



# Customer Freight Presentation Guide

*A guide to correctly presenting your palletised goods for carriage*

May 2014

## Introduction

Thank you for entrusting Speed with the carriage of your palletised goods.

We understand and appreciate the time and effort you, as a company large or small, has put into each and every one of your products that we handle on your behalf. That is why we've spent the time to carefully put together this guide for you.

This guide explains how we expect your freight to be "presented" to us for carriage. By presented, we mean at the point it is collected from your premises by one of our vehicles, thus beginning its journey to the delivery point.

## What's the fuss over 'freight presentation'?

It is important for a number of reasons.

- Reducing the likelihood of damages, which are costly to resolve
- Safety and minimising risk during handling

Firstly, you may be aware that your pallets will be travelling through a pallet network. This means that Speed are only the first of a couple of companies who will handle your goods. During loading, unloading and sortation throughout their journey, your goods may be handled up to seven times or more by forklift trucks. Depending on their destination, they may travel hundreds of miles. This is quite an intense journey, so the pallet, goods and wrapping must be secure enough to withstand this. We do not wish for your goods to become lost or damaged during transit, but the most common cause of this is poorly presented pallets.

Secondly, poorly presented freight can be a hazard. Imagine for a moment a palletised engine that comes detached from its pallet. An unsuspecting driver or operative along the way could be seriously injured or worse if this happens to fall off a vehicle onto them. Indeed, this has happened before in the industry and could have been fatal.

Did you know also that Paragraph 223 of the HSE Workplace Transport Safety Guide states: "everyone in the supply chain should co-operate to achieve safety, including the sender", so we all have a duty to ensure freight is secure and safe.

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### Food for thought

*Time and time again we encounter companies who spend a great deal of time and money on research and development, building, marketing and advertising their product. Yet they may only spend a few pounds (if that) on packaging and presenting it for carriage, all while expecting it to reach its destination in the same condition! Help us to help you. It'll help it reach its destination intact, and will look much nicer for your customer who receives it at the other end.*

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## What you need to do

We are going to cover a number of topics regarding freight presentation.

Firstly, can we carry it? In the section titled **Basics & Non-permitted/Conditional Goods** we discuss what we can and can't carry, and what types of freight need special consideration (conditional goods).

Secondly, how should it be presented? In the section titled **Presentation**, we discuss how palletised freight should be presented. This includes dos and don'ts regarding packaging wrapping and the pallet itself.

Additionally, if you send used vehicle engines, you should read the section titled **Engine Presentation: Safe Working Practice**. Engines are a particular risk in a pallet network, so as such they require special care and attention.

## Basics & Non-permitted/Conditional Goods

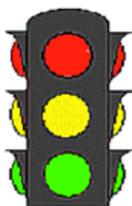
### Rule 1: The freight must be on a pallet

Your goods will be sent through a pallet network and will be solely handled by a forklift truck. As such, the goods must be able to be safely handled by a fork lift truck.

The pallet itself should be sturdy, dry and in good condition. Sending your goods on a broken pallet that is falling apart, or a pallet with rotten or broken wood is asking for disaster.



### Rule 2: The freight should be safe and secure enough for it to reach its destination intact



**Stop**  
**Think**  
**Do**

Think for a moment. Your goods will likely travel hundreds of miles and be handled by forklift trucks sometimes seven times or more. This is quite an intense journey, so the pallet, packaging, wrapping and freight must be capable.

Ask yourself, will it survive this journey intact?  
And would you like to receive this pallet if it

was delivered to you?

If the answer is no, then you should take steps to improve the presentation of the freight.



### Rule 3: Your pallet may be stacked on others, or others may be stacked on yours

All pallets through the network should be safely stackable, and it is inevitable that in the interests of economy, this will happen.

If your freight is susceptible to crushing, then you should think about putting a “cap” on top of your pallet. These are cone shaped cardboard objects that prevent forklift drivers and others in the supply chain from stacking pallets on top of yours. Visit [www.palletcap.com](http://www.palletcap.com) for more information.

## Non-permitted Goods

Here’s a reminder of the types of goods you should not be sending with us, unless of course you have an existing understanding with us.

- ✘ Dangerous Goods (that are not subject to limited quantity exemptions under the terms of ADR)
- ✘ Fireworks
- ✘ Lithium batteries, car batteries and fire extinguishers

If you have any questions regarding the above, or you would like to send anything in the above list that you do not already have an arrangement with us for, please give us a call.

## Conditional Goods

- ⚠ **Steel Stillages** providing they are not on wheels and have dedicated ‘holes’ for the forklift truck’s forks. Steel items with no fork holes are not permitted.
- ⚠ **Machines** or other items **with wheels** should be securely fastened to a pallet with any wheels chocked.
- ⚠ **Pallets of bags** should be tightly wrapped with the wrap covering all of the bags. The wrap should be around the pallet so the freight is securely fixed to the pallet and within the area of the pallet. Overhanging bags will get damaged. Plastic bags will slide, so secure and strong wrapping is important.
- ⚠ **Drums of liquid** (also known as ‘live loads’) should be securely fastened to the pallet, as the movement of the liquid will make the freight move.

## Presentation

Many people make the mistake of thinking that shrink wrapping is all a pallet needs to stay safe and secure during transit. This is not the case. Shrink wrapping is good to hold all parts of a pallet of goods together, provide some limited weather proofing, or provide a surface to stick labels to.

Here’s how you should correctly secure and wrap freight to a pallet.

- ✔ The goods should not overhang from the base of the pallet. Items which could slide (e.g. bags) should be loaded onto the pallet in an interleaving pattern, to prevent excessive sliding during transit.
- ✔ The goods should be **mechanically fastened to the pallet itself** using for example, metal banding, strapping or bolting.
- ✔ Where possible you should use corner protection. This gives the freight more structural security, and along with wrapping, keeps the pallet in a nice, neat square profile preventing overhang.
- ✔ Shrink wrap should then be used. It should be started at the bottom of the pallet, and wrapped round the base several times before moving upwards. Then work upwards

before finishing at the top with a few wraps. Remember that shrink wrap is most effective when it is placed under fairly high tension.

- ✔ If necessary, apply FRAGILE identification (e.g. tape) on top of the shrink wrapping. Or, if you have any other important information to affix (e.g. 'Saturday' stickers), now's your chance. Help us to help you!
- ✔ Finally, stick on your routing label. Or, if you don't produce labels at your premises, then you should ensure some form of identifying label (e.g. documents enclosed) is applied to the pallet. Without this, we won't know where it's going or be able to identify which routing label should be applied. **This is really important – please don't skip this bit!**

## Engine Presentation: Safe Working Practice

As mentioned previously, engines are a particular risk in a pallet network, for a number of reasons.

- ✘ **They can leak fluids.** This contaminates other freight, truck/trailer beds or other surfaces. This is not only a pain to clean up, it is also a slip hazard.
- ✘ **They can detach from a pallet.** Engines have an awkward shape and weight distribution, leaving them susceptible to detaching and falling. This can damage other freight or become a hazard if they fall from vehicles.

To ensure the safety of all staff in the supply chain, the following safe working practice should be carried out when an engine is presented for carriage.

- ✔ **All fluids must be drained.** On collection, the driver must have access to the dipstick, and will check for oil. There should be no oil showing on the dipstick. If oil is present, the pallet cannot be collected.
- ✔ **The pallet should have rags or oil absorbent mats on top.** The engine should then be placed on top of this. Any small drips will then be contained. A small amount of oil goes a long way.
- ✔ **The sump should be stabilised.** If the sump of the engine is not flat, it should be stabilised. A car tyre placed on the pallet with the sump on top is a good way to do this.
- ✔ **The engine should be securely and mechanically fastened to the pallet.** Ideally a ratchet strap should be used. Professional style banding with at least 2 bands should be acceptable.
- ✔ **All straps should be protected where they meet the engine to prevent sliding and chafing**
- ✔ Shrink wrap can be used, providing there is a hole so the driver can check the dipstick. The strap/band should also be visible. If the driver cannot check for oil, or inspect the type of strapping/banding, the collection can be refused.

Strapping is vitally important. The following methods of securing are not acceptable.

- ✘ **Rope**
- ✘ **Shrink wrap only, or shrink wrap that is not transparent (e.g. black)**
- ✘ **Tape only**
- ✘ **Straps that are not ratchet**

- ✘ Straps not affixed by a machine
- ✘ Straps that are not tight