

National Occupational Standards



**Warehousing
& Storage(2010)**

**Skills for
Logistics**



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Unit SfL 11 Make an effective contribution to the business

What this standard is about

This standard is about understanding the organisations aims and procedures. It covers identifying individual and group targets, requirements and responsibilities. It is about helping colleagues and knowing how to communicate with others. It requires drivers to be aware of how they can improve their own performance

Who this standard is for

This standard is relevant to all operatives at every level in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding.

Unit Sfl 11 Make an effective contribution to the business

You will be able to:

- 1) confirm tasks, priorities and responsibilities clearly and accurately with colleagues and/or the person setting them
- 2) perform work tasks in ways that are consistent with good practice in your organisation
- 3) maintain your personal appearance, equipment and the work area in accordance with the organisations requirements and image
- 4) report clearly, accurately and promptly the circumstances that prevent achievement of quality standards, to the relevant person
- 5) identify your own learning needs accurately from feedback and observation of your performance from people in a position to give it
- 6) seek and take realistic opportunities to meet your learning needs
- 7) offer support to colleagues that is relevant to their priorities and consistent with meeting your own responsibilities
- 8) identify and solve misunderstanding and conflicts that are detrimental to working relationships
- 9) promptly action requests by others that fall within your responsibility
- 10) **communicate effectively** with other people
- 11) ask colleagues for information and assistance in a clear and constructive manner
- 12) comply with organisation's procedures and all relevant legal, safety and operating requirements

You will know and understand:

- a) the importance of understanding your own work role.
- b) the quality and output requirements of yourself and colleagues
- c) agreed working practices
- d) requirements for **special clothing**, standards of appearance and methods for maintaining your equipment and work area
- e) circumstances that may prevent you meeting quality standards and what action should be carried out
- f) the importance of feedback in improving personal work performance
- g) how to identify learning needs
- h) opportunities for learning that are available and how to select the relevant ones
- i) how to recognise when colleagues need support and how to decide if giving support is consistent with your responsibilities
- j) the importance of supporting colleagues and the difference it makes to productivity
- k) the importance of recognising difficulties and misunderstandings and ways of dealing with them constructively
- l) how to **communicate effectively** with others
- m) how to make and respond to requests for support constructively, including how to respond when you cannot action requests
- n) what the organisation's procedures and all relevant legal, safety and operating requirements are

Unit SfL 11 Make an effective contribution to the business

Glossary/examples

Communicate effectively: verbal, electronic, written

Special clothing: PPE, branded workwear

Unit SfL 12 Contribute to the provision of customer service

What this standard is about

This standard is about creating and maintaining customer satisfaction and developing relationships through effective communication. It includes understanding business and customer confidentiality, the organisations image and the limits of own authority when dealing with customers.

Who this standard is for

This standard is relevant to all operatives at every level in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding.

Unit SfL 12 Contribute to the provision of customer services

You will be able to:

- 1) take time, within operational constraints, to develop positive relationships with **customers**
- 2) ensure that your appearance and conduct are consistent with the organisation's image at all times
- 3) ensure that commitments made to customers are realistic, within the limits of your own authority and within operational constraints
- 4) **communicate** with the customer in a way that maintains effective working relationships and promotes confidence, goodwill and trust
- 5) ensure that your information is relevant, accurate, up to date and reflects organisational policy
- 6) demonstrate an ability to listen to the customers needs and provide sufficient information
- 7) promptly refer requests which are outside the limits of your authority to the relevant people
- 8) maintain business and customer confidentiality at all times
- 9) accurately establish the nature of a complaint
- 10) pass on accurately recorded complaints and report them to the relevant person/department in your organisation
- 11) demonstrate your organisation's procedures for failed deliveries

You will know and understand:

- a) the organisational approach to developing and maintaining effective relationships with **customers**
- b) what the organisation's image is, and why it is important to promote it positively
- c) the range and essential features of services available, and how these relate to **customer** requirements
- d) how operational constraints and the limits of your own authority impact on service provision
- e) the importance of effective communication and the implications of not **communicating effectively**
- f) the importance of fully understanding the **customers** needs
- g) why information must be relevant, accurate and up to date
- h) what to do when sufficient information to meet the **customers** needs is not immediately available
- i) the importance of maintaining business and **customer** confidentiality at all times
- j) why accurate and complete records are important, the possible consequences of incorrect records and who they should be passed to
- k) the importance of good **customer** relations, and the consequences of failing to develop and maintain good **customer** relations
- l) the organisational approach to providing service related information to **customers**
- m) the type of **customer** request that must be referred to others in the organisation
- n) the importance of keeping the **customer** informed of any action being taken
- o) the range of **customers** likely to be encountered, and the concept of an internal customer
- p) your organisation's complaints procedure and the consequences of not following procedures
- q) the importance of meeting scheduled deliveries and what action to take if you fail to meet the schedule

Unit Sfl 12 Contribute to the provision of customer service

Glossary/examples

Communicate/Communicate effectively: verbal, electronic, written

Customer(s): Internal and external

Unit SfL 15 Maintain health and safety in logistics operations

What this standard is about

This standard is about understanding the organisations procedures for identifying and reducing risks to self and colleagues. It covers the use of personal protective equipment and how to follow procedures for evacuating the facilities.

Who this standard is for

This standard is relevant to all operatives at every level in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding.

Unit SfL 15 Maintain health and safety in logistics operations

You will be able to:

- 1) follow regulations and organisational procedures for health, safety, and security at all times
- 2) provide support to **colleagues** to check that health, safety, and security procedures are followed at all times
- 3) use **personal protective equipment** correctly
- 4) identify promptly health and safety hazards and security issues
- 5) take immediate action to prevent injury, theft, or damage, and give priority to the protection of people over organisational performance
- 6) respond to incidents affecting health, safety, and security by using the appropriate **safety equipment** and carrying out the safety procedures specified by the organisation
- 7) identify when it is necessary to evacuate the workplace, and use the approved escape routes and assembly points
- 8) report accidents and near misses to the appropriate people and record them in the appropriate electronic or manual information systems within the limits of your authority
- 9) comply with the organisation's procedures and all relevant **legal, safety and operating requirements** relating to health and safety

You will know and understand:

- a) legislation, regulations, and **organisational procedures** that apply to health and safety in the workplace
- b) responsibilities of all workers for health, safety, and security
- c) specific role responsibilities of colleagues for health, safety, and security
- d) **personal protective equipment** that should be used for different activities, and how to use it correctly
- e) types of health, safety, and security issues that could occur
- f) **safety equipment** and procedures that should be used for different types of incident
- g) accident and emergency procedures of the organisation, including individual roles and responsibilities
- h) alarm systems and procedures for contacting the emergency services
- i) location of the approved escape routes and assembly points
- j) your responsibilities for reporting accidents and emergencies
- k) roles and responsibilities of different colleagues
- l) the relevant **legal, safety and operating requirements** relating to health and safety

Unit SfL 15 Maintain health and safety in logistics operations

Glossary/examples

Personal Protective Equipment (PPE): high visibility vests, hard hats, protective clothing, eye protection, gloves

Colleagues: permanent, temporary, agency staff

Safety equipment: cages, chains, cut off switches, isolators, signs, PPE, walkways

Legal, safety and operating requirements safety regulations, codes of practice, load restrictions, working time directive, transport regulations

Unit Sfl 16 Maintain the cleanliness of equipment

What this standard is about

This standard is about the importance of keeping equipment in a good, clean working order. This does not mean undertaking maintenance, which is usually the responsibility of maintenance engineers or contracted out. It covers the use of the appropriate tools and materials to clean equipment and then returning equipment to use in a safe and clean condition.

Who this standard is for

This standard is relevant to operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding.

Unit SfL 16 Maintain the cleanliness of equipment

You will be able to:

- 1) ensure the **equipment** is made safe before routine inspection or cleaning
- 2) use suitable **protective clothing** and equipment to clean or maintain the **equipment**
- 3) carry out the correct cleaning routines according to organisational procedures
- 4) use approved cleaning methods and materials as specified in the manufacturer's instructions
- 5) dispose of any waste in accordance with operational procedures
- 6) return unused cleaning materials and **equipment** to the correct storage area, and follow replenishment procedures
- 7) check that the **equipment** can be safely returned to a serviceable condition after cleaning
- 8) identify any problems with the **equipment**, and take the appropriate action to deal with them
- 9) record work according to organisational procedures
- 10) comply with the organisation's procedures and all relevant **legal, safety and operating requirements** relating to cleaning equipment

You will know and understand:

- a) how to make safe the **equipment** being inspected and cleaned
- b) the clothing and protection that should be used when cleaning **equipment**
- c) cleaning routines, methods, and materials for specific items of **equipment**
- d) replenishment procedures
- e) safety regulations that apply to the cleaning materials and methods used
- f) how to locate and use cleaning materials, waste disposal **equipment**, clothing and protection
- g) methods of waste disposal
- h) types of problem arising from cleaning **equipment**
- i) roles and responsibilities of different **colleagues**
- j) the relevant **legal, safety and operating requirements** relating to cleaning **equipment**

Unit SfL 16 Maintain the cleanliness of equipment

Glossary/examples

Equipment: tools, implements, machinery, lifts, conveyors, cranes, mechanical/manual, PPE

Protective clothing: personal protection, commodity protection

Colleagues: permanent, temporary, agency staff

Legal, safety and operating requirements safety regulations, codes of practice, load restrictions, working time directive, transport regulations

Unit Sfl 17 Keep stock at required levels

What this standard is about

This standard is about checking stock to ensure that appropriate stock levels are maintained. It is also about stock rotation and the identification of stock.

Who this standard is for

This standard is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding.

Unit Sfl 17 Keep stock at required levels

You will be able to:

- 1) find out what **stock levels** are required by the organisation
- 2) check the existing stock to find out how much is still available
- 3) identify correctly any damaged, faulty, or out of date items and move them to the appropriate location
- 4) follow stock rotation methods to ensure that stock is utilised effectively
- 5) handle goods using safe and correct **handling methods**
- 6) label stock accurately according to organisational requirements
- 7) position stock in the correct locations for further use
- 8) update the **stock records** promptly and accurately after replenishing stock
- 9) identify any problems with keeping stock at the required level, and take the appropriate action to deal with them
- 10) record work according to organisational procedures
- 11) comply with the organisation's procedures and all relevant **legal, safety and operating requirements** relating to keeping stock at required levels

You will know and understand:

- a) why it is important to keep stock at the required levels
- b) how to check whether stock needs replenishing, and when to make checks
- c) how to recognise damaged, faulty, or out of date stock, and how to deal with it
- d) stock rotation methods for different types of stock
- e) **handling methods** for specific types of goods
- f) how to label stock
- g) how to position stock correctly
- h) **stock control systems** used in the organisation
- i) types of problem arising from keeping stock
- j) roles and responsibilities of different **colleagues**
- k) the relevant **legal, safety and operating requirements** relating to keeping stock at required levels

Unit SfL 17 Keep stock at required levels

Glossary/examples

Stock levels: procurement level, pick face level, daily usage

Handling methods: manual, mechanical, gravity

Stock records: manual, computerised, warehouse management systems

Stock control systems: manual, computerised, warehouse management systems, radio frequency

Colleagues: permanent, temporary, agency staff

Legal, safety and operating requirements safety regulations, codes of practice, load restrictions, working time directive, transport regulations

Unit SfL 18 Keep work areas clean

What this standard is about

This standard is about keeping the workplace clean and tidy and maintaining appropriate or required hygiene standards.

Who this standard is for

This standard is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding.

Unit Sfl 18 Keep work areas clean

You will be able to:

- 1) identify health, safety, and security requirements relating to the cleaning of **work areas**
- 2) use suitable **protective clothing** and cleaning materials to clean and tidy the **work areas**
- 3) carry out the correct cleaning procedures for the **work areas**
- 4) clean and tidy the **work areas** thoroughly to maintain cleanliness and hygiene according to the organisation's requirements
- 5) take suitable safety precautions to protect people in the **work areas** from **cleaning hazards** during cleaning procedures
- 6) take care not to inconvenience other people in the **work areas** when cleaning
- 7) dispose of any waste in accordance with operational procedures
- 8) return unused consumables to the correct storage area, and follow replenishment procedures
- 9) comply with personal health and hygiene standards in all work activities
- 10) identify any problems relating to the cleaning of **work areas**, and take the appropriate action to deal with them
- 11) record work according to organisational procedures
- 12) comply with the organisation's procedures and all relevant **legal, safety and operating requirements** relating to keeping the workplace clean

You will know and understand:

- a) types of health, safety, and security requirement for different **work areas**
- b) procedures that are required for maintaining the cleanliness of different **work areas**
- c) importance of keeping the workplace clean and tidy for health and safety purposes
- d) safety precautions required when using different types of cleaning methods and materials
- e) how to use cleaning materials, waste disposal equipment, and **protective clothing**
- f) replenishment procedures
- g) methods of waste disposal
- h) standards of personal hygiene required for specific storage environments and activities
- i) why maintaining cleanliness is important for hygiene
- j) types of problem arising from cleaning different **work areas**
- k) roles and responsibilities of different **colleagues**
- l) the relevant **legal, safety and operating requirements** relating to keeping the workplace clean

Unit SfL 18 Keep work areas clean

Glossary/examples

Work areas: offices, rooms, break areas, warehouse, shop floor, racking, aisles, gangways, corridors, toilets, washrooms, vehicles/equipment, loading unloading areas, inside/outside

Protective clothing: personal protection, commodity protection

Cleaning hazards: slippery floors, trip hazards, hazardous chemicals, tools/machinery

Colleagues: permanent, temporary, agency staff

Legal, safety and operating requirements safety regulations, codes of practice, load restrictions, working time directive, transport regulations

Unit SfL 19 Moving or handling goods in logistics operations

What this standard is about

This standard is about the movement and handling of goods within a single location or between different locations. It deals with identifying hazards that might occur in moving or handling goods safely.

Who this standard is for

This standard is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding.

Unit SfL 19 Moving or handling goods in logistics operations

You will be able to:

- 1) identify the goods to be moved or handled
- 2) identify any **hazards** in moving or handling the goods, and take the appropriate action to minimise any risks
- 3) use suitable methods to handle the goods correctly and safely
- 4) position and set down the goods correctly in the desired location
- 5) place the goods so that they can be identified and accessed easily
- 6) identify any problems with the goods at any stage, and take the appropriate action to deal with them
- 7) record work according to organisational procedures
- 8) comply with the organisation's procedures and all relevant **legal, safety and operating requirements** relating to the movement or handling of goods

You will know and understand:

- a) the types of goods being handled or moved
- b) types of workplace **hazards** that may be encountered, and how to deal with them
- c) ways of safely moving or handling different types of goods
- d) when to ask for help in handling goods, and who to ask
- e) locations of different types of goods
- f) how to place goods so that they can be easily identified and accessed
- g) procedures for dealing with loss or damage to goods
- h) roles and responsibilities of different **colleagues**
- i) the relevant **legal, safety and operating requirements** relating to the movement or handling of goods

Unit SfL 19 Moving or handling goods in logistics operations

Glossary/examples

Hazards: size, weight, description, damage

Colleagues: permanent, temporary, agency staff

Legal, safety and operating requirements safety regulations, codes of practice, load restrictions, working time directive, transport regulations

Unit SfL 20 Pick goods

What this standard is about

This standard is about picking goods ready for dispatch or to assemble orders. It deals with identifying the goods, being aware of potential problems and the use of appropriate picking equipment.

Who this standard is for

This standard is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding.

Unit SfL 20 Pick goods

You will be able to:

- 1) obtain the relevant information required for picking the goods
- 2) locate all the required goods in the storage areas
- 3) apply the picking methods specified by the organisation for the type of goods and size of orders
- 4) use the picking equipment effectively
- 5) place the goods into the appropriate **receptacles** or onto pallets
- 6) position the picked goods ready for assembling orders
- 7) identify any **problems with picking goods**, and take the appropriate action to deal with them
- 8) record work according to organisational procedures
- 9) comply with the organisation's procedures and all relevant **legal, safety and operating requirements** relating to picking goods

You will know and understand:

- a) **stock recording systems**
- b) nature and characteristics of the goods being picked
- c) picking methods that can be used for different types of storage situation
- d) types of **equipment** available for use in picking goods
- e) handling methods for different types of goods
- f) types of problem arising from picking goods
- g) role and responsibilities of different **colleagues**
- h) the relevant **legal, safety and operating requirements** relating to picking goods

Unit Sfl 20 Pick goods

Glossary/examples

Receptacles: containers, boxes, crates, bags, bins, barrels, drums, tubes, sacks

Problems with picking goods: identification, location, weight, size, quantity, accessibility

Equipment: tools, implements, machinery, lifts, conveyors, cranes, mechanical/manual, PPE

Colleagues: permanent, temporary, agency staff

Legal, safety and operating requirements safety regulations, codes of practice, load restrictions, working time directive, transport regulations

Stock recording systems: manual, computerised, warehouse management systems, radio frequency

Unit SfL 21 Wrap or pack goods

What this standard is about

This standard is about wrapping or packing goods as part of the logistics operation. It deals with identifying the goods, the correct method and materials for wrapping or packing to safeguard the goods during transportation or storage. It deals with labelling the goods and the disposal of any waste materials generated during wrapping or packing activities.

Who this standard is for

This standard is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding.

Unit Sfl 21 Wrap or pack goods

You will be able to:

- 1) check that the goods being wrapped or packed match the specifications provided in the information
- 2) schedule the wrapping or packing of the goods according to the agreed work instructions
- 3) protect the goods from damage while they are being wrapped or packed
- 4) use tools and operate **equipment** in accordance with organisational procedures
- 5) wrap or pack the goods using the correct type and quantity of packing materials, and minimise any wastage
- 6) label the packages with the correct information for further action
- 7) dispose of waste materials correctly and promptly
- 8) identify any health, safety, and security issues relating to the wrapping or packing of goods, and make provision for them in accordance with organisational procedures
- 9) identify any problems with wrapping or packing the goods, and take the appropriate action to deal with them
- 10) record work according to organisational procedures
- 11) comply with the organisation's procedures and all relevant **legal, safety and operating requirements** relating to wrapping or packing of goods

You will know and understand:

- a) sources and types of information on the goods being wrapped or packed, including information relevant to health, safety, and environmental factors
- b) types of wrapping or packing material, and what they are used for
- c) tools and **equipment** to use when wrapping or packing
- d) how to wrap or pack different types of goods without damaging them
- e) how to keep wastage of wrapping or packing materials to a minimum
- f) types of problem arising from wrapping or packing goods
- g) role and responsibilities of different **colleagues**
- h) the relevant **legal, safety and operating requirements** relating to wrapping or packing of goods

Unit SfL 21 Wrap or pack goods

Glossary/examples

Equipment: tools, implements, machinery, lifts, conveyors, cranes, mechanical/manual, PPE

Colleagues: permanent, temporary, agency staff

Legal, safety and operating requirements safety regulations, codes of practice, load restrictions, working time directive, transport regulations

Unit SfL 22 Develop effective working relationships with colleagues in logistics operations

What this standard is about

This standard is about developing working relationships with those on various contracts of employment working in logistics operations. It deals with supporting colleagues and when to seek support from others, and methods for reducing conflicts with others.

Who this standard is for

This standard is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding.

Unit SfL 22 Develop effective working relationships with colleagues in logistics operations

You will be able to:

- 1) communicate with **colleagues** using suitable **communication methods**
- 2) confirm tasks, priorities, and responsibilities clearly and accurately with **colleagues**
- 3) respond promptly to requests from **colleagues** that fall within own responsibility
- 4) offer support to **colleagues** that is relevant to their priorities and consistent with meeting own responsibilities
- 5) explain clearly and politely and propose relevant alternatives when it is not possible to agree to requests from **colleagues**
- 6) report clearly, accurately, and promptly any circumstances that prevent the achievement of quality standards to the relevant person
- 7) ask **colleagues** for information and assistance in a clear and constructive manner
- 8) seek relevant feedback on work achievements and performance from people in a position to give it
- 9) identify own learning needs accurately from feedback and observation of own performance, and utilise realistic **development opportunities** to meet them
- 10) identify misunderstanding and conflicts that are detrimental to working relationships and seek constructive solutions promptly
- 11) comply with the organisation's procedures and all relevant **legal, safety and operating requirements** relating to working relationships

You will know and understand:

- a) how to communicate with different **colleagues** within the organisation
- b) good working practices, quality standards, and output requirements associated with own and others work roles
- c) how to make and respond to requests for support constructively, including how to respond when you cannot action requests
- d) how to recognise when **colleagues** need support
- e) how to decide if giving support is consistent with your responsibilities
- f) importance of feedback in improving personal work performance
- g) how to identify learning needs and opportunities for learning that are available
- h) importance of recognising difficulties and misunderstandings, and ways of dealing with them constructively
- i) importance of protecting confidential information
- j) role and responsibilities of different **colleagues**
- k) the relevant **legal, safety and operating requirements** relating to working relationships

Unit SfL 22 Develop effective working relationships with colleagues in logistics operations

Glossary/examples

Development opportunities: job vacancies, periodic performance reports

Communication methods: verbal, written, electronic

Colleagues: permanent, temporary, agency staff

Legal, safety and operating requirements safety regulations, codes of practice, load restrictions, working time directive, transport regulations

Unit Sfl 23 Operate equipment to perform work requirements in logistics operations

What this standard is about

This standard is about the safe operation of both mobile and fixed equipment. It deals with identifying the correct equipment for the task, ensuring it is safe to use and returning the equipment to the correct place after use.

Who this standard is for

This standard is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding.

Unit Sfl 23 Operate equipment to perform work requirements in logistics operations

You will be able to:

- 1) confirm the work required and identify the appropriate **equipment** to undertake it
- 2) check that the appropriate **equipment** is available, safe to use, and operational for the work to be carried out
- 3) prepare, set up and adjust the **equipment** in accordance with instructions, safety, and work requirements
- 4) monitor the **equipment** to maintain safe operation throughout the work, and record any defects and damage to the **equipment**
- 5) secure **equipment** in accordance with organisational procedures
- 6) identify any problems with using the **equipment** at any stage, and take the appropriate action to deal with them
- 7) record work according to organisational procedures
- 8) comply with the organisation's procedures and all relevant **legal, safety and operating requirements** relating to the operation of equipment

You will know and understand:

- a) the types of **equipment** to be used for different work activities
- b) characteristics and capabilities of the **equipment** being used
- c) how to set up and adjust the **equipment** for different work activities
- d) common types of defect in relation to the **equipment** that is to be used
- e) routine checks that must be carried out after use
- f) post-stop maintenance procedures for the **equipment**
- g) organisational procedures and practices approved for the use of the **equipment**
- h) procedures for dealing with different types of incident
- i) types of problem arising from operating **equipment**
- j) role and responsibilities of different **colleagues**
- k) the relevant **legal, safety and operating requirements** relating to the operation of **equipment**

Unit Sfl 23 Operate equipment to perform work requirements in logistics operations

Glossary/examples

Colleagues: permanent, temporary, agency staff

Legal, safety and operating requirements safety regulations, codes of practice, load restrictions, working time directive, transport regulations

Equipment: tools, implements, machinery, lifts, conveyors, cranes, mechanical/manual, PPE

Unit SfL 24 Use equipment to move goods in logistics operations

What this standard is about

This standard is about the safe use of equipment to move goods. It deals with the selection of the correct equipment, checking that the working area is safe for the use of the equipment and with the process of lifting, transferring and setting down goods.

Who this standard is for

This standard is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding.

Unit SfL 24 Use equipment to move goods in logistics operations

You will be able to:

- 1) identify the goods to be moved from work instructions and confirm that they are suitable for lifting
- 2) check that the area of work is safe and is secure for the movement and transfer of goods
- 3) identify any **hazards** and potential difficulties in carrying out the operation, and resolve them with the appropriate people
- 4) check that the moving **equipment** to be used has been prepared correctly and is operational
- 5) confirm the location for the positioning and setting down of the goods in accordance with work instructions
- 6) lift and transfer the goods to their designated location securely and without loss or damage
- 7) set down the goods in a suitable position at the designated location ready for further activities
- 8) undertake operations in a safe and controlled manner with due regard to the surrounding environment
- 9) identify any problems with the goods at any stage, and take the appropriate action to deal with them
- 10) record work according to organisational procedures
- 11) comply with the organisation's procedures and all relevant **legal, safety and operating requirements** relating to the use of equipment to move goods

You will know and understand:

- a) characteristics of different types of goods to be moved, and how they need to be moved
- b) types of workplace hazards that may be encountered, and how to deal with them
- c) type of **equipment** used in moving and transferring goods
- d) methods for lifting, moving, and setting down particular goods in relation to the type of **equipment** used and the characteristics of the load
- e) importance of positioning goods in a suitable way for future use
- f) procedures for dealing with loss or damage to goods
- g) role and responsibilities of different **colleagues**
- h) the relevant **legal, safety and operating requirements** relating to the use of **equipment** to move goods

Unit Sfl 24 Use equipment to move goods in logistics operations

Glossary/examples

Colleagues: permanent, temporary, agency staff

Legal, safety and operating requirements safety regulations, codes of practice, load restrictions, working time directive, transport regulations

Equipment: tools, implements, machinery, lifts, conveyors, cranes, mechanical/manual, PPE

Hazards: size, weight, description, damage

Unit SfL 25 Receive goods

What this standard is about

This standard is about receiving goods into logistic facilities. It deals with ensuring the correct goods are received and are handled safely, ensuring any risks are identified and that records are kept up-to-date.

Who this standard is for

This standard is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding.

Unit SfL 25 Receive goods

You will be able to:

- 1) check that the goods being received match the specifications provided in the information
- 2) ensure the area used to receive the goods is clean and free of obstructions and hazards
- 3) ensure that vehicles are safe and secure before unloading from them
- 4) handle goods using the correct **handling methods** and moving **equipment**
- 5) ensure that any moving **equipment** used is operated correctly and safely in accordance with organisational procedures
- 6) ensure that goods are unloaded safely in accordance with storage requirements
- 7) identify any health, safety, and security issues relating to the goods, and make provision for them in accordance with organisational procedures
- 8) identify any problems with receiving the goods, and take the appropriate action to deal with them
- 9) record work according to organisational procedures
- 10) comply with the organisation's procedures and all relevant **legal, safety and operating requirements** relating to receiving goods

You will know and understand:

- a) sources and types of information for the goods being received, including information relevant to health, safety, and environmental factors
- b) characteristics and special requirements of the goods being received
- c) organisational procedures relevant to the goods being received
- d) **equipment** and facilities required in the area to receive goods
- e) vehicle safety and security during unloading
- f) handling methods for different types of goods
- g) methods of safely unloading vehicles
- h) health, safety, and environmental issues relevant to the storage of goods
- i) types of problem arising from receiving goods
- j) how to use and update **stock control systems**
- k) roles and responsibilities of different **colleagues**
- l) the relevant **legal, safety and operating requirements** relating to receiving goods

Unit SfL 25 Receive goods

Glossary/examples

Handling methods: manual, mechanical, gravity

Stock control systems: manual, computerised, warehouse management systems, radio frequency

Colleagues: permanent, temporary, agency staff

Legal, safety and operating requirements safety regulations, codes of practice, load restrictions, working time directive, transport regulations

Equipment: tools, implements, machinery, lifts, conveyors, cranes, mechanical/manual, PPE

Unit SfL 26 Place goods in storage

What this standard is about

This standard is about placing goods into storage in a logistics facility in order to maximise space, improve distribution and reduce risks. It deals with identifying appropriate locations for the size, weight or type of goods including usage or turnover.

Who this standard is for

This standard is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding.

Unit Sfl 26 Place goods in storage

You will be able to:

- 1) locate the goods to be stored and check them against the relevant information
- 2) confirm the area to be used for storage, and ensure it is suitably prepared to receive the goods
- 3) identify any health, safety, and environmental issues relating to the goods to be stored
- 4) identify any **storage conditions** relating to the goods
- 5) handle goods using the correct **handling methods** and **equipment**
- 6) place goods into storage in accordance with operational and organisational procedures for safety, space utilisation, and distribution requirements
- 7) identify any monitoring and storage arrangements for the goods, and record and communicate these arrangements to the appropriate people
- 8) identify any **problems with storing goods**, and take the appropriate action to deal with them
- 9) record work according to organisational procedures
- 10) comply with the organisation's procedures and all relevant **legal, safety and operating requirements** relating to placing goods into storage

You will know and understand:

- a) types of goods being stored
- b) how to obtain information relating to the goods to be stored
- c) areas used for storing specific goods
- d) importance of preparation of storage areas, including cleaning, tidying, and clearing obstructions
- e) storage conditions relating to the different types of goods
- f) types of **equipment** and facilities that may be required for the storage of goods
- g) **handling methods** for different types of goods
- h) importance of positioning goods in storage for further use and to prevent damage
- i) health, safety, and security issues relevant to the storage of goods
- j) types of problem found with different types of goods
- k) how to use and update **stock control systems**
- l) roles and responsibilities of different **colleagues**
- m) the relevant **legal, safety and operating requirements** relating to placing goods into storage

Unit Sfl 26 Place goods in storage

Glossary/examples

Storage conditions: ambient, chilled, dry, outdoors, indoors, ventilated, segregated, restricted access

Handling methods: manual, mechanical, gravity

Stock control systems: manual, computerised, warehouse management systems, radio frequency

Colleagues: permanent, temporary, agency staff

Legal, safety and operating requirements safety regulations, codes of practice, load restrictions, working time directive, transport regulations

Equipment: tools, implements, machinery, lifts, conveyors, cranes, mechanical/manual, PPE

Problems with storing goods: size, weight, quantity, location, access, stock turnover

Unit SfL 27 Maintain the safety and security of hazardous goods and materials

What this standard is about

This standard is about keeping hazardous goods safe and secure by regular monitoring of risks and taking prompt action when required. It also deals with the use of safety equipment and maintaining records.

Who this standard is for

This standard is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding.

Unit SfL 27 Maintain the safety and security of hazardous goods and materials

You will be able to:

- 1) obtain information on the specific risks of hazardous goods and materials
- 2) take appropriate precautions to deal with hazardous goods and materials according to statutory and organisational requirements
- 3) monitor regularly the condition of hazardous goods and materials and identify any indications of problems with them
- 4) take prompt action if any risks to health and safety are identified, and report them to the appropriate people
- 5) manoeuvre hazardous goods and materials safely with the appropriate **equipment** according to agreed procedures
- 6) respond promptly to any emergencies according to organisational procedures, and report them to the appropriate authority
- 7) use the correct **safety equipment** according to manufacturers' instructions for dealing with emergencies
- 8) follow evacuation procedures when no other safe actions can be undertaken
- 9) record work according to organisational procedures
- 10) comply with the organisation's procedures and all relevant **legal, safety and operating requirements** relating to the safety and security of hazardous goods

You will know and understand:

- a) types of hazardous goods and materials in the organisation, and their associated risks
- b) storage and distribution requirements and precautions for specific hazardous goods and materials
- c) monitoring systems used with specific hazardous goods and materials
- d) organisational procedures for dealing with emergencies, and who is responsible for responding to them
- e) people to be informed when risks to health and safety are identified
- f) **equipment** to be used for manoeuvring specific hazardous goods and materials
- g) **safety equipment** and personal protective clothing that should be used for different activities
- h) use of extinguishers and other emergency equipment in different situations
- i) when and how to initiate the alarm systems and access escape routes
- j) when to call the emergency services, and which ones to call
- k) the meaning of different hazardous markings
- l) roles and responsibilities of different **colleagues**
- m) the relevant **legal, safety and operating requirements** relating to the safety and security of hazardous goods

Unit SfL 27 Maintain the safety and security of hazardous goods and materials

Glossary/examples

Safety equipment: firefighting equipment, exhaust systems, breathing apparatus, containment sets, spill packs

Colleagues: permanent, temporary, agency staff

Legal, safety and operating requirements safety regulations, codes of practice, load restrictions, working time directive, transport regulations

Equipment: tools, implements, machinery, lifts, conveyors, cranes, mechanical/manual, PPE

Unit SfL 28 Maintain hygiene standards in handling and storing goods

What this standard is about

This standard is about maintaining hygiene standards. It deals with personal hygiene standards and the use of appropriate clothing to protect either the operative, the goods or both.

Who this standard is for

This standard is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding.

Unit SfL 28 Maintain hygiene standards in handling and storing goods

You will be able to:

- 1) confirm any health, safety, and security issues relating to the goods and the **storage environment**
- 2) apply the standards of personal hygiene required for the handling of goods and the **storage environment**
- 3) identify and use appropriate clothing relevant to the goods and the **storage environment**
- 4) identify any special requirements needed to maintain the quality and condition of the goods and the **storage environment**
- 5) handle goods using the correct **handling methods** and **equipment**
- 6) dispose of any waste in accordance with operational procedures
- 7) identify any problems relating to the maintenance of hygiene standards, and take the appropriate action to deal with them
- 8) record work according to organisational procedures
- 9) comply with the organisation's procedures and all relevant **legal, safety and operating requirements** relating to hygiene standards in handling and storing goods

You will know and understand:

- a) health, safety, and security issues relevant to the storage of goods
- b) nature and characteristics of the goods in storage
- c) hygiene standards required for specific **storage environments** and activities
- d) clothing relevant to specific **storage environments** and activities
- e) special requirements for maintaining the goods and the **storage environment**
- f) methods of waste disposal
- g) types of problem found with maintaining hygiene standards
- h) roles and responsibilities of different **colleagues**
- i) the relevant **legal, safety and operating requirements** relating to hygiene standards in handling and storing goods

Unit SfL 28 Maintain hygiene standards in handling and storing goods

Glossary/examples

Storage environment: ambient, chilled, dry, outdoors, indoors, ventilated, segregated, restricted access

Handling methods: manual, mechanical, gravity

Colleagues: permanent, temporary, agency staff

Legal, safety and operating requirements safety regulations, codes of practice, load restrictions, working time directive, transport regulations

Equipment: tools, implements, machinery, lifts, conveyors, cranes, mechanical/manual, PPE

Unit SfL 29 process orders for customers

What this standard is about

This standard is about identifying customers order requirements and any problems with the order. It deals with the information which should be passed onto customers and how to record information.

Who this standard is for

This standard is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding.

Unit SfL 29 process orders for customers

You will be able to:

- 1) obtain relevant information on the **customer requirements** for goods
- 2) provide **customers** with the correct **delivery information**
- 3) pass on orders and invoicing information to the appropriate people
- 4) respond promptly to enquiries about the progress of the order
- 5) inform **customers** promptly and politely if their orders cannot be delivered within the time originally agreed
- 6) identify any **problems with processing orders**, and take the appropriate action to deal with them
- 7) store customers' details securely and only show them to people who have a right to see them
- 8) record work according to organisational procedures
- 9) comply with the organisation's procedures and all relevant **legal, safety and operating requirements** relating to processing orders for customers

You will know and understand:

- a) how to obtain information on what **customers** want
- b) the different types of **customers** you will deal with
- c) stock control and ordering systems used in the organisation
- d) information required by the people who will fulfil the order
- e) length of time for orders normally to be fulfilled, and what to do if it is not possible to fulfil an order in the usual time
- f) information required by the people who will issue the invoice
- g) importance of **customer** confidentiality, and how to store **customers'** personal and financial details securely, and who is entitled to see those details
- h) roles and responsibilities of different **colleagues**
- i) the relevant **legal, safety and operating requirements** relating to processing orders for customers

Unit SfL 29 process orders for customers

Glossary/examples

Customers: internal, external

Customer requirements: delivery time, address, name, contact number

Delivery information: delivery time, progress

Problems with processing orders: payments, stock quantities, damaged stock

Colleagues: permanent, temporary, agency staff

Legal, safety and operating requirements safety regulations, codes of practice, load restrictions, working time directive, transport regulations

Unit SfL 30 Assemble orders for dispatch

What this standard is about

This standard is about assembling goods and making them ready for dispatch to customers. It deals with identifying, the goods, any problems with goods or special instructions affecting delivery.

Who this standard is for

This standard is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding.

Unit SfL 30 Assemble orders for dispatch

You will be able to:

- 1) obtain the relevant information relating to the assembly of orders for dispatch
- 2) check specifications and identify any health, safety, and environmental issues relevant to the assembly and dispatch of orders
- 3) schedule the dispatch of the goods according to the agreed work instructions
- 4) ensure the area used to dispatch the goods is clean and clear of obstructions and hazards
- 5) identify the position of the required goods
- 6) ensure that goods are in stock and accessible so that they can be dispatched
- 7) identify any special loading or transportation requirements relating to the assembly of orders
- 8) check and confirm any requirements to maintain the condition of the goods while the order is being assembled
- 9) assemble the orders with the correct type and quantity of goods
- 10) identify any **problems with assembling orders**, and take the appropriate action to deal with them
- 11) record work according to organisational procedures
- 12) comply with the organisation's procedures and all relevant **legal, safety and operating requirements** relating to the assembly of orders for dispatch

You will know and understand:

- a) nature and characteristics of the goods in the order being assembled
- b) information required to identify specifications and order requirements
- c) how to schedule the dispatch of goods
- d) **stock recording systems**
- e) restrictions relating to the dispatching of goods
- f) types of **equipment**, facilities and handling methods required
- g) health, safety, and security issues relevant to the assembly of orders
- h) types of problem arising from assembling orders
- i) roles and responsibilities of different **colleagues**
- j) the relevant **legal, safety and operating requirements** relating to the assembly of orders for dispatch

Unit SfL 30 Assemble orders for dispatch

Glossary/examples

Stock recording systems: manual, computerised, warehouse management systems, radio frequency

Problems with assembling orders: identification of stock, stock quantities, damaged stock, packing materials, documentation

Colleagues: permanent, temporary, agency staff

Legal, safety and operating requirements safety regulations, codes of practice, load restrictions, working time directive, transport regulations

Equipment: tools, implements, machinery, lifts, conveyors, cranes, mechanical/manual, PPE

Unit SfL 31 Process returned goods

What this standard is about

This standard is about dealing with returned goods whether from customers, clients or within own organisation. It deals with checking goods to identify condition and relabeling if required.

Who this standard is for

This standard is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding.

Unit SfL 3 I Process returned goods

You will be able to:

- 1) confirm with an appropriate person the type, quantity, and condition of the goods being returned, and obtain information on the **reasons for returning the goods**
- 2) provide all relevant details of the returned goods to the appropriate people, and update the **stock control system**
- 3) position the returned goods in the correct location, and ensure they are kept separately from outgoing stock
- 4) label clearly any goods that are to be returned to the supplier or manufacturer
- 5) dispose of any waste packaging in accordance with operational procedures
- 6) identify any problems with processing returned goods, and take the appropriate action to deal with them
- 7) record work according to organisational procedures
- 8) comply with the organisation's procedures and all relevant **legal, safety and operating requirements** relating to processing returned goods

You will know and understand:

- a) main reasons **customers** might have for returning goods
- b) organisational policy and procedures in relation to **customers'** rights to replacements
- c) how the goods can be returned, and how to make any necessary arrangements
- d) how to dispose of any waste packaging that arrives with the returned goods
- e) when and how to update the **stock control system**
- f) where to put goods for processing or return to the supplier or manufacturer
- g) types of problem arising from returned goods
- h) roles and responsibilities of different **colleagues**
- i) the **relevant legal, safety and operating requirements** relating to processing returned goods

Unit SfL 3I Process returned goods

Glossary/examples

Reasons for returning the goods: damaged, incorrect item, incorrect quantity, no longer required, expired shelf life

Stock control systems: manual, computerised, warehouse management systems, radio frequency

Colleagues: permanent, temporary, agency staff

Legal, safety and operating requirements safety regulations, codes of practice, load restrictions, working time directive, transport regulations

Equipment: tools, implements, machinery, lifts, conveyors, cranes, mechanical/manual, PPE

Unit SfL 32 Sort goods and materials for recycling or disposal

What this standard is about

This standard is about the recycling or disposal of goods and materials. It deals with identifying which goods and materials are suitable for recycling or disposal, preparing the goods and materials for onward movement and with any problems that might arise when sorting the goods and materials for recycling or disposal.

Who this standard is for

This standard is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding.

Unit SfL 32 Sort goods and materials for recycling or disposal

You will be able to:

- 1) identify the **goods or materials** and conduct initial checks to determine their suitability for **recycling** or **disposal**
- 2) sort the **goods or materials** according to the organisation's procedures and specifications for **recycling** or **disposal**
- 3) obtain information and advice from an appropriate person where there is a difficulty in identifying or classifying **goods or materials**
- 4) handle **goods or materials** using the correct **handling methods** and **equipment**
- 5) remove any parts of the **goods or materials** that cannot be recycled and dispose of them correctly
- 6) position the **goods or materials** that are suitable for **recycling** or **disposal** into the correct locations
- 7) prepare the **goods or materials** for further processing according to the **recycling** or **disposal** specifications
- 8) identify any problems with **recycling** or **disposal**, and take the appropriate action to deal with them
- 9) record work according to organisational procedures
- 10) comply with the organisation's procedures and all relevant **legal, safety and operating requirements** relating to **recycling** or **disposal** of goods

You will know and understand:

- a) types of goods and materials that are suitable for **recycling**, and those that are not
- b) organisational safety requirements applicable to **recycling** or **disposal** goods and materials
- c) organisational procedures and specifications for **recycling** or **disposal** goods and materials
- d) sources of information on the status of different types of goods and materials
- e) types of problem arising from **recycling** or **disposal** goods and materials
- f) roles and responsibilities of different **colleagues**
- g) the **relevant legal, safety and operating requirements** relating to **recycling** or **disposal** of goods

Unit SfL 32 Sort goods and materials for recycling or disposal

Glossary/examples

Goods and materials: any waste or discarded materials or damage goods

Recycling: identifying goods or materials which can be used again

Disposal: identifying goods or materials which are not required for further re-use

Colleagues: permanent, temporary, agency staff

Legal, safety and operating requirements safety regulations, codes of practice, load restrictions, working time directive, transport regulations

Equipment: tools, implements, machinery, lifts, conveyors, cranes, mechanical/manual, PPE

Unit SfL 33 Monitor the receipt, storage or dispatch of goods

What this standard is about

This standard is about monitoring the areas and processes for receipt, storage and dispatch of goods. It deals with ensuring that the correct equipment is used, areas are safe and appropriate for the receipt of goods, and that information in relation to monitoring the receipt, storage or dispatch of goods is communicated.

Who this standard is for

This standard is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding.

Unit SfL 33 Monitor the receipt, storage or dispatch of goods

You will be able to:

- 1) check the quality and quantity of the goods being received, stored or dispatched
- 2) check the storage conditions and **equipment** required to receive, store and dispatch the goods
- 3) identify appropriate areas for receiving, storing, or dispatching goods
- 4) organise the movement or rotation of goods to assist receiving, storing or dispatching goods
- 5) identify **equipment** requirements to be used for the receipt, storage or dispatch of goods
- 6) use the organisation's **resources** effectively to monitor the receipt, storage and dispatch of goods
- 7) provide information on the goods and their requirements to all relevant people using appropriate **communication methods**
- 8) identify health, safety and security issues relating to monitoring of the goods
- 9) identify any problems with monitoring the goods, and take the appropriate action to deal with them
- 10) record work according to organisational procedures
- 11) comply with the organisation's procedures and all relevant **legal, safety and operating requirements** relating to monitor the receipt, storage or dispatch of goods

You will know and understand:

- a) sources of information on the capacity and limitations of a storage facility
- b) types of goods to be received, stored, or dispatched
- c) storage areas relevant to the type of goods to be received, stored, or dispatched
- d) special requirements relating to the receipt, storage, or dispatch of goods
- e) monitoring and testing systems and procedures
- f) methods of stock rotation and movement
- g) resources available in the organisation
- h) types of problem arising from managing the processing of goods
- i) roles and responsibilities of different **colleagues**
- j) the relevant **legal, safety and operating requirements** relating to monitor the receipt, storage or dispatch of goods

Unit SfL 33 Monitor the receipt, storage or dispatch of goods

Glossary/examples

Resources: stock control system, warehouse management systems, documentation, stock check records

Communication methods: verbal, written, electronic

Colleagues: permanent, temporary, agency staff

Legal, safety and operating requirements safety regulations, codes of practice, load restrictions, working time directive, transport regulations

Equipment: tools, implements, machinery, lifts, conveyors, cranes, mechanical/manual, PPE

Unit SfL 34 Check stock levels and stock records

What this standard is about

This standard is about checking stock levels and stock records as part of a planned audit or as requested. It deals with identifying individual roles and responsibilities and the organisations reporting procedures when undertaking a stock check, and the preparation and process of checking stock levels and stock records.

Who this standard is for

This standard is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding.

Unit SfL 34 Check stock levels and stock records

You will be able to:

- 1) confirm when you are required to carry out a **stock check**, its purpose and how to report your findings
- 2) confirm which resources are available to carry out the **stock check**
- 3) ensure that all relevant people know their individual roles and responsibilities
- 4) report the progress of the **stock check** to the relevant people
- 5) ensure that the results of the **stock check** are accurately recorded and collated
- 6) check your findings against records to identify discrepancies
- 7) identify any relevant health, safety, and security issues relating to the **stock check** and the actions arising from it
- 8) identify any problems with carrying out the **stock check** and take the appropriate action to deal with them
- 9) investigate discrepancies, prioritise them and resolve them as far as you can within the scope of the **stock check**
- 10) distribute your report to the relevant people
- 11) comply with the organisation's procedures and all relevant **legal, safety and operating requirements** relating to **stock check**

You will know and understand:

- a) importance of **stock check**, their purpose, and how often they are required
- b) the format, structure, and content of the **stock check** reports required by the organisation
- c) resources needed to undertake a **stock check**, and how to obtain them
- d) how to identify discrepancies in stock figures and records
- e) stock control systems used in the organisation
- f) types of issues that may arise from **stock check**, and how to deal with them
- g) organisational procedures that apply to health and safety in the workplace
- h) reporting responsibilities and information systems used by the organisation for specific work activities
- i) roles and responsibilities of different **colleagues**
- j) the relevant **legal, safety and operating requirements** relating to **stock check**

Unit SfL 34 Check stock levels and stock records

Glossary/examples

Stock check: audit, count, recount, reconciliation

Colleagues: permanent, temporary, agency staff

Legal, safety and operating requirements safety regulations, codes of practice, load restrictions, working time directive, transport regulations

Skills for
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