use. Care must be taken by the person refuelling the machine to ensure that fuel is not spilt on to the ground. When fuelling Telehandlers, that fuel must not come into contact with machine exhausts, as this could cause a fire. A spill kit must be in the immediate vicinity of the fuel bowser and firefighting equipment must also be easily and quickly accessible. Enviro pads should be used at the fuelling points to prevent any spillages onto the ground.

9. Lifting and Shifting Materials

The sole purpose of a Telehandler is to lift and move materials around site. This must be done safely:

- Loads must be secure on the forks.
- The Telehandler Operator must be comfortable with the load they are lifting.
- Outriggers must be use when booming out heavy materials.
- The Telehandler Operator must have a clear view of the landing point of the load, if this is not achievable then a banksman should be used.
- The load must be positioned low when traversing site.
- Speed limits must be observed.



- Loads must not be lifted over people.

If Telehandlers are to be used for anything more than a basic lift then the lift must be formally planned by a competent person including a Lift Plan.

Refer to HSMS Standards – [Lifting Operations](#)

Follow the specific arrangements for crane/ HIAB/ Excavator lifts.

Occupied areas

Once a site starts to become occupied, there may be a requirement for telehandlers to travel through the occupied areas of a development and this will have been considered by site management as part of the traffic management assessment process. If no additional control measures have been communicated by site management and the journey is forward facing with no restricted visibility along areas with raised kerbs or pedestrian barriers then no additional control measures need to be in place, other than the operative keeping to set speed restrictions.

There may be times when a trained banksman is required, for example, the load is restricting the telehandler operator's vision or reversing operations in an area where limited space or pedestrians likely to be present. In areas where pedestrians are likely to be present suitable pedestrian barriers can be utilised to remove the need for a trained banksman provided they sufficiently exclude pedestrians from the area where the telehandler is operating.

All telehandlers that transit through occupied areas must be registered, insured and taxed to travel on the public highway.

10. Lifting Long/ Oversized Loads

The telehandler operator must ensure that any material is safely loaded, to prevent it falling from the forks.

Oversized loads, such as skirting, fascia, joists etc. can restrict a telehandlers vision, if the operator's vision is obscured by the load then a trained banksman must be used.

If a load needs to be moved through occupied areas, then the additional risk to pedestrians and possible damage to parked vehicles must be appropriately considered and managed. Control measures could include:

- Excluding pedestrians and vehicles from the area for the duration of the operation, if possible.
- Using a trained banksman to ensure pedestrians do not encroach near the vehicle and load, also to assist the telehandler operator navigate around parked cars.
- Using a flatbed lorry to negate the need for the telehandler to move the load. This should be considered in higher risk situations, such as the need to transport very long materials.

11. Suspended Loads

Basic Telehandler training does not cover lifting suspended loads, if the driver is expected to lift suspended loads, which is any load below the forks, they must have attended and passed the suspended load course. This must also be annotated on their CPCS or NPORS cards:

- NPORS - NPORS Telescopic Handler Suspended Loads (N138)
- CPCS - A17E Telescopic Handler – Suspended Loads.

12. Extended Forks/Carriage

At some point the machine will be required to use an extended fork carriage or slip on extended forks. The first choice should be a compatible extended fork carriage.

If using extended forks then the Telehandler Operator must:

| | | | |
|--|------------------------|------------|------------------|
| Authorised by: HS&E Director | Version date: 23.01.24 | Version: 6 | STD: Telehandler |
| Uncontrolled if printed or copied – always check the Group HS&E policy folder for latest version | | | |



- Be aware that the safe working load and boom length limit will change, and calculate accordingly.
- Must be inspected before use and documented on the daily check sheet.
- Securing pins and safety clips must be in good order.
- An in-date thorough examination certificate must be present (6 months).

13. **Parking Telehandlers**

When the Telehandler is to be parked up at the end of the day or if the Telehandler Operator is on a break, then the Telehandler Operator must ensure:

- The hand break is applied and the gear lever put into park.
- The engine is switched off and the keys removed.
- If at the end of the day the keys are secured in the site office and the battery isolator switched off.

14. **Two Way radios**

If the driver is required to send a message using the radio, they must ensure that the machine is stationary, parked in a safe area and the handbrake is applied, prior to sending the message. Radios must not be used on public roads.

15. **Mobile phones**

Mobile phones must not be used whilst the Telehandler is in motion and the engine or ignition is switched on, this includes the use of a Bluetooth enabled headset.

If a Telehandler Operator is seen using a mobile phone whilst operating the machine, then disciplinary action may result. If they are operating the Telehandler on a public road they may also be committing a driving offence, which could result in action being taken against them by the Police.

16. **Telehandler Specific Risk Assessment**

Site specific risk assessments for Telehandler operations must be completed by the Site Manager. Signed copies should be included in the machine documentation.

Refer to HSMS Template Risk Assessments:

- [050](#) – Movement of Telehandlers
- [051](#) – Stability of Telehandlers
- [052](#) – Maintenance of Telehandlers
- [053](#) – Refuelling Telehandlers and fuel storage
- [054](#) – Safe use of Telehandlers

17. **Whole Body Vibration**

Telehandlers are unlikely to produce sufficient levels of vibration to create a risk to health. However, should a Telehandler Operative feel that a machine is omitting an unusably high level of vibration / jolting or the vibration is uncomfortable for a long time on most days they should alert their supervisor or the site management so that a whole body vibration risk assessment is carried out.

Refer to HSMS Standards – [Vibration](#)

18. **Health Surveillance**



All Telehandler Operatives must undergo health surveillance to ensure they are fit to operate the machines.

All new Telehandler Operatives must:

- Complete a health questionnaire prior to using any machine.
- Have a full health assessment through our occupational health provider to be undertaken as soon as reasonably practicable, and within at least 3 months of commencement of employment.

All Telehandler Operatives must undertake ongoing health surveillance:

- Complete a health questionnaire, if requested by our occupational health provider following a full health assessment.
- Have a full health assessment through our occupational health provider, to be undertaken at three yearly intervals.

If these requirements are not met then Telehandler Operatives must be prohibited from using plant until the relevant health surveillance has been undertaken.

Agency Telehandler must not be allowed to work on site unless they can supply a fit to operate plant certificate from a medical practitioner. If they cannot supply a certificate then arrangements can be made for them to complete a health questionnaire through our occupational health provider.

Contractors are responsible for their employees/ sub-contract workforce health surveillance arrangements and recording these arrangements on their RAMS.

With the assistance of Construction Secretaries the HS&E Department will:

- Arrange for new starters and any subsequent health questionnaires to be sent to all employed Telehandler Operatives.
- Arrange full health assessments.

If following health surveillance a Telehandler Operative is declared as unfit to operate plant then the Operative must be prohibited from using plant until declared as fit.

If following health surveillance a Telehandler Operative is declared as fit with restrictions or recommendations the HS&E Department will review the findings of the health surveillance and advise the business accordingly.

Refer to HSMS [Guidance](#) – Telehandler/ Mobile Plant Operative Health Surveillance

19. **Monitoring**

Telehandler Operators and the site management are responsible for ensuring that Telehandlers are used safely on site at all times.

The Group HS&E department will monitor compliance with these standards during routine HS&E inspections and will carry out checks of the Telehandler documentation.

20. **Further Reading**

[Construction Plant Association Guidance](#)

[HSE Guidance – the safe use of vehicles on construction sites](#)

HSMS [Guidance](#) – Tyre Inflation Guide

HSMS [Guidance](#) – Gel Filled Tyres Best Practice

HSMS [Guidance](#) – Telehandler/ Mobile Plant Operative Health Surveillance



21. Toolbox Talk

Refer to HSMS [TBT](#) – Safe Use of Mobile Plant

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| <u>Version 2</u> Section 18 – Agency workers, if they have no fit certificate arrangements can be made for a health questionnaire to be completed via our occupational health provider | 13.03.2023 |
| <u>Version 3</u> Cross reference to the lifting standards | 31.5.2023 |
| <u>Version 4</u> Section 21 added – Safe Use of Mobile Plant TBT | 13.06.23 |
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| <u>Version 6</u> Section 6.4 added re tipping skips | |