

Step 2: Consider Your Stakeholders

Potential Stakeholders

Board Representative	This may be the team leader and champion. This person may be able to input future plans for the company as a whole and identify any restrictions that may impact on the work of the task force. They can also keep the Board informed of progress being made.
Operations Reps	These are representatives of the departments that may use fork lift trucks. This may include manufacturing, goods in, warehousing, order picking, goods out, inter-modal transfer, housekeeping – the list goes on.
Health & Safety Rep	You may have a dedicated H & S department.
Human Resources	This is concerned with the hiring and training of operators and their supervisors.
Facilities Management	Safety improvements may involve structural changes, fuel types, traffic flows, etc.
Fork Lift Truck Operators	A key stakeholder - sometimes forgotten!
Shop Floor Rep	Fork lift truck accidents often involve pedestrians not involved with operating the trucks.
Finance/Accounts	Even relatively modest site changes can have financial implications.
Fork Lift Truck Provider	This may be a manufacturer, dealer, hiring company or even a mix of these. They can bring a level of expertise that is not available in house. They should be able to assist with a site survey and technical solutions to practical problems.
FLT Training Provider	(You may of course have your own in-house trainers.) This is to provide essential guidance on training requirements, especially if there are to be changes to equipment or working practices, as well as the role of continuation and supervisor training in safe operations.
Trade Union Rep	If this applies to your organisation.
Other	You may consider involving an HSE or Local Authority Enforcing Officer, if there have been any serious incidents that have been reported, local police if there are known traffic problems, local community representatives if there have been local complaints about noise, fumes, etc. or any other interested party who may be affected by any proposed changes.