

Dahua UK Office– Large / Heavy Delivery Manual Handling service request procedure

The purpose of providing the additional manual handling service is to ensure large/heavy item deliveries are managed safely, efficiently, and in compliance with HSE manual handling requirements, while reducing potential health and safety risks within the office environment.

Definition

- **Large Item:** Any item exceeding **1 metre** in length or width, or requiring **two-person handling** due to size or bulk.
 - **Heavy Item:** Any item over **20 kg** requiring manual handling support or assessment.
 - Based on HSE recommendations, manual handling support is strongly advised for all large/heavy item deliveries within the office to keep all staffs safe.
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Procedure

1. Submit Manual Handling Service Request

Once the large/ heavy delivery product item order is placed, the owner of the large/heavy order must submit the Manual Handling Service request via:

<https://dahua.help/general-office-supplies-request-form-en/>

Please ensure all required information below is **fully provided**. Incomplete requests cannot be processed. The order owner will be responsible for arranging and handling the large/heavy item delivery independently.

1. **ETA (Estimated time of Arrival)**
 2. **Final delivery point / destination area**
 3. **Size and weight** of the item
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2. Advance Notice Requirement

Requests must be submitted at least **5 business days in advance**.

For late requests, the owner will be responsible for:

- Arranging the handling service independently.
 - Completing the required **Manual Handling RAMS (as below enclosed)** prior to delivery and send to admin.uk@dahuatech.com.
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3. Admin Confirmation

The Admin Team will review and confirm the arrangement within **72 working hours**.

4. Owner Attendance

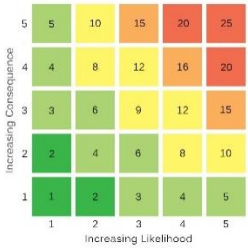

The product owner must be **present** at the office during the delivery together with the external handling/service supplier.

5. Handling Service Fee

A handling service fee of **GBP 100 per delivery** will be counted on the owner via the company payment system.

The fee includes:

- Unpacking
- Manual handling support
- Waste disposal

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|---|--|-----------------------|---|---------------------|
|  |  | Increasing Likelihood | Increasing Consequences | Risk Rating |
| | | 1 – Very Unlikely | 1 – Insignificant | 1-2 No Action |
| | | 2 – Unlikely | 2 – Minor | 3-6 Monitor |
| | | 3 – Fairly Likely | 3 – Moderate | 8-12 Action |
| | | 4 – Likely | 4 – Major | 15-16 Urgent Action |
| | | 5 – Very Likely | 5 – Catastrophic | 20-25 Stop |
| Task Description | Manual Handling of Office Equipment & Materials | People Affected | Contractors, Employees, Members of the Public, New & Expectant Mothers, Temporary Employees, Unauthorised Persons, Visitors, Volunteers, Vulnerable Persons, Young Persons. | |

| Hazards | Risk rating L x C = R | | | Current Risk Controls | Additional Risk Controls | New Risk Rating L x C = R | | |
|---|--------------------------|---|---|---|--|------------------------------|---|---|
| | L | C | R | | | L | C | R |
| Slips, Trips and Falls Slips on wet floor. Tripping over items on floor (debris, stock, trailing cables etc. | 3 | 2 | 6 | Employees receive H&S training which includes prevention of slips, trips and falls at their induction. Training records maintained. | Housekeeping - adequate lighting, stock and articles stored off the floor in designated storage area, cable management – cable routed away from walkways. | 2 | 2 | 4 |
| THIS IS A GENERIC RISK ASSESSMENT WHICH NEEDS TO BE MADE SPECIFIC TO YOUR ORGANISATION. THE FIRST ROW IS AN EXAMPLE OF HOW TO PROCEED WITH COMPLETING THE ASSESSMENT. | | | | | | | | |
| Manual Handling of Office Equipment and Materials Musculo-skeletal injuries if load is too heavy, operative tripping / falling, contamination from the substance being carried, fall of material being carried. | | | | | Operative involved in handling is to be assessed for physical capability prior to lifting and carrying (Operative to receive training in the kinetic method of lifting). Ensure good housekeeping practices. Operative will assess load and get assistance where necessary. Lifting / carrying aids are to be utilized where possible (such as a sack trolley). | | | |

| Hazards | Risk rating L x C = R | | | Current Risk Controls | Additional Risk Controls | New Risk Rating L x C = R | | |
|---------|--------------------------|--|--|-----------------------|---|------------------------------|--|--|
| | | | | | <p>Ensure that access equipment, ladders will take the weight of operative and load being carried.</p> <p>Ensure that loads being carried are secure.</p> <p>Ensure that Control of Substances Hazardous to Health (COSHH) assessments are prepared, read by those moving hazardous substances, and adhered to.</p> | | | |

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