



SUBJECT	PACKER'S RESPONSIBILITY FOR A CLIENT'S UPLIFT
RESOURCES	PowerPoint Presentation

WHAT A PACKER CAN & CANNOT MOVE

Facilitator: Ask the trainees the following question:
 What items can a removalist move for an uplift?
 What items a removalist cannot move?

Write the answers on a whiteboard or butcher's paper and at the end of the session, compare the items on the list.



As a packer, it is important to understand your responsibilities when conducting an uplift for a client. We will clarify what you are accountable for in terms of dismantling and packing, as well as what falls under the client's responsibilities.

Packing typical household items, including kitchenware, statues, lamps; furniture such as beds, tables, chairs, and lounges, is considered part of a standard move.

Remember to pack the following items separately.

- removing parts that may be damaged in transit, eg: glass shelves, sliding doors;
- screws, bolts, small pieces, cords etc. must be wrapped and labelled then placed into a **priority** carton.

ELECTRICAL

NOTE: It is the client's responsibility to prepare all electrical items for removal, switching off the item and unplugging it at the power point, televisions, fridges, washing machines. The disconnection of some items like 2 door fridges (ice makers), stoves, dishwashers may require the services of a qualified technician.

Refrigerators:

Client responsibility	Removalist Responsibility
<ul style="list-style-type: none"> • Check that the client has defrosted the refrigerator. • The inside of the refrigerator must be clean and dry to prevent mould occurring during storage or transit. • If the motor needs securing the client will have to engage the services of a qualified technician. • Perishables - food items (fresh, frozen or diary). 	<ul style="list-style-type: none"> • Remove all shelving and trays, etc. removed wrapped and packed separately in a standard carton. • Ensure all bundles are clearly marked to avoid misplacement. • If shelves are well fitted (ie: screwed or glued) they may be left inside the refrigerator.



Deep Freezers:

- Check that the client has defrosted the freezer and that the interior is clean and dry.
- Remove shelves, trays and food containers. Wrap and pack separately in a standard carton. Ensure all bundles are clearly marked to avoid misplacement
- Shelving must be removed and packed separately
- Do not pack anything inside the cabinet as the interiors are easily marked and damaged
- Coil and tape the cord securely to the back of the cabinet.
- Freezer units must be loaded onto the trolley in an upright position and stowed in the van in the same manner.

Washing Machines

It is the client's responsibility to prepare the washing machine for removal. If the removalist was to do this it may result in a claim against the company.

Dishwashers

It is the client's responsibility to prepare the dishwasher for removal. If the removalist was to do this it may result in a claim against the company.

Microwave Ovens

Check the type of microwave oven you are removing. Some contain a removable plate and carousel. If possible, remove these items from inside the oven and wrap them separately.

Pack the microwave oven in a suitably sized carton. The plate and carousel should be packed together in a carton. Ensure all bundles are clearly marked to avoid misplacement.

Audio, Home Entertainment & Computer Equipment

It is the client's responsibility to prepare all audio, home entertainment and computer equipment in preparation for removal.

The client should unplug cables, cords, leads, adaptors etc. bundle them and it is suggested that these items are placed in the 'priority carton'. If such items remain attached to the equipment, they should be tied and secured to the machine.

If the client does not provide manufacturer's boxes and packing, use suitable protective material.

It is your responsibility to wrap each component of the unit separately and pack them into a standard carton.

Note: Mark carton: 'STEREO UNIT – FRAGILE'.

Television Sets

These do not require the attention of a qualified service technician.

Care must be taken when preparing and packing a television set as it is a valuable household item.



Televisions are relatively easy to prepare and stow.

- Make sure all the cords have been disconnected from the wall plugs by the client.
- If possible, remove the legs and wrap and pack separately in a priority carton. If the television is on a stand, remove the stand and wrap any screws in a bundle and pack into a priority carton. Mark carton appropriately. Label each bundle clearly to avoid misplacement.
- Coil and secure the lead at the rear of the television.

If the set or remote control is battery operated, remove the batteries and place the remote into the priority carton

Note: Mark cartons: 'TELEVISION SET – FRAGILE – THIS SIDE UP

The removals industry has specially designed cartons for televisions with appropriate packing materials to protect the item.

Heaters - Gas Heaters and Stoves

It is the client's responsibility to arrange the disconnection of gas heaters and stoves which may require the services of a qualified technician.

It is illegal for a non-qualified person to attempt to disconnect/reconnect a unit with a gas supply.

After the item has been disconnected, remove any loose shelves, trays and gas burners. Wrap separately and pack in a general-purpose carton. Label each bundle clearly to avoid misplacement.

OTHER HOUSEHOLD ITEMS

Battery-operated items

All battery-operated items must have the batteries removed.

Batteries deteriorate with time and will cause damage to the item they belong to, as well as to articles that are packed nearby.

Items that may contain batteries include:

- Toys (both child and adult)
- Radios
- Heaters
- Audio/TV/Video remote controls
- Musical instruments
- Kitchen appliances
- Check any articles you suspect may contain batteries. The above list is by no means a complete one. Checking will only take a small amount of time.

Waterbeds

It is the client's responsibility to empty and prepare waterbeds for removal; this may require the services of a qualified tradesperson.

Your responsibility is to pad all timber parts and prepare them for loading.



Cots

It is the client's responsibility to dismantle and prepare cot.

Carpets

Carpets must be rolled firmly, pattern in and packed this way. Carpets and rugs must not be folded or crushed.

Hanging Clothing

It is recommended that client's pack their own personal clothing.

- Clothing for domestic removals should be packed into portarobes
- Clothing for international removals should be packed into clothing packs

Collections and special interest items

Private papers, photographs, currency, jewellery and collections, etc., should not be carried unless, otherwise directed by the owner or company policy.

FRAGILE AND VALUABLE ITEMS

Items that require special attention because of their value or fragile nature.

Important Documents

It is a good idea to remind the client that they should keep all documents such as passports, keys, wallets and certificates (eg: insurance, share investments, vital records) secure and in a briefcase or handbag, carried by them personally to the new premises. Ask them to physically remove or separate any items not to go with the removalists.

Barometers

The preparation of these items will require the services of a qualified technician.

You will generally encounter three types of barometers - the banjo, the stick, and the circular.

Always keep upright to prevent damage to the mercury tubes. Aneroid barometers do not contain mercury and so may be laid flat. Experienced supervision is necessary to gain the skills involved in preparing and packing a barometer.

Continue to pack as you would for a normal fragile item.

Marble busts, statues, etc

Always ensure these articles are well packed as they are often very valuable.

- Pack items in an upright position
- Alert down the line removalists by marking carton and inventory
- Make sure there is enough room for sufficient padding between the top of the statue or bust and the lid of the carton
- Pack marble slabs on edge to minimise cracking and chipping

In some instances, you should build a base that will secure the object. To do this make sure the base cannot move within the box. This will then allow the item to stand freely



within its box and avoid the need for packing material that itself could cause damage to delicate or filigree work.

Mirrors

Special care must be taken with delicately carved or ornate, gilded mirror frames. These are easily chipped and damaged. Do not place unprotected on ground.

- Wrap and pack carefully in picture cartons
- Pad ornate frames well
- Pack plate glass tops on edge

In some instances, you should tape the front of mirrors from side to side and top to bottom, or diagonally in both directions so that, in the event of a breakage, the glass is prevented from moving and causing extra damage.

These items can best be protected by using bubble wrap or pads, picture carton or an art pack or a specially made crate for the item.

Paintings/pictures

Care is needed in preparing paintings and pictures for removal. Where paintings do not have a glass front, **do not** under any circumstances, put any type of tape on it so it touches any part of the picture, canvas or frame.

The same applies to the rear of the paintings. The glue from the tape can be absorbed by the canvas and makes an ugly mark on the other side.

Paintings and pictures need to be totally wrapped in bubble wrap or butchers' paper and taped.

Once wrapped place all pictures/paintings into picture pack/art pack or crate or specially prepared carton.

Clocks that require dismantling (see handout)

It is the client's responsibility to prepare all clocks for removal; this may require the services of a qualified technician.

Grandfather clocks vary from antiques to modern models. The dismantling procedure varies in all types. The complex antique grandfather clock requires a little more attention and preparation. Always remember that these are often irreplaceable as may be some of the components.

If you are asked to do this, please check with your supervisor if it is within your company's policies.

Following is the procedure for dismantling a grandfather clock:

1. Open and remove the weights.
2. Mark the weights as they face you and their position
3. Set aside the weights for packing until the clock has been fully dismantled.
4. Take care during packing that the hands do not bend or that the cat-gut is not over-riding.



5. Inspect the pendulum. Some have a mercury filling and this must be removed without spillage; keep it upright.
6. Check the screwcap for tightness. The pendulum section is extremely delicate and care is required when removing it as the crutch and wire spring is fragile.
7. Remove the pendulum carefully, protecting the thin pendulum spring as much as possible. If there are holes at the rear of the case, it can be mounted; otherwise, tape it to an appropriate piece of timber.
8. Coil and secure the wires or chains so they do not tangle.
9. Remove the hood, if possible, by sliding forward. Check that the mechanism is fixed into position (if fixed type). In some instances, the mechanism lifts out and must be packed separately.

Now that the grandfather clock is fully dismantled, the following items can be wrapped and packed into well-padded small boxes before being packed into normal cartons and loaded into the vehicle:

- Case
- Hood
- Weights
- Chimes
- Pendulum

Prepare the clock mechanism by:

1. Inserting folded paper between the face and hands.
2. Supporting the gongs with paper.
3. Securing the hammers with string or tape.
4. Carefully wrapping and packing the mechanism into a well-padded general-purpose carton.

An eight-day clock is recognisable by the two winding holes. Care must be taken with this type as the catgut is likely to spring up when the weights are removed.

A twenty-four-hour clock is recognisable by one winding hole. Care with the catgut also applies to this type of clock.

Some of the prior instructions may vary with modern grandfather clocks. Once you have mastered the older types, however, the newer ones, which need less preparation, will be easier to handle with a sound working knowledge of the more complex types.

Note: Mark all cartons containing clocks: 'CLOCKS – FRAGILE'.

Mantle clocks

Mantle and cuckoo clocks must be 'floated' in the carton, with no less than 5 cm of padding in depth.

If the clock contains a pendulum, this is removed and wrapped along with the key. Wrap all small parts in paper and place it into the Priority carton and label the carton. If the clock contains chimes, these must be supported with paper and the hammer secured with either paper, pad or tape. The chimes need to be well secured to prevent snapping whilst in transit.



After these steps have been completed, wrap the clock carefully and pack into a Priority carton.

French marble or 400-day clocks

In most cases, these clocks are made from brass or gilded metals with very delicate mechanisms.

The glass domes covering these clocks are irreplaceable and need to be handled, wrapped, packed and loaded with extreme care. These are packed into a well-padded box before being placed in a well-cushioned general-purpose carton.

The glass dome should be wrapped and packed separately.

Remove the pendulum and pack into a bundle with the key. These are wrapped and packed into a small, well-padded carton. Ensure all bundles are clearly marked to avoid misplacement.

Wrap the clock and pack into the general-purpose carton with the pendulum and key. Ensure there is sufficient padding in the carton.

Modern day glass domed clocks often have a screw under the base that is adjusted to secure the pendulum.

Chandeliers (see handout)

As chandeliers are fragile and expensive to replace if damaged, extra care must be taken when they are being packed or prepared for packing. The chandelier must be completely dismantled with each section marked for reassembly.

A specialist (qualified electrician) must disconnect the wiring before removal.

1. Lower the chandelier as far as possible with one crew member supporting the item. Alternatively, the chandelier may be suspended, but care must be taken to prevent crystals knocking against each other.
2. The sections, rings and strings of crystals are all hooked into position and easily dismantled.
3. Work from the bottom upwards when dismantling. Pliers are required to undo the eye fastenings.
4. Remove the bottom ornament and wrap it in tissue paper. Mark clearly.
5. Unhook the lower strings of crystals and place flat on a table. Wrap separately in tissue paper. Mark clearly.
6. Remove glass arms or candle holders and wrap individually.
7. Continue process, working your way up the chandelier. Once each piece is wrapped and marked, pack into a carton.
8. The centre stem remains in one piece - wrap and pad well.

The reassembly is carried out as follows:

1. Reverse the dismantling procedure.
2. Suspend the chandelier at a good working height.
3. Assemble from the top down to the bottom.
4. Close eye fastenings with pliers.
5. Raise and secure ceiling hook. Do not reconnect electrical wiring as this task is performed by a qualified electrician.



OTHER

Always refer to your companies' policies on the items below.

Animals & Plants

- Animals are moved by pet transporters by arrangement
- Plants under Department of Agriculture Certificate

Speciality items

Items that require an expert mover, eg: pianos, large expensive artwork or sculptures

Explosives and firearms

Ammunition, fireworks, firearms and gunpowder require special licences and handling.

Hazardous materials (See handout on Prohibited Dangerous Goods)

Chemicals, cleaning supplies, oil, gas bottles and anything that can spill, leak, have an unexpected reaction or pose a risk during transit. Examples:

- **Bleach** – highly corrosive and can cause burns
- **Paint and paint thinners** – flammable and can give off toxic fumes
- **Gasoline and other fuels** – extremely flammable and explosive
- **Pesticides and herbicides** – toxic fumes and harmful to skin
- **Pool chemicals** – corrosive and harmful to skin and eyes

RESOURCES:

Handouts

- Clocks & Chandeliers
- Prohibited Dangerous Goods

Prohibited Dangerous Goods



Some commodities cannot be accepted for transport by air, sea or road under general conditions. The following, in their classes, are a few examples.

Class 1: Explosives	Class 2: Flammable gases
1. Ammunition	1. Oxygen
2. Flares	2. Acetylene
3. Fireworks	3. LPG
4. Black powder	4. Methane
Class 3: Flammable liquids	Class 4: Flammable solids
1. Petrol	1. Matches
2. Paints	2. Magnesium
3. Turpentine	3. Phosphorous
4. Methylated spirits	4. Fire lighters
Class 5: Oxidising substances	Class 6: Poisonous and toxic substances
1. Calcium Hypochlorite	1. Pesticides
2. Ammonium Nitrate	2. Weed killers
3. Sodium Nitrate	3. Photographic developers
4. Hydrogen Peroxide	4. Arsenic
Class 7: Corrosive substances	Class 8: Miscellaneous
1. Oxides	1. Scuba tanks
2. Caustic soda	2. Gas cylinders
3. Hydrochloric acid	3. Aerosol cans
4. Sulphuric acid	4. Explosive devices

NOTE: Gas cylinders are to be carried in accordance with company policy and the appropriate dangerous goods code/legislation.

CLOCKS

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CHANDELIERS

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Dismantling Clocks & Chandeliers



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PACKERS RESPONSIBILITY TOOLBOX TALK



Items Raised/Corrective Action	Action By	Action completed	
		Sign off	Date

DATE:.....

FACILITATOR SIGNATURE.....