



# **Forklift/Pallet Jack Safety Program**

- \* ) General Procedures
- \* ) Certification Forms
- \* ) Test
- \* ) Test Answer Key
- \* ) Pre-shift inspection Forms
- \* ) Initial Operator Practical Evaluation Form (IOPE)



## **Forklift/Pallet Jack Safety Program**

29CFR 1910.178

### **Purpose**

This policy establishes the minimum requirements for forklift and pallet jack operator training, equipment inspection and maintenance within the Millard Refrigerated Services organization. Since forklifts and pallet jacks are an integral part of our operation, it is vital that all the procedures within this policy are implemented to ensure the success of our operators and our facilities.

### **Responsibility**

The success of this program depends on the cooperation and communication between all parties.

General Manager and Operation Manager: Are responsible for ensuring that all forklifts and pallet jacks are in safe operating condition, operators have satisfied the certification requirements and are capable of operating the equipment safely.

Certification Administrator: Initiates the forklift and pallet jack certification process, shows the training films, administers the test and tracks the progress.

Trainer: Completes the assigned training segments and documents the training on the certification form in a timely manner.

Trainee: Follows the instructions of the Trainer. Operates in a safe behavior, completes and documents the pre-shift safety checklist.

Operators: Operates in safe behavior, completes and documents the pre-shift safety checklist.

Maintenance: Maintains the equipment in safe operating condition and conducts preventive maintenance according to the manufacturer's recommendations.

### **Definitions**

Certification Administrator: Is the person who initiates certification process, administers the forklift training films, the test and tracks the certification process through completion. Also, maintains the certification files.

Trainer: A person who has the knowledge, training, and experience to train operators and evaluate their competence to operate the forklift and pallet jack.

Operator: Is any person who is certified to operate a forklift or pallet jack.

Trainee: Any person in training to operate a forklift and/or pallet jack.

## **Operator's Training Requirements**

**Initial Training Requirements:** New operators must view the DVD's; score a minimum of 70% on the test and the **Trainer must** review the test results with the trainee before continuing with the remaining training requirements. The Trainer completing each segment of the required training must circle "Yes" or "No" and must clearly print his/her name, title and the date each training segment was completed on the appropriate line. During the demonstration of ability section of the certification process the trainee must operate under the direct supervision of persons who have the knowledge and experience to train operators and evaluate their competence; and where such operation does not endanger the trainee or other employees.

### **The following are the training requirements for operator and trainee:**

- a) View all Millard's training DVD's and passed the test with a minimum of 70%
- b) Must have knowledge of the requirements for completing the pre-shift safety checklist.
- c) Understands the proper battery changing procedures.
- d) Understands that it is his/her responsibility to inspect all trailers prior to loading and ensure trailer wheels are chocked before entering the trailer. (Check with your GM regarding Glad Locks at your facility)
- e) Has reviewed specific operating procedures of the forklift/pallet jack they will operate.
- f) Observation Period (2 weeks) - Trainee has demonstrated the ability to safely operate the forklift or pallet jack, including the safety rules for the following as it relates to their future/intended operations (practical training):

- |  |  |
|--|--|
| 01) Understands the controls/instrumentation                                     | 02) Engine or motor operation                    |
| 03) Steering, maneuvering and surface conditions                                 | 04) Visibility while carrying a load             |
| 05) Fork attachment operation (if applicable)                                    | 06) Vehicle capacity                             |
| 07) Vehicle stability, driving on ramps  | 08) Entering and exiting freezers                |
| 09) Load manipulation, stacking, and unstacking                                  | 10) Traveling with loads                         |
| 11) Housekeeping - equipment damage  | 12) Pedestrian safety                            |
| 13) Product damage issues  | 14) Leaving equipment unattended                 |
| 15) Aisle configurations   | 16) Inspections and maintenance                  |
| 17) Refueling and/or charging or recharging of batteries & PPE that is required. | 18) Operating limitations                        |
| 19) Hazardous locations  | 20) Difference between a forklift and automobile |
| 21) Operating instruction warnings and precautions                               | 22) Keep feet/body parts out of the crush zone   |

**Refresher Training Requirements** (annually): This training is vital to ensure continuous development in the current operator's performance and so the operators don't become complacent in their operating abilities.

The following are the segment training requirements:

- a) View Millard's forklift "Safety First" DVD as well as the DVD applicable to the equipment the employee is authorized to operate.
- b) Pass the test with a minimum of 70%.
- c) Review requirements for completing and documenting pre-shift inspections.
- d) Review requirement for dealing with equipment found to be unsafe in any way.
- e) Review forklift safety rules.
- f) Performance evaluation.

Review site-specific safety concerns such as;

- |   |  |
|---|--|
| 01) Floor conditions – icy and wet areas, etc.                  | 02) Narrow aisle ways                              |
| 03) Blast cell loading and unloading                            | 04) Deep rack operations                           |
| 05) Ramps   | 06) Speed in congested areas                       |
| 07) Door safety – to reduce damage                              | 08) Horn usage – when & why                        |
| 09) Fork attachments – safety                                   | 10) Housekeeping                                   |
| 11) Battery charging/Personal protective equipment requirements | 12) Keep feet and body parts out of the crush zone |

**Re-training – required resulting from unsafe operating behavior/accident/near miss, any situation for an operator that revealed that the operator utilized the truck unsafely.** This training is vital to ensure the skill level of the operator is improved by enhancing the training to identify a specific weakness in the operator's performance. Any condition in the workplace that could change the operation of the forklift, the retraining should address the following:

- a) List the issues requiring re-training on the certification form and date training provided.
- b) List the relevant training topics provided and discussed to prevent future occurrence.
- c) Operator must view Millard's forklift "Safety First" DVD as well as the DVD applicable to the equipment the employee is authorized to operate. (ie: Walker, Pacer, Reach-Fork, DSD Truck)
- d) Pass the test with a minimum of 70%.
- e) Use the Initial Operator Practical Evaluation form if warranted (This should be determined by the Section B Accident Investigation Team members).

**Temporary Workers:** Temporary workers are not Millard Refrigerated Services' employees, so these workers are not allowed to operate Millard's forklifts or pallet jacks.

Under special circumstances temporary workers' may operate forklifts and/or pallet jacks, but must first receive the same training as required for a Millard employee before operating a forklift and/or pallet jack.

## **Documentation of training**

**Initial Training:** For new operators and temporary workers the Certification Administrator must initiate the certification process. The Certification Administrator will insert the trainee's name, list the equipment being trained to operate, have the individual initial the verification of training notification and indicate any previous experience on page one of the certification form. The Certification Administrator will need to track the training progress of the trainee.

When the new employee or temporary worker has previous experience and they can offer proof of certification completed within the past 12 months for similar equipment, a copy of that proof must accompany the certification form.

The **Trainers must** complete the training segments on Form 1 of the Initial Certification form. Once the training segments are completed the **Trainer must** circle yes or n/a and clearly print their name, title and completion date on the line provided and provide the training records to the Certification Administrator.

The **Trainee must** sign the bottom of Form 1 of the Initial Certification form when all the training segments are completed. An Initial Operator Practical Evaluation (IOPE) should be completed in the areas that are applicable. This form is not required, but an additional tool when warranted.

**Refresher Training:** If this training is being implemented because of the annual requirement and/or as the result of the September refresher training, then the Certification Administrator must receive documentation from the trainer for filing (Form 3).

The Trainers must complete the training segments of the certification Form 3. The Trainer must clearly print their name, title and completion date on the line provided. And provide this information to the Certification Administrator.

The operator must sign the refresher form once the training is completed.

**Re-training:** The **Certification Administrator must** track the training progress of the operator or trainee and must receive the retraining documentation Form 2 from the trainer for filing.

The **Trainers must** identify the issue(s) requiring the re-training and the date of occurrence. Then the **Trainer must** list the relevant topics of training to prevent future recurrence. Once the re-training is completed the **trainer must** clearly print their name, title and the completion date on the line provided on Form 2.

The operator and/or trainee must sign the Re-training Form 2 once the training is completed.

**Certification Recordkeeping:** Forklift/pallet jack certification forms must be maintained at each facility in such a manner that each individual's certification records can be easily obtained.

## **Pre-shift Safety Checklist**

All **operators and trainees must** complete a pre-shift safety checklist form at the start of their shift or before operating any unit. The purpose of the safety checklist is to ensure the unit is in sound operating condition. The completed safety checklist form must be turned in daily and kept on file for 90 days and the files must be maintained in a manner that the checklist can be easily obtained for each unit. **We suggest that the checklists be kept or maintained someplace accessible.**

If any issues arise as the result of the pre-shift inspection the supervisor must be immediately notified of the condition and the unit taken out of service (lockout/tagout) until evaluated and/or repaired by the maintenance department.

## **Maintenance**

The maintenance department is responsible for maintaining the forklifts and pallet jacks in a proper operating condition. The maintenance department is responsible for completing the prevent maintenance activities in accordance with the manufacturers recommendations. All repair work, general maintenance and inspections must be documented in detail in the computerized Emaint system. All Emaint generated work orders must be completed timely and work performed must be described in the note section when the work order is closed out.

## **Battery Changing**

If your facility requires operators to change batteries, then it is up to General Manager to ensure a competent person properly trains the trainees on the correct procedures for changing batteries. Training must include proper use of the battery changing equipment, proper use of required personal protective equipment and the protocol if a battery is tipped over or some of the contents are spilled.

## **Forklift and Pallet Jack Safety Rules**

Unauthorized use of forklifts or pallet jacks will not be permitted. **Disciplinary action will be enforced in the event an employee violates this rule, up to and including termination.**

Trucks shall not be driven up to anyone standing in front of a bench or other fixed object.

No person shall be allowed to stand or pass under the elevated portion of any truck, whether loaded or empty.

Unauthorized personnel shall not be permitted to ride on forklifts. A safe place to ride shall be provided where riding of forklifts is authorized.

No operator shall extend their arms or legs from being placed between the uprights of the mast or outside the running lines of the truck (i.e. stay out of the crush zone).

When a forklift is left unattended, the load/forks shall be fully lowered, controls shall be neutralized, power shall be shut off, and brakes set. Wheels shall be blocked if the forklift is parked on an incline.

A forklift is unattended when the operator is 25 ft. or more away from the forklift which remains in his view or whenever the operator leaves the forklift and it is not in his view.

A safe distance shall be maintained from the edge of the ramp or platforms while on any elevated dock, or platform or freight car. Forklift shall not be used for opening or closing freight doors.

Pre-shift inspections should be conducted on trailers before they are driven into. Flooring of trucks and trailers shall be checked for breaks, weaknesses and the ability to withstand the intended load.

Brakes shall be set and wheel blocks/chocks shall be in place to prevent movement of trucks or trailers while loading or unloading. Fixed jacks may be necessary to support a semi-trailer during loading or unloading when the trailer is not coupled to a tractor. The flooring of trucks and trailers shall be checked for breaks, weaknesses and the ability to withstand the intended load and the forklift before trailers are driven into. Check with the plant manger regarding the use of Glad Locks to secure the trailer while loading or unloading.

Forklift shall not block fire exits, access to stairwells, fire equipment, first aid equipment, etc.

A safe distance shall be maintained approximately 3 forklift lengths from the forklift ahead and the forklift shall be kept under control at all times.

Other forklifts traveling in the same direction at intersections, blind spots, or other dangerous locations shall not be passed.

The driver shall be required to slow down and sound the horn at cross aisles, doorways, out of trailers, and other locations where vision is obstructed.

Millard's policy is to operate equipment in the reverse direction with the forks trailing

Under all traveling conditions the forklift shall be operated at a speed that will permit it to be brought to a stop in a safe manner.

Careless/Reckless driving and horseplay shall not be permitted.

The operator shall be required to slow down for wet and slippery floors.

Dockboards or bridgeplates shall be properly secured before they are driven over. They shall be driven over slowly and carefully and their rated capacity never exceeded.

Running over loose objects on the travel surface shall be avoided.

While negotiating turns, speed shall be reduced to a safe level.

Only stable or safely arranged loads shall be handled. Caution shall be exercised when handling off-center loads, which can't be centered.

Only loads within the rated capacity of the truck shall be handled.

The forks shall be placed under the load as far as possible; the mast shall be carefully tilted backwards to stabilize the load.

If at any time a forklift/pallet jack is found to be in need of repair, defective, or in any way unsafe, the unit shall be taken out of service until it has been restored to safe operating condition.

When placing or retrieving an elevated pallet of product the operator must exercise extreme caution when raising and/or lowering the load. The forks must be in the lowest possible position before traveling to prevent tip over.



## **Forklift/Pallet Jack Initial Certification Training - Form 1**

This certification form must be completed for **all operators**. This would include employees or temporary workers. This document must be maintained at your facility and be available for review. Employees and temporary workers must have the specific training for the equipment they operate. (Hi-Reach, docker, order pickers and Pallet Jack). If the new employee/operator or temporary worker has prior experience in the last 12 months the General Manager/Certification Administrator this should be verified.

Employee \_\_\_\_\_ Date: \_\_\_\_\_

Type of Equipment \_\_\_\_\_

As a Trainee, new employee or temporary worker I have been informed verbally that I am in forklift &/or pallet jack certification training. However it is understood that I will not operate equipment until notified by management.

**Initial: \_\_\_\_\_ Verifying Training Notification. Initial: \_\_\_\_\_ General Manager/Certification Administrator**

**Previous Experience**    No     Yes  if yes, a copy of the certificate must be on file.

Comments: \_\_\_\_\_

All operators (trainee) must view the appropriate DVD's; score a minimum of 70% on the test and the trainer must review the test results with the trainee before continuing with the remaining training requirements. The trainer completing each segment of the required training must circle Yes or N/A and must clearly print his/her name, their title and the date each training segment was completed on the appropriate line. During the demonstration of ability section of the certification process the trainee must operate under the direct supervision of trainer who has the knowledge, and experience to train operators and evaluate their competence; and where such operation does not endanger the trainee or other employees. The trainer must demonstrate the safe operation of the forklift.

Trainer for each item must clearly print their name, title & the date the section of training was completed.

- |   |                 |       |
|---|-----------------|-------|
| a) Trainee has viewed all the Millard training DVD's and passed the test (70%)?   | <b>Yes / No</b> | _____ |
| b) Trainee understands how to complete the pre-shift checklist before the shift begins?   | <b>Yes / No</b> | _____ |
| c) Employee understands the proper battery changing procedures for this warehouse and PPE requirements?   | <b>Yes /No</b>  | _____ |
| d) Trainee understands that it is his/her responsibility to ensure trailers are chocked before entering and the floor of the trailer is checked to ensure it can support the load and the forklift? | <b>Yes / No</b> | _____ |
| e) Trainee has reviewed specific operating procedures of the forklift or pallet jack he/she will operate?   | <b>Yes / No</b> | _____ |
| f) Trainee has demonstrated the ability to safely operate the forklift/pallet jack, including the safety rules for the following:   | <b>Yes/No</b>   | _____ |



01)	Understands the controls and instrumentation	Yes / No	_____
02)	Engine or motor operation	Yes / No	_____
03)	Steering, maneuvering and surface conditions	Yes / No	_____
04)	Visibility while carrying a load (direction of travel)	Yes / No	_____
05)	Fork attachment operation (if applicable)	Yes / No	_____
06)	Vehicle capacity	Yes / No	_____
07)	Vehicle stability	Yes / No	_____
08)	Entering and exiting freezers	Yes / No	_____
09)	Load manipulation, stacking, and unstacking	Yes / No	_____
10)	Traveling with loads	Yes / No	_____
11)	Housekeeping to prevent equipment damage	Yes / No	_____
12)	Pedestrian safety	Yes / No	_____
13)	Product damage issues	Yes / No	_____
14)	Leaving equipment unattended	Yes / No	_____
15)	Aisle configurations	Yes / No	_____
16)	Inspections and maintenance	Yes / No	_____
17)	Refueling and/or charging or recharging batteries	Yes / No	_____
18)	Operating limitations	Yes / No	_____
19)	Hazardous locations	Yes / No	_____
20)	Difference between a forklift and automobile	Yes / No	_____
21)	Operating instructions warnings and precautions	Yes / No	_____
22)	If warranted, complete Initial Practical Observation Evaluation (IOPE) form for the type of truck the operator will be authorized to operate.	Yes/No /NA	_____

**The trainee's operating performance will continue to be monitored by their supervisors. If any weaknesses are identified, then the employees must receive additional training to correct any weakness. All additional training must be provided and documented on the re-training section of this certification form.**

**Observation Period:**

**Operator Observation Evaluation completed for: Week 1 \_\_\_\_\_ Week 2 \_\_\_\_\_ - \_\_\_\_\_**  
**Supervisor Initials      Date**

Once the trainee has completed the required training for forklift/pallet jack certification, then the documentation must be provided to the certification overseer for filing. **Trainee can now be issued their "Certified Forklift Driver" or "Pallet Jack Safety Trained" sticker, whichever is applicable to secure to his/her hard hat.**

The undersigned does agree that the above training was provided to them during the course of their initial forklift/pallet jack training session.

Trainee/Operator: \_\_\_\_\_ Clearly Print      Trainer: \_\_\_\_\_ Clearly Print

\_\_\_\_\_ Date \_\_\_\_\_  
 Trainee/Operator Signature

\_\_\_\_\_ Date \_\_\_\_\_  
 Trainer Signature

The trainer must submit supporting documents to the Certification Administrator.



## **Forklift/Pallet Jack Re-training - Form 2**

Re-training shall be provided to the operator when:

- 1) The operator has been observed to operate the vehicle in an unsafe manner.
- 2) The operator has been involved in an accident or near miss incident.
- 3) The operator has received an evaluation that reveals that the operator is not operating the truck safely.
- 4) The operator is assigned to drive a different kind of truck.
- 5) A condition in the workplace changes in a manner that could affect safe operation of the truck.

The following elements must be completed:

- a) View Millard's forklift "Safety First" DVD as well as the DVD applicable to the equipment the employee is authorized to operate.
- b) Pass the test with a minimum score of 70%
- c) Review requirements for completing and documenting pre-shift inspections.
- d) Review requirement for dealing with equipment found to be unsafe in any way.
- e) Review forklift safety rules.
- f) Review battery changing procedures.
- g) Review site specific safety concerns

Trainers Name/Title: \_\_\_\_\_ Date: \_\_\_\_\_  
(Print clearly)

The trainer must submit all supporting documents to the Certification Administrator.

a) List the issue(s) requiring re-training: \_\_\_\_\_ Date: \_\_\_\_\_

b) List the relevant topics of training provided and discussed to prevent future recurrence.

- \*) \_\_\_\_\_
- \*) \_\_\_\_\_
- \*) \_\_\_\_\_
- \*) \_\_\_\_\_

The undersigned does agree that the above training was provided to them during the course of their re-training training session.

Operator Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
(Sign clearly)



## **Forklift and Pallet Jack Annual Refresher Certification Training - Form 3**

This training is vital to ensure continuous development in the current operator's performance and so the operators don't become complacent in their operating abilities.

Operator's Name/Title: \_\_\_\_\_ Date: \_\_\_\_\_  
(Print clearly)

The following elements must be completed:

- a) View Millard's forklift "Safety First" DVD as well as the DVD applicable to the equipment the employee is authorized to operate.
- b) Pass the test with a minimum score of 70%
- c) Review requirements for completing and documenting pre-shift inspections.
- d) Review requirement for dealing with equipment found to be unsafe in any way.
- e) Review forklift safety rules.
- f) Review battery changing procedures.
- g) Review site specific safety concerns

**(List Topics below)**

\* \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

The undersigned does agree that the above training was provided to them during the course of their refresher training session.

Operator Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
(Sign clearly)

Trainer Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
(Sign clearly)



## Questions for Written Evaluation

Name: \_\_\_\_\_ Date: \_\_\_\_\_

- 1 When must the operator complete the pre-shift safety checklist?
  - a. At the end of the operators shift
  - b. At the beginning of the operators shift and/or before operating the unit
  - c. During a coffee break
  - d. When you notice something is wrong with the forklift or pallet jack
  
- 2 What are the main points of the visual check of the forklift or pallet jack?
  - a. Paint, braking, horn, load center
  - b. Tires, battery, hoses, controls, general safety
  - c. Controls, center of gravity, braking, load limits, steering
  - d. Horns, steering directional/speed control, lift/lower system, braking
  
- 3 What is not part of the operational check of the forklift/pallet jack?
  - a. Braking
  - b. Travel/plugging
  - c. Steering
  - d. Safety guards and covers
  
- 4 What are you looking for when you check the battery? (Circle all that apply.)
  - a. The battery gates are in place.
  - b. The battery connectors are in good condition.
  - c. The battery is charged for the day's work.
  - d. The vent holes in the battery caps are closed.
  
- 5 What should you do if you find any problems with the forklift during pre-shift safety Check?
  - a. Tell the next operator.
  - b. Leave a note for your supervisor and use the forklift/pallet jack.
  - c. Report the problem to your supervisor and do not drive the forklift/pallet jack.
  - d. Find another forklift/pallet jack to drive.
  
- 6 Who has the right-of-way in warehouses?
  - a. Forklift operators.
  - b. Pedestrians.
  - c. Tractor trailer drivers.
  - d. Managers and supervisors.
  
- 7 How long does it take to stop a forklift that is traveling at full speed?
  - a. One full length of the lift truck
  - b. Two lengths of the lift truck.
  - c. About 3 feet.
  - d. About 12 feet.

- 8 When you stop the forklift by “plugging”, you should:
- Release the dead man pedal quickly.
  - Move the control handle through neutral to the opposite direction to slow the forklift, then release the dead man pedal to stop.
  - Release the control handle and coast to a stop.
  - Hit the battery disconnect.
- 9 When should you use “plugging” to stop the forklift/pallet jack?
- When you leave the forklift/pallet jack on a ramp or incline.
  - When you want to stop smoothly and gradually.
  - Whenever you stop the forklift/pallet jack.
  - When you want to stop quickly.
- 10 Why should you travel with the forks of your forklift as low as possible?
- So you don't hit someone or something.
  - To keep the forklift as stable as possible.
  - Both A and B
  - Because the forklift will not travel with the forks elevated
- 11 When you stop a forklift by “braking”, you should:
- Release the dead man pedal quickly.
  - Quickly turn the key to the off position.
  - Move the directional/speed control handle through neutral to the opposite direction.
  - Hit the battery disconnect that connects the battery to the forklift.
- 12 When should you use “braking” to stop the forklift?
- When you want to stop the lift truck in an emergency.
  - When you have a load elevated.
  - When you want to stop smoothly and gradually.
  - When you leave the forklift parked on a ramp or Incline.
- 13 What should you do before exiting an aisle or driving through a blind Intersection?
- Stop, then move slowly.
  - Sound the horn.
  - Stop, sound the horn, look both ways, then move slowly.
  - Move slowly.
- 14 What are the safety rules for parking the forklift ? (Circle all that apply.)
- Tilt the forks upward.
  - Park in a designated area.
  - Lower the forks to the floor.
  - Release the dead man pedal.
- 15 When you are driving in the “designated operating position”, you are:
- Moving safely around debris in the aisle.
  - Keeping both hands on the directional/speed control handle.
  - Slowing down when approaching people near solid objects.
  - Staying within the confines of the forklift.
- 16 What should you check before lifting a load? (Circle all that apply.)

- a. The weight of the load is within the forklift rated capacity.
  - b. The load is secure.
  - c. The load is light enough to travel at top speed.
  - d. The load is evenly distributed.
- 17 What will make the load more stable during travel? (Circle all that apply.)
- a. Forks are tilted until the load is slightly back.
  - b. Forks are raised so operator can see under forks.
  - c. Load is banded or shrink-wrapped.
  - d. Forks are spread as wide as possible for the toad and locked in place
- 18 What should you do if a pedestrian walks under your elevated load?
- a. Nothing, because the pedestrian should know better.
  - b. Offer the person a ride on your lift truck.
  - c. Get off the lift truck, walk over to the person, and politely ask Nm/her to move.
  - d. Stop moving and ask the pedestrian to move immediately.
- 19 What should you do before raising the forks or platform on your forklift?
- a. Make sure the forklift has stopped moving.
  - b. Check above for sprinkler heads, light fixtures, or other obstructions.
  - c. Step off the dead man pedal.
  - d. Sound your horn and yell "Clear!"
- 20 How low should your forks generally be when you are carrying a load?
- a. About 1 inch from the floor.
  - b. No less than 12 inches from the floor.
  - c. No less than 24 inches from the floor.
  - d. About 4 to 6 Inches from the floor.
- 21 How can a forklift lose its balance or become unstable? (Circle all that apply.)
- a. The load is too heavy.
  - b. The load is too far from the vertical face of the forks.
  - c. The load is not evenly stacked.
  - d. The load is elevated while traveling.
- 22 If you took a sharp left turn on your forklift/pallet jack, what effect would this have on the load?
- a. It would cause the load to shift to the right.
  - b. It would cause the load to shift to the left.
  - c. It would cause the load to shift forward.
  - d. It would cause the load to shift backward.
- 23 What is the best way to minimize the effect of centrifugal force in a turn?
- a. Stop suddenly before entering the turn.
  - b. Speed up when approaching the turn.
  - c. Make the turn as sharply as possible.
  - d. Make the turn slowly.
- 24 If you were traveling forks first and stopped your forklift/pallet jack suddenly, what effect would this have on the load?
- a. It would cause the load to shift to the right.
  - b. It would cause the load to shift to the left.
  - c. It would cause the load to shift forward (toward the forks).
  - d. It would cause the load to shift backward (toward the back stop).

- 25 What is the best way to minimize the effect of momentum when starting & stopping a forklift?
- Accelerate as quickly as possible.
  - Face away from the load.
  - Lean towards the direction of travel.
  - Avoid sudden starts or stops.
- 26 What is the forklift/pallet jack's rated capacity?
- The number of passengers allowed on a unit.
  - The distance between the load's center of gravity and the face of the forks.
  - The most weight you can safely handle at a given load center and elevated height.
  - The maximum distance that a load can be carried from the forklift's center of gravity.
- 27 Where do you find the forklift/pallet jack's specification plate?
- On the overhead guard.
  - On the forks of the lift truck.
  - On the Operator's pre-shift safety checklist form.
  - In or near the operator's compartment.
- 28 What is the best way to handle an uneven load?
- Restack the load so that it is even.
  - Drive with the load elevated.
  - Lean towards the side of the load that is lightest.
  - Tilt the forks down.
- 29 What should you do if a tail load blocks your view?
- Drive with the load elevated so that you can see under it.
  - Face away from the load and drive in that direction.
  - Drive only in familiar territory so that you do not need to see where you are going.
  - Lean out of the side of the unit so that you can see around the load.
- 30 When should you travel through your facility with the load elevated?
- When there is no other vehicle traffic.
  - When you have a load that is too tall to see over.
  - Never travel with load elevated.
  - When you are in the main aisle.
- 31 Why should you chock (block) the wheels of a tractor-trailer before loading or unloading?
- The trailer could move away from the loading dock.
  - The dock board may not fit between the loading dock and trailer.
  - The wheels do not need to be chocked.
  - The lift truck could go through the floor of the trailer.
- 32 Why is it important to check the condition of the floor of a tractor-trailer before loading?
- To be sure there is enough room for the loads in the trailer.
  - The floor could be unsafe and fail to support the forklift pallet jack.
  - The trailer could move away from the loading dock.
  - To be sure there is enough overhead clearance in the trailer.
- 33 How should you operate an unloaded forklift/pallet on a ramp?
- With the forks toward the downhill end of the ramp.
  - With the forks toward the uphill end of the ramp.

- c. An unloaded lift truck should not be driven on a ramp.
  - d. With the forks raised 24" from the surface of the ramp.
- 34 How should a loaded forklift/pallet jack be driven on a ramp?
- a. With tractor toward the uphill end of the ramp.
  - b. With the load raised at least 24" from the ramp surface.
  - c. With the load toward the uphill end of the ramp.
  - d. With the load tilted down.
- 35 Why should a forklift/pallet jack not be turned on a ramp?
- a. Because the turning radius will not allow you to turn.
  - b. Because the lift truck could tip over.
  - c. Because the units are too big to turn on a ramp.
  - d. Because the forks will drag on the surface of the ramp.
- 36 What do you use to neutralize a spill of battery acid?
- a. Salt
  - b. Baking Soda
  - c. Distilled Water
  - d. Sulfuric Acid
- 37 Why should you replace the battery gates after changing a battery?
- a. The battery could fall out of the lift truck.
  - b. The lift truck will not run unless the gates are in place.
  - c. Someone could trip over the gates if they were in the way.
  - d. They are important for the counterweight of the forklift/pallet jack.
- 38 Why should you wear gloves, apron, and eye protection when working with battery acid?
- a. Battery acid can cause serious burns.
  - b. It helps keep your clothes clean.
  - c. Your supervisor says you have to wear them.
  - d. Protective clothing is not necessary with battery acid.
- 39 Why is smoking prohibited in a battery charging area?
- a. The battery charging area is not intended as a break area.
  - b. Ashtrays are not provided.
  - c. Explosive hydrogen gases may be present in the area.
  - d. Smoking is not permitted on the job.
- 40 What do you use to check the electrolyte level in a lift truck battery?
- a. A candle
  - b. A flashlight
  - c. A match
  - d. A lighter

Name of Test Reviewer \_\_\_\_\_ Score \_\_\_\_\_

Reviewer Comments: \_\_\_\_\_

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Answer Sheet of the  
Questions for Written Evaluation  
(Confidential for Certified Trainers Only)

- 1 When must the operator complete the pre-shift safety checklist?  
**b. At the beginning of the operators shift and/or before operating the unit**
- 2 What are the main points of the visual check of the forklift or pallet jack?  
**b. Tires, battery, hoses, controls, general safety**
- 3 What is **not** part of the operational check of the forklift/pallet jack?  
**d. Safety guards and covers**
- 4 What are you looking for when you check the battery? (Circle all that apply.)  
**a. The battery gates are in place.**  
**b. The battery connectors are in good condition.**  
**c. The battery is charged for the day's work.**  
**d. The vent holes in the battery caps are closed.**
- 5 What should you do if you find any problems with the forklift during pre-shift safety Check?  
**c. Report the problem to your supervisor and do not drive the forklift/pallet jack.**
- 6 Who has the right-of-way in warehouses?  
**b. Pedestrians.**
- 7 How long does it take to stop a forklift that is traveling at full speed?  
**a. One full length of the lift truck**
- 8 When you stop the forklift by “plugging”, you should:  
**b. Move the control handle through neutral to the opposite direction to slow the forklift , then release the deadman pedal to stop.**
- 9 When should you use “plugging” to stop the forklift/pallet jack?  
**b. When you want to stop smoothly and gradually.**
- 10 Why should you travel with the forks of your forklift as low as possible?  
**c. Both A and B**
- 11 When you stop a forklift by “braking”, you should:  
**a. Release the deadman pedal quickly.**
- 12 When should you use “braking” to stop the forklift?  
**a. When you want to stop the lift truck in an emergency.**
- 13 What should you do before exiting an aisle or driving through a blind Intersection?  
**c. Stop, sound the horn, look both ways, then move slowly.**
- 14 What are the safety rules for parking the forklift ? (Circle all that apply.)

- b. Park in a designated area.**
  - c. Lower the forks to the floor.**
  - d. Release the deadman pedal.**
- 15 When you are driving in the “designated operating position”, you are:  
**d. Staying within the confines of the forklift.**
- 16 What should you check before lifting a load? (Circle all that apply.)  
**a. The weight of the load is within the forklift rated capacity.**  
**b. The load is secure.**  
**d. The load is evenly distributed.**
- 17 What will make the load more stable during travel? (Circle all that apply.)  
**a. Forks are tilted until the load is slightly back.**  
**c. Load is banded or shrink-wrapped.**  
**d. Forks are spread as wide as possible for the load and locked in place**
- 18 What should you do if a pedestrian walks under your elevated load?  
**d. Stop moving and ask the pedestrian to move immediately.**
- 19 What should you do before raising the forks or platform on your forklift?  
**b. Check above for sprinkler heads, light fixtures, or other obstructions.**
- 20 How low should your forks generally be when you are carrying a load?  
**d. About 4 to 6 Inches from the floor.**
- 21 How can a forklift lose its balance or become unstable? (Circle all that apply.)  
**a. The load is too heavy.**  
**b. The load is too far from the vertical face of the forks.**  
**c. The load is not evenly stacked.**  
**d. The load is elevated while traveling.**
- 22 If you took a sharp left turn on your forklift/pallet jack , what effect would this have on the load?  
**a. It would cause the load to shift to the right.**
- 23 What is the best way to minimize the effect of centrifugal force in a turn?  
**d. Make the turn slowly.**
- 24 If you were traveling forks first and stopped your forklift/pallet jack suddenly. What effect would this have on the load?  
**c. It would cause the load to shift forward (toward the forks).**
- 25 What is the best way to minimize the effect of momentum when starting & stopping a forklift?  
**d. Avoid sudden starts or stops.**
- 26 What is the forklift/pallet jack’s rated capacity?  
**c. The most weight you can safely handle at a given load center and elevated height.**
- 27 Where do you find the forklift/pallet jack’s specification plate?  
**d. In or near the operator’s compartment.**
- 28 What is the best way to handle an uneven load?  
**a. Restack the load so that it is even.**

- 29 What should you do if a tail load blocks your view?  
**b. Face away from the load and drive in that direction.**
- 30 When should you travel through your facility with the load elevated?  
**c. Never travel with load elevated.**
- 31 Why should you chock (block) the wheels of a tractor-trailer before loading or unloading?  
**a. The trailer could move away from the loading dock.**
- 32 Why is it important to check the condition of the floor of a tractor-trailer before loading?  
**b. The floor could be unsafe and fail to support the forklift pallet jack.**
- 33 How should you operate an unloaded forklift/pallet on a ramp?  
**b. With the forks toward the uphill end of the ramp.**
- 34 How should a loaded forklift/pallet jack be driven on a ramp?  
**c. With the load toward the uphill end of the ramp.**
- 35 Why should a forklift/pallet jack not be turned on a ramp?  
**b. Because the lift truck could tip over.**
- 36 What do you use to neutralize a spill of battery acid?  
**b. Baking Soda**
- 37 Why should you replace the battery gates after changing a battery?  
**a. The battery could fall out of the lift truck.**
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**a. Battery acid can cause serious burns.**
- 39 Why is smoking prohibited in a battery charging area?  
**c. Explosive hydrogen gases may be present in the area.**
- 40 What do you use to check the electrolyte level in a lift truck battery?  
**b. A flashlight**