



Lift Truck Management Training & Safety Services

from Mentor's Performance and Risk Management team



Empowering management, creating a safety culture

www.mentortraining.co.uk



Mentor is the UK's leading provider of operator and instructor training for all types of materials handling and workplace transport equipment.

With over 25 years supporting customers across all industry sectors, we pride ourselves on delivering quality training that helps businesses of any type and size to reduce risk and increase profitability.

We work with leading associations and accrediting bodies to ensure all courses comply with the latest HSE legislation and industry best practice.

Our experienced instructors deliver accredited courses at customer sites or at our UK training centres.



At Mentor we recognise that managers and supervisors play an integral part in reducing risk and maintaining safe operations.

But as well as improving working conditions on site, operating safely will directly improve a company's bottom line. To help managers and supervisors understand the practical and financial benefits of safe operations, we offer a full range of Management Training and Safety Services, including:

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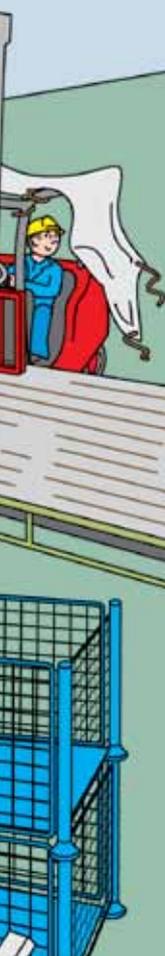
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According to IOSH, 70% of workplace incidents are preventable by good management; we believe 70% of costs are too.

IOSH Accredited Courses

The Institute of Occupational Safety and Health, IOSH, is the UK's chartered body for health and safety.

Our IOSH accredited courses are designed and quality-controlled by IOSH, ensuring that course delegates are trained to a nationally recognised and respected standard.

Courses are available onsite or at one of Mentor's dedicated training locations:

- *IOSH Managing safely forklift operations*
- *IOSH Managing safely*
- *IOSH Working safely*



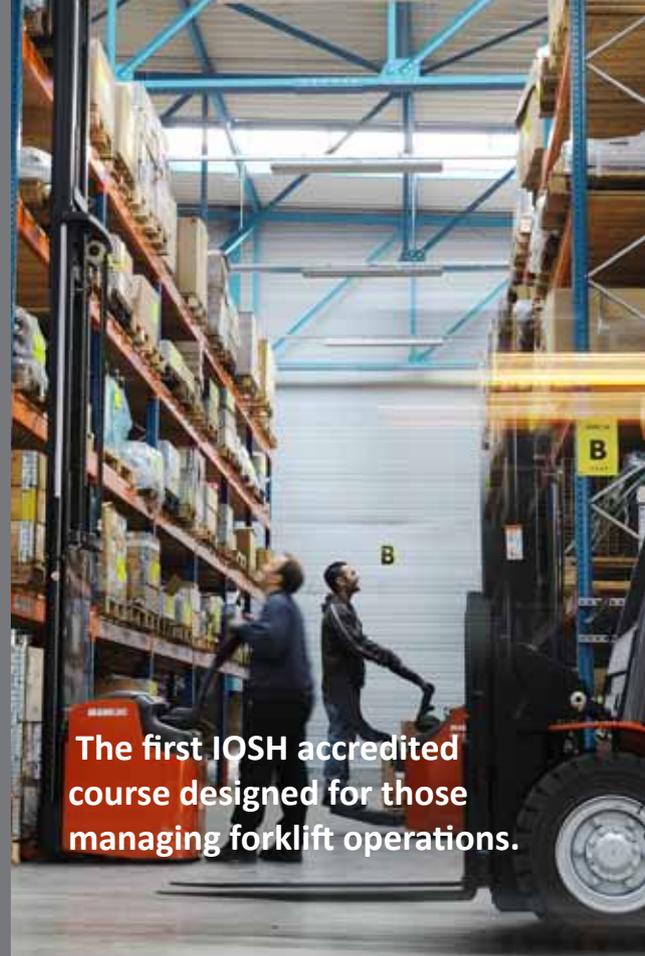
IOSH *Managing safely forklift operations*

4 day course
Maximum 12 delegates

This course provides managers and supervisors with the knowledge, skills and understanding needed to confidently tackle their health and safety responsibilities. Exclusively available through Mentor, the course is an IOSH *Managing safely* course specifically designed for those overseeing operations where forklift trucks pose a major risk.

Upon completion, delegates will:

- Be aware of the current legislation and guidelines relevant to the safe use of forklift trucks
- Be able to maintain and promote forklift safety, recognise safe and unsafe practices and communicate effectively to all
- Appreciate the safety, practical and financial benefits of applying best practice



The first IOSH accredited course designed for those managing forklift operations.



“...the skills and abilities required by supervisors are often underestimated by organisations and quite often they are not provided with the necessary support and training.”

Health and Safety Laboratory report, 2005

IOSH *Managing safely*

4 day course
Maximum 12 delegates

This four-day course is designed to provide managers and supervisors with the knowledge, skills and understanding they need to enable them to identify the actions necessary to ensure operational safety for their teams.



IOSH *Working safely*

1 day course
Maximum 12 delegates

Designed for employees at any level where health and safety plays a part in their daily role. It focuses on the importance of health and safety best practice and how individuals can make a real difference when considering the well being of themselves and others. This IOSH accredited course meets Government guidelines for introductory health and safety training and perfectly matches the HSE's 'passport' syllabus.



Prior to our 'MFO' course, 90% of delegates attending the course were not aware of their legal responsibilities or the consequences of an accident.

Safety Management Courses

Courses designed for those overseeing and encountering lift trucks and delivered by our specialist Performance and Risk Management team

Our specialist team of safety professionals and instructors - all NEBOSH qualified - bring their expertise and years of experience together to help our customers' managers and supervisors keep their teams safe.

Courses available at your site or ours include:

- Managing Forklift Operations (MFO)
- Safely Working with Lift Trucks (SWLT)

Training courses for any business operation.....

We regularly develop bespoke training solutions and can tailor our courses to meet any operational requirements.

t: 01246 555222

Safely Working with Lift Trucks

2 hour course
Maximum 10 delegates

Concise and hard hitting for maximum impact, Safely Working with Lift Trucks is designed to change the behaviours at the root of unsafe practice by reinforcing the importance of safe operation to lift truck operators and pedestrians working within the vicinity of the trucks.

Ideal for new starters and experienced employees alike, the course can aid with site safety inductions, toolbox talks or simply act as a refresher on the key principles of safe working. The course facilitates long term improvements, combatting complacency caused by task repetition and encouraging employee engagement.

Upon completion, delegates will:

- Understand the operators responsibilities relevant to best practice and legislation
- Recognise unsafe practices in a forklift operation and the dangers to all
- Appreciate the safety, practical and financial benefits of a safe operation



57% of people injured in forklift truck accidents are pedestrians.





“A large proportion of accidents are due to poor supervision. Fork lift operations need to be overseen by supervisors and managers that are trained and competent to do so.”

Health and Safety Executive

Managing Forklift Operations

1 day course
Maximum 12 delegates

This one day course fully meets the requirements of the Approved Code of Practice (L117), providing managers and supervisors with the knowledge, skills and understanding needed to recognise good and bad practice within their fork lift operations.

Upon completion, delegates will:

- Be aware of current legislation and guidelines
- Possess the competence to maintain and promote health and safety
- Understand and recognise bad behaviours
- Know how to control unsafe practice
- Be able to communicate effectively with operators and line managers
- Appreciate the safety, practical and financial benefits from applying best practice





*For every £1 spent
on truck repairs, it is
estimated that between
five and twenty times
that amount is caused in
damage elsewhere*

Onsite Support Services

It is our job to support and assist companies to ensure that workplace transport safety and efficiency is maximised on their site.

We believe that 90% of damage to stock, equipment, racking, fixtures and fittings etc. comes straight off the bottom line and can never be recovered. Our technical and safety experts are here to help keep businesses profitable.

Many businesses use our skills, knowledge and experience to help them enhance their operation through best practice. Services available onsite include:

- MHE Observational Practice Reporting
- Onsite Advice, Support, Consultancy and Auditing
- Tailored Training

MHE Observational Practice Reporting

This service has been designed to support a company's internal risk analysis functions. A robust report that identifies and prioritises any areas of risk arising from bad practice within Materials Handling Equipment (MHE) operations.

How does it work?

Our Technical team will spend time onsite observing MHE operations. They will apply various analysis tools, including 5 x 5 risk rating, to create core data that will allow site management, supervisors or business owners to understand where key risk areas are within any MHE operation.

This invaluable report is presented in full, with core recommendations, not only for operational areas, but also per equipment type and risk area.





“Mentor provides us with an honest and flexible service, delivering high quality training when and where we need it. In addition, we have seen cost savings of up to 25%,”

Onsite Advice, Support, Consultancy and Auditing

Our team of Technical Managers and Product Experts will use their specialist knowledge and experience to work with any type and size of business to ensure that MHE operations are not only safe but more productive.

Whether on the phone, onsite or at one of our training locations we will commit the expertise to help businesses get the answers they need.

What we offer:

- On the phone advice
- Onsite support - our technical experts will come to site
- Consultancy services for those operations that need a bespoke training package
- Regular audits that support any MHE business functions

*Keeping you up to date with the latest training news
and events.*



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Find out more
about our courses,
visit our website.



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