

Tip 2 - Take Manual Handling F@@KING Seriously

If you are easily offended, you can replace F@@king with Frigging. If you aren't, I used the word F@@king to accentuate the word 'Seriously' (at £1 per swear, that's £3 in the swear box for me already). Take on Manual Handling Risk Management actively, earnestly, passionately, vigorously and sincerely. If you take it casually, lightly, trivially then I *swear* the repercussions will bite your arse ... that's not another £ in the swear box, I didn't actually swear.



It's February 2007. Day 1 for me in my new employment at a Manual Handling Risk Management Company. I am eager and excited to start something new, and worthwhile, as I feel I am back in my Professional environment. I am given a few Course Booking Forms that include the Course Learning Outcomes and basically told to get on with it. Not the training I was expecting. Remember from *About the Author*, founding *Osteopathic Solutions Ltd* included reaching for the remarkable, a word written a lot in *Daniel Priestley's* awesome book *Oversubscribed*. Remarkable is a state that all Businesses should strive for. Anyway, I start my 'Cold Calls' or as they should be called 'B2B Calls*.' A frightening work role to do for many, not if you are *Jordan Belfort, The Wolf of Wall Street*. It wasn't frightening for me either as I had experience during my year as a Mortgage/ Life Insurance Broker (like *Jordan*) in literally calling people when they had got in from work (yes, one of the reasons I left after a year. Wasn't in the job description that one). On my sixth call I finally get through to a Health & Safety Professional (HSP). Here's how the call went ...

*These days I run a more enjoyable business. 'Cold Calls' are a thing of the past. Thanks to this digital age, I only call Professionals who have expressed an interest in what me, my Team and our Digital Products have to offer.

Me *'Hello my name's Gareth Milner, calling from Manual Handling Risk Management Company Ltd'*

HSP *'Hello. What can I do for you?'*

Me *'I am calling concerning Manual Handling Training at Hosiery Products Ltd (ok, I have made this Company up; it was 16 years ago!).'*

HSP *'We do it in house' (voice in monotone as I was in the middle of saying Limited)*

Me (following his first objection) *'OK, do you have trained Instructors?'*

HSP *'No, I do it myself'*

Me *'Ok, I assume you have trained as a Trainer?'*

HSP *'No. I do it via PowerPoint'*

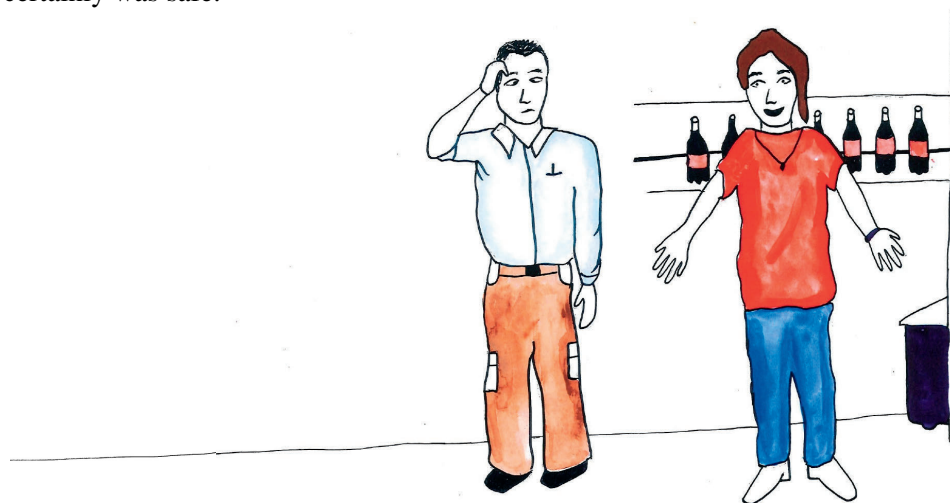
Me *'By Power...'*

HSP (And mid word) *'I'm ok thanks. Goodbye.'*



The HSP then hung up. I was thick skinned. The Financial Services job gave me that. Onto the next Company on the database. Let's look at this call for a second. Firstly, it lasted no longer than a 15 year old's trip behind the bike sheds. Secondly, 'in-house' is suggestive that no External Experts are called upon. Thirdly, forthly and fifly (is that a word?) he trains the Workforce himself, with no Qualification and kills them by *PowerPoint* ... recall the phrase '*Death by PowerPoint*'.

It's Summer 2014*. Business is going well at *Osteopathic Solutions Ltd*. The most famous fizzy drinks Company in the world (no Detectives needed here) contract us to deliver Workforce Manual Handling Training. After a journey around the World's worst motorway, the M25, I arrive at the factory in Sidcup (when I fly, before take off, I tell myself '*It has 2 wings, 2 rockets, it's designed to fly*' and it calms me. I wonder why I don't say something similar when embarking on the M25 as '*It has 4 lanes, 2 million people, it's designed for you to die*'). I get out of my car and observe the brand logo, proudly displayed on the factory wall. It makes me reminiscent of gleefully sipping the fizzy pop as a 9 year old boy, in 1990 whilst on a family holiday in the Greek Islands. I come out of my *Petit Mal* and set to work. Through security I go. I meet my Site Contact who escorts me around the maze of corridors to the warehouse. In a professional tone she informs me '*We have arranged you a safe zone on the warehouse floor.*' There ends the professionalism. We arrive at this safe zone. Yes, it certainly was safe.



*To date our best trading year, no thanks to Brexit and Shit-Vid (as I call it). Ok, that's £5.

Nothing to trip up. Nothing to burn you, electrocute you, or hurt your back. I think they were taking the HSE's guidance a bit too literal with regards to 'Reduce Manual Handling Tasks'. With this in mind, read *Tip 28 - Don't be Lazy!*

While we're here let's define Nothing ... *Nothing, the complete absence of anything, has been a matter of philosophical debate since at least the 5th century BC. Early Greek philosophers argued that it was impossible for nothing to exist. The atomists allowed nothing but only in the spaces between the invisibly small atoms.*

Luckily, atomic matter did materialise in the shape of a pallet truck, a pallet and some boxes of the fizzy pop (did you know in Ireland, they call them a *mineral?* Isn't that gas?). Ok, a question. Did this Company, in fact did this Health & Safety Manager take this Manual Handling Training seriously? Did they f@@k* (ching ... that's £6). I must add though that the Health & Safety Manager did attend the Training on the afternoon Course, great! But he was more focused on joking around with (and chatting up) the L&D Adviser.

So there you have 2 small stories of where Health & Safety *Amateurs*, because surely you can't call them Professionals? ... are NOT taking this subject seriously. And guess what? This lack of seriousness **WILL** bite their arses. Let's have a few reminders why **you must** take Manual Handling seriously.

1. Financial Loss

Thanks to those friendly Legal Sharks at *The Claims Partnership* they remind you that '*On average each manual handling lifting accident results in eight lost working days.*' Ok let's take your Warehouse Operative. He's paid £106.96 per 8 hour shift. Eight lost days at £106.96 per day ... let's get my calculator ... that's a £855.68 Business loss. Factor in the financial loss of replacing his work through Agency Staff. Factor in the administration time of working with the Agency. Factor in lost business time training the Agency Staff in the job role. Factor in your RIDDOR report writing time.

*We always have gratitude for the Business we do, but we want to work with Professionals. People who care.

Factor in the time presenting this to Management. Factor in the lost productivity. Factor in the lost Client. We're looking at least ... well over £3000, aren't we, sorry, aren't you? Let's go back to the friendly Legal Sharks at *The Claims Partnership* with their statement above. It starts with 'On average.' Another way of saying 'On average' is 'for the most part'. Ok so now let's take the word 'part' and define it ... *an amount or section which, when combined with others, makes up the whole of something.*

Now, I want you to put this book down. On your desktop, laptop, tablet or smart phone I want you to go to this link* www.legalexpert.co.uk/accident-at-work-claims/claim-guides/manual-handling-accident-claims and scroll down to the Table stating Injury at Work Claim Payouts.

Welcome back. What did you see? ... I hope you saw that the **highest payout was for £151,070 for a back injury** with long-term immobility and pain. Ouch! For all involved.

2. Human Loss

Let's start with the human gains. £151,070. Holiday of a lifetime in the Maldives. Chronic, daily, high levels of pain. Significant disability. Indefinite unemployment. Boredom. Incapacity Benefits. Daytime TV. Alcohol addiction. Pain killer addiction. Depression. Obesity. Future, only holiday in the sun each year ... in Benidorm.

Now the human loss. Actually I think they have already been covered. Oh, this is a loss ... Death! Severely prolapsed lumbar discs can cause a serious condition called Urinary Incontinence. This means that you can't empty your bladder. What can happen then is kidney failure which can soon cause Death! From lower back disc surgery, complications include Deep Vein Thrombosis (DVT) and Pulmonary Embolism, which can also lead to Death! If you don't believe me go to www.nhs.uk/conditions/lumbar-decompression-surgery/risks

*If this link no longer exists we have included this Table of Injury at Work Claim Payouts at the end of the book.



Of the 2 losses, I hope you agree that Human Loss, in all shapes and forms, is worse.

And finally for *Tip 2*, whilst we are on the subject of Death, listen to my Podcast via www.osteopathicsolutions-manualhandling.co.uk/digitrain-podcast where things get spooky! ... as I am your Ghost of Manual Handling past, present and future.

