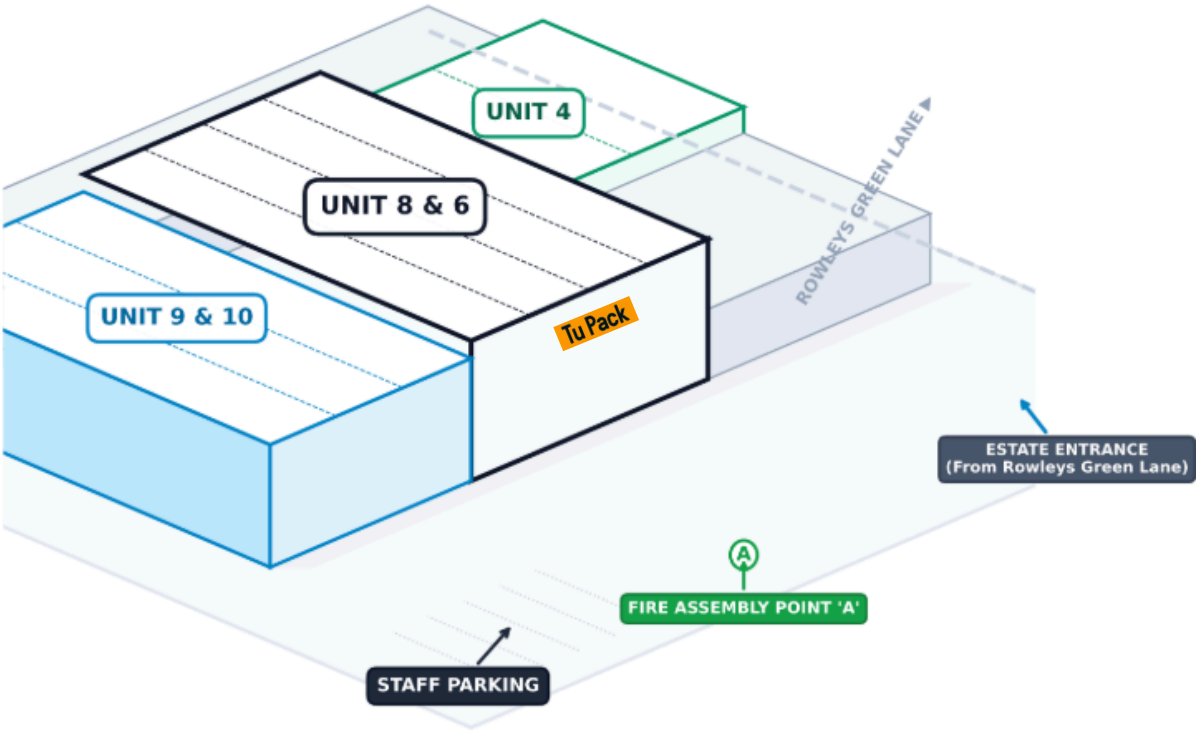
Tu Pack

Induction Booklet



Welcome to Tu Pack, where we specialise in boutique fashion fulfilment. Our facility operates across several units: Units 8, 6, 4, 9, & 10. Our success relies on picking accuracy, protecting our Brand's garments, and maintaining an uncompromising safety culture. This booklet outlines your essential health, safety, and floor rules across our warehouse units.

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Health & Safety Essentials

Personal Protective Equipment (PPE) & Dress Code

- **High-Visibility Vests**: Must be worn and fully fastened at all times inside the warehouse and across external transit yards.
- **Steel-Toe Safety Footwear**: Mandatory across all operational zones. Standard trainers or canvas shoes are strictly prohibited.
- **Garment Protection & Dress Code**: No loose jewellery, long hanging lanyards, or clothing with sharp exposed studs/zips that could snag on delicate fabrics or pick bin dividers. Hair below shoulder length must be tied back.

Fire Safety & Evacuation

1. **Sound the Alarm**: If you discover a fire, immediately break the seal and push the glass on the nearest alarm point.
2. **Evacuate**: Stop work immediately. Safely park picking trolleys or rails to keep exit routes unobstructed. Walk directly to the nearest fire exit.
3. **Assembly Point**: Report to the Assembly Point in the car park. You will see the signage. Do not stop for personal items and never re-enter the facility until authorised by a Fire Warden.

Manual Handling

While individual fashion items are lightweight, repetitive bending, reaching into bins, and lifting consolidated stock cartons pose musculoskeletal risks. Follow our kinetic lifting principles on every shift.

The 5-Step Kinetic Lift

1. **Plan & Assess**: Check weight, balance, and outer box integrity. Look for supplier weight markings.
2. **Broad Base**: Position feet shoulder-width apart, with one foot slightly ahead for balance.
3. **Bend Knees & Hips**: Lower yourself using your legs while keeping your back upright. Avoid bending from the waist.
4. **Keep Load Close**: Hold the tote, carton, or stack against your waist in your 'Power Zone' (mid-thigh to chest level).

5. **Pivot, Don't Twist**: Turn using your feet. Twisting while loaded is the leading cause of warehouse back injuries.

Safe Use of Warehouse Steps

When accessing higher pick bins or upper shelving units, you must use the provided mobile safety steps. Never climb on the racking, pallets, or picking totes.

- **Pre-Use Check**: Inspect the steps before use. Ensure castors or braking mechanisms operate properly.
- **Secure Placement**: Always place steps on a flat surface. The brakes MUST be fully engaged before you begin to climb.
- **Three Points of Contact**: Face the steps when ascending and descending. Maintaining three points of contact at all times (e.g. two feet and one hand on the rail).
- **Do Not Overreach**: Keep your centre of gravity within the width of the steps. If you cannot comfortably reach an item, climb down and reposition the steps.
- **Clear Hands**: Do not carry large or heavy items that prevent you from using the handrails. Never attempt to move the steps while someone is standing on them.

Trolley & Shelf Safety

- **Low Bins**: Drop to one knee rather than bending double at the waist when accessing bottom shelving tiers.
- **Trolley Dynamics**: Always PUSH the pick trolleys. Pushing uses leg drive and keeps the spine in neutral alignment.
- **Team Lifting**: Our single-person guideline threshold is 25kg for men and 16kg for women. Any load exceeding this or awkwardly shaped must be handled as a two-person lift.

Garment-on-Hanger (GOH) & Rail Handling

Garment-on-hanger (GOH) rails require specialised handling to prevent rail tipping, garment contamination, and pinch injuries.

Moving & Pushing GOH Rails

- **Always PUSH at Chest Height**: Push rails from the side uprights at mid-body level. Never pull a rail behind you, and never pull directly by the garments or the top crossbar, which creates a tipping pivot.

- **Clear Line of Sight**: Never load garments so densely that your forward vision is blocked. If visibility is restricted, push from the side while keeping clear of the castor wheels, or have a colleague guide you.
- **Controlled Walking Speed**: Move at a steady walking pace. Sudden stops or turns with top-heavy rails will cause them to topple.

Loading Balance & Weight Distribution

- **Balanced Loading**: Distribute garments evenly across the crossbar starting from the center outward. Never overload one end, which creates instability.
- **Weight Limits**: Do not double-hang heavy coats, denim, or leather beyond the rated rail capacity.
- **Garment Protection**: Ensure hanging hems are well clear of castor wheels to avoid garments tangling in axles or trailing on the floor.

Rail Transit & Pinch Points

- **Floor Thresholds & Ramps**: Take extreme care when navigating door thresholds, dock ramps, and expansion joints between units. Castors can catch easily, throwing the rail forward.
- **Pinch Points**: Keep hands away from rail nesting hooks, z-frame bases, and joint junctions when linking or unnesting empty rails.

Shift Logistics & Floor Standards

Signing In & Out Procedure (Critical Fire Register)

We do not use an electronic clocking-in system. Instead, a Staff Register Clipboard is located in the Reception area.

- **Daily Register**: It is your personal responsibility to tick your name on this clipboard when you arrive for your shift, and again when you leave the building at the end of your shift.
- **Evacuation Roll Call**: This clipboard is NOT just an attendance tracker—it is our official fire register. In the event of a fire alarm or evacuation, this clipboard is taken immediately to the Assembly Point to ensure everyone is safely accounted for. Failing to sign in or out could lead to emergency services risking their lives to search the building for you. Failure to adhere to this process is a serious health and safety breach.

Equipment Allocation

- **Handheld Terminal**: scanners must be signed out at shift start and docked in charging stations at shift end. Promptly report any hardware faults.

Mobile Phones, Earbuds & Stock Security

- **Mobile Phone & Earbud Prohibition**: Personal mobile phones and earphones/smart listening devices are strictly banned on the warehouse floor for safety and operational focus. Keep them secured in staff lockers.
- **Loss Prevention**: Due to high-value boutique inventory, random security bag checks and personal searches are in operation.

Clean-As-You-Go Policy

Discarded protective polybags, tissue packaging, and carton bands are serious slip and fire hazards. Dispose of waste packaging immediately in the color-coded recycling cages at aisle ends.

Key Contacts

Role	Name	Email
Managing Director	Martin Brown	martin.brown@tupack.co.uk
Operations Manager	Shahbaz Siddiqui	shahbaz.siddiqui@tupack.co.uk
Office Manager	Olivia Taylor	olivia.taylor@tupack.co.uk
First Aid Officers	Olivia Taylor Lisa Simpson Darren Allton	olivia.taylor@tupack.co.uk
Fire Wardens	Sarah Clark Gary Moore	sarah.clark@tupack.co.uk

Acknowledgment

1. **Fire Register & Signing In**: I understand that I must manually tick my name on the reception clipboard upon arrival and departure, as this is critical for the emergency evacuation roll call.

2. **Health & Safety**: I have reviewed the site safety guidelines, fire evacuation routes, assembly points, and mandatory PPE requirements (Steel-toe shoes & Hi-Vis).

3. **Site Navigation**: I understand the multi-unit layout.

4. **Manual Handling & Steps**: I have reviewed the kinetic lifting principles, team lifting thresholds, and understand how to safely use, check, and secure mobile warehouse steps/kick-stools.

5. **GOH & Fashion Rail Handling**: I understand the safe handling rules for garment-on-hanger rails, including pushing at chest height and balanced loading.

6. **Security & Contraband**: I understand the ban on mobile phones and earbuds on the warehouse floor and agree to comply with random search procedures.

7. **Equipment & Housekeeping**: I will properly care for Handheld Terminal scanners, keep picking aisles clean of polybags/debris, and report any safety hazards immediately.

Name: _____

Signature: _____

Date: _____