

Overview

This standard is about unloading goods vehicles, using information about the load type, delivery requirements and schedule.

This standard covers multi- and single drop deliveries and includes checking the delivery, safe unloading to customer requirements and proof of delivery procedures.

It also includes the requirement for communication with colleagues and customers involved in unloading goods vehicles.

When working with equipment and machinery you must be appropriately trained and hold current certification, where required, in line with relevant legislation.

This standard is relevant to goods vehicle drivers and those who are responsible for unloading goods vehicles as part of their job role.

Performance criteria

You must be able to:

- 1 maintain the health and safety of yourself and others at all times, in line with the relevant legislation and organisational requirements
- 2 assess the risks associated with the work before starting and throughout the activity, take action to minimise risks where possible and report in line with organisational procedures
- 3 confirm that the required personal protective equipment (PPE) for the work being carried out is worn at all times, in line with organisational procedures
- 4 confirm that the relevant training has been received to carry out the work and that any licences and certification required are current, recognise the limits of your competence and seek access to further training where required
- 5 check the address and delivery requirements for the goods to be unloaded
- 6 identify the goods to be unloaded and confirm they match the relevant delivery documentation
- 7 confirm that the goods remain free from damage or contamination
- 8 report any errors, damage or missing items following organisational procedures
- 9 check that the unloading area is suitable and safe for receiving the goods
- 10 confirm that the goods vehicle is in a safe, secure and stable position and is prepared and ready for unloading
- 11 when using a banksman, agree all signals beforehand in line with regulations and recognised standards
- 12 follow unloading instructions and plan the unloading of the vehicle
- 13 check whether the goods are suitable for manual unloading or select the correct equipment for unloading the vehicle
- 14 check that the equipment used to unload the goods has been prepared and is operational, in accordance with organisational procedures
- 14 unload the goods from the goods vehicle safely and without loss, damage or contamination, in accordance with unloading instructions
- 16 maintain balanced weight distributions during unloading operations
- 17 confirm that the unloaded goods are placed according to customer requirements
- 18 redistribute the remaining goods as required and check they are secure and stable for further deliveries
- 19 return the equipment used to unload the goods to its original position after use
- 20 maintain effective communication with colleagues and customers involved in

Unload goods vehicles

unloading the goods vehicle

21 deal effectively with issues that arise within the scope and limitations of your responsibilities and competence and report issues which cannot be resolved, in line with organisational procedures

22 follow legal requirements and organisational procedures for completing post-delivery documentation and maintaining delivery records

Knowledge and understanding

You need to know and understand:

- 1 your responsibilities under the relevant health and safety legislation and the organisational requirements
- 2 how to identify hazards and assess risks associated with the work being carried out, and the suitable control measures and Safe Systems of Work (SSoW) that can be put in place to reduce risks
- 3 the relevant personal protective equipment (PPE) that should be worn when unloading goods vehicles
- 4 how to obtain information on the delivery address and requirements, including any weight and size restrictions or special requirements
- 5 the characteristics of the different types of goods delivered by your organisation and how they need to be unloaded from a goods vehicle
- 6 how to identify the goods to be unloaded and the importance of checking and reporting any errors, damaged or missing items
- 7 the organisational procedures for dealing with damaged or contaminated goods
- 8 how the vehicle should be positioned for the safe unloading of goods
- 9 how the vehicle should be prepared for unloading the different goods carried
- 10 how to plan and confirm that unloading instructions are followed when unloading the goods from the vehicle, including any manufacturers' guidelines
- 11 how to assess if the goods are suitable for manual unloading and the techniques to use for safe lifting
- 12 how to identify the correct equipment for unloading the vehicle and how to prepare, use, maintain and store it correctly
- 13 the methods for moving, transferring and setting down goods in relation to the type of equipment used, the characteristics of the load and customer requirements
- 14 the importance of maintaining balanced weight distribution when unloading goods
- 15 the operating policies and instructions relating to click-and-collect drop points, collections and returns
- 16 when it is necessary to redistribute the goods during delivery and how best to do this
- 17 how to check that the remaining goods are secure and stable, and the restraints that can be used for different types of loads
- 18 the importance of communicating with colleagues and customers involved in unloading goods vehicles

19 the issues that may occur when unloading goods vehicles, the actions to take and the organisational procedures for reporting issues that cannot be resolved

20 the information and recording systems used by the organisation and the legal and organisational requirements for maintaining records, including data protection legislation and organisational procedures for data security

Glossary

Banksman/signaller: a trained and competent person who controls the movements of vehicles, equipment and people to ensure work activities are carried out safely. A hierarchy of controls must be established between the banksman/signaller and other operators to ensure that pre-agreed signals are clearly transmitted and understood

Delivery records: could be paper documentation or electronic (e.g. hand-held terminals)

Equipment: tools, implements, on-board lifting equipment, tail lifts, lift trucks, conveyors, cranes, ramps, sack barrows, piano wheels, dollies, trucks, trolleys, skates, roller sets, stair climbers, shoulder straps and webbing, ladders

Health and safety includes mental and physical wellbeing

Load could include: –containers; sealed loads or trailers; palletised goods; cages; individual boxes/packages; casks/kegs; bulk materials; liquids, powders or grains; food; temperature-controlled goods; livestock; hazardous goods; vehicles, plant or machinery; timber; customer's removal goods; furniture; goods for return/repair etc

Personal Protective Equipment (PPE) could include: high-visibility clothing, hard hats, protective clothing, eye protection, masks, gloves, safety footwear

Regulations and recognised standards: The Health and Safety (Safety Signs and Signals) Regulations 1996

Restraints: straps, battens, chocks, chains, ropes

Safe System of Work (SSoW) is a method of work that puts in place control measures arising from a risk assessment, in order to manage identified hazards, which are broken down into four elements: safe person; safe equipment; safe place; and safe practice.

Unloading: complete, partial, sequential, single drop, multi-drop

Unloading instructions: road restrictions, customer instructions, load requirements, organisational procedures

SFLDGV8

Unload goods vehicles



Developed by	Lantra
Version Number	3
Date Approved	28 Feb 2026
Indicative Review Date	28 Feb 2031
Validity	Current
Status	Original
Originating Organisation	Skills for Logistics
Original URN	SFLDGV8
Relevant Occupations	Transport Drivers and Operatives, Warehouse and Distribution, Removals
Suite	Driving Goods Vehicles, Courier
Keywords	goods vehicle; unload; multi-drop; single drop; deliveries; removals
