

COMMUNICATION SKILLS

EMAIL ETIQUETTE



Good email etiquette is crucial for several reasons:

1. **Professionalism:** Proper email etiquette reflects your professionalism and attention to detail.

EMAIL ETIQUETTE



Good email etiquette is crucial for several reasons:

2. **Clarity:** Clear and concise emails reduce misunderstandings and improve communication efficiency.

EMAIL ETIQUETTE



Good email etiquette is crucial for several reasons:

3. **Respect:** Courteous emails foster positive relationships and demonstrate respect for the recipient's time.

EMAIL ETIQUETTE



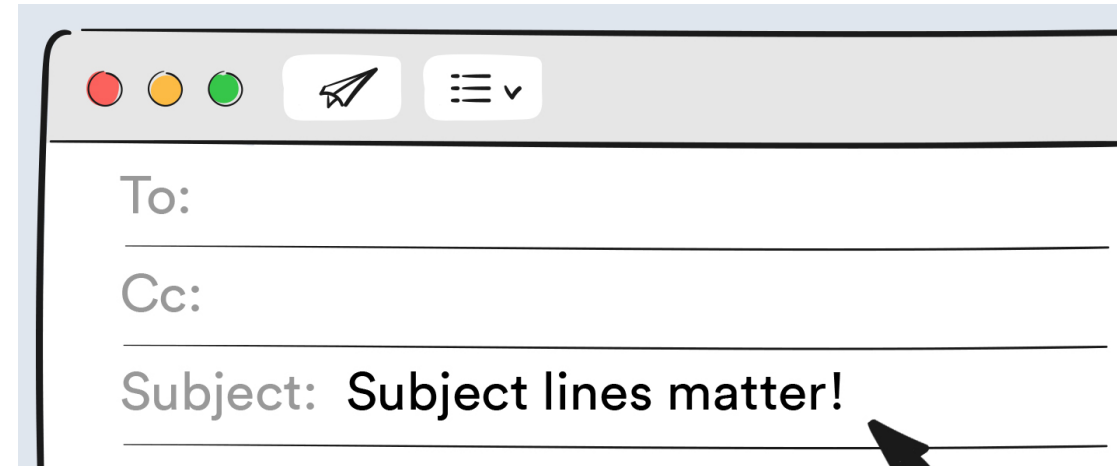
Good email etiquette is crucial for several reasons:

4. **Efficiency:** Well-structured emails save time for both the sender and the recipient, leading to quicker and more effective communication.

SUBJECT LINE

Your subject line is the first thing your recipient will see, so make it count.

A clear and specific subject line helps the recipient understand the purpose of your email at a glance.



SUBJECT LINE

Poor: Update

Clear: Weekly Progress Update 05.12.2025

Poor: Drawings

Clear: Revised Drainage Drawings (Rev C) Attached

Poor: Important – Read

Clear: H&S Notification – New Site Induction Requirements from 1 March

GREETINGS

Start your email with a polite greeting.

The formality of your salutation should match your relationship with the recipient.



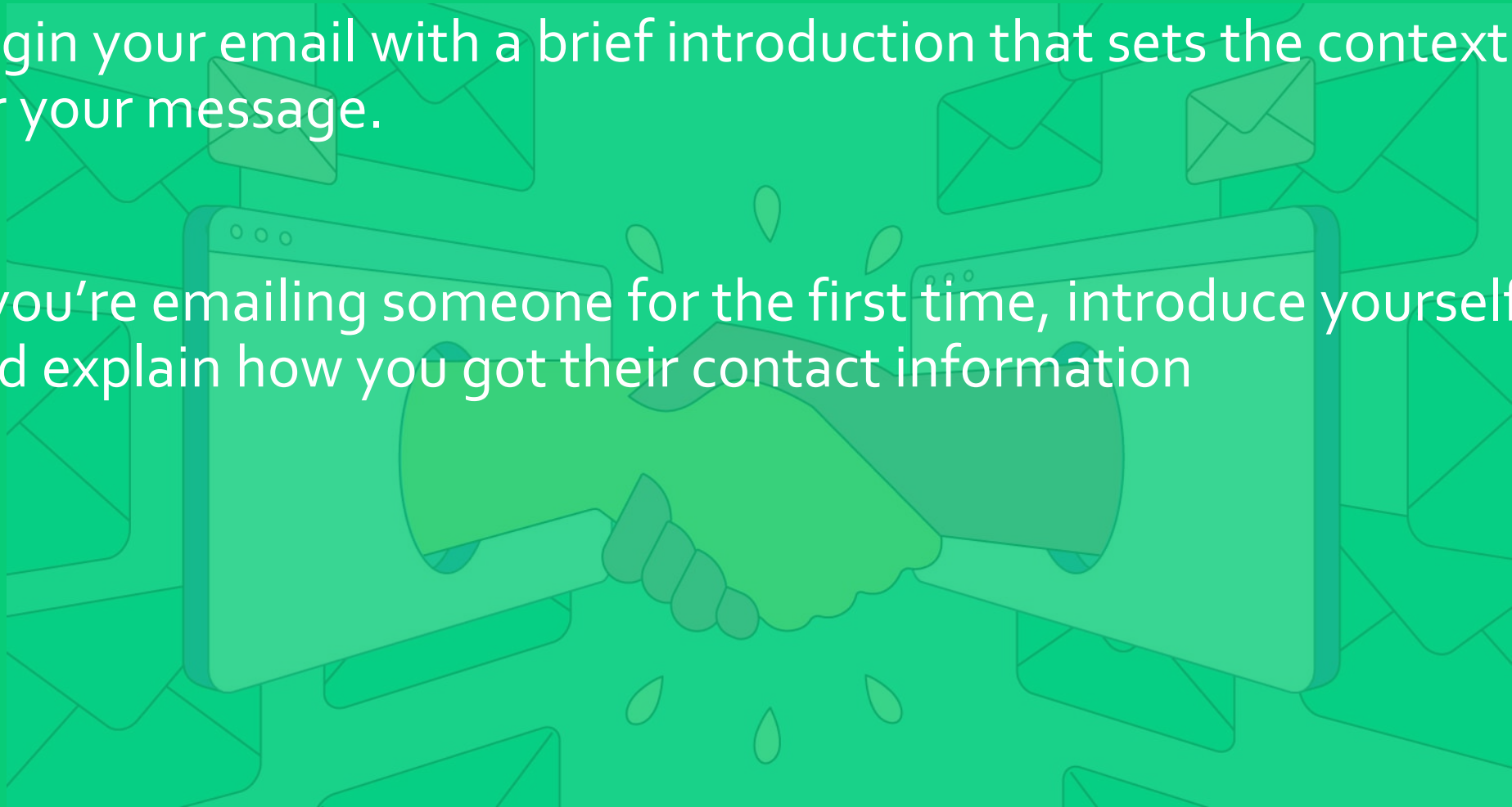
GREETINGS

Formal	Semi-Formal	Informal
Dear Ms	Hi	Hi
Dear Dr ...	Hello All	Hi Everyone
Dear Sir or Madam	Good Morning, ...	Hi there
To Whom It May Concern	Good Afternoon	

INTRODUCTION

Begin your email with a brief introduction that sets the context for your message.

If you're emailing someone for the first time, introduce yourself and explain how you got their contact information



INTRODUCTION

Begin your email with a brief introduction that sets the context for your message.

If you're emailing someone for the first time, introduce yourself and explain how you got their contact information

My name is XXX XXX, and I serve as the Contracts Manager at Swansea Construction. I am contacting you regarding the finalisation of our subcontractor agreements.

CONTENT

The body of your email should be clear and to the point.

Use short paragraphs and bullet points to break up text and make it easier to read.

Here are some tips for writing an effective email body:

CONTENT

The body of your email should be clear and to the point.

Use short paragraphs and bullet points to break up text and make it easier to read.

Here are some tips for writing an effective email body:

- **Be concise:** Focus on the main points and avoid unnecessary details.

CONTENT

The body of your email should be clear and to the point.

Use short paragraphs and bullet points to break up text and make it easier to read.

Here are some tips for writing an effective email body:

- **Be specific:** Include all relevant information and avoid ambiguity.

CONTENT

The body of your email should be clear and to the point.

Use short paragraphs and bullet points to break up text and make it easier to read.

Here are some tips for writing an effective email body:

- **Be polite:** Use courteous language and avoid sounding demanding or rude.

CLOSING

Conclude your email with a clear call to action.

Let the recipient know what you expect from them and provide any relevant deadlines

CLOSING

I look forward to your response by July 21. Please let me know if you have any questions.

Kindly review the attached proposal and share your feedback by the end of the week.

I would appreciate it if you could confirm your availability for the meeting by Thursday.

SIGN OFF

Select a professional closing that matches the tone of your email.



SIGN OFF

Formal	Semi-Formal	Informal
Sincerely,	Best,	Thanks,
Best regards,	Regards,	Cheers,

SIGN OFF

Always include your full name and contact information, especially in professional emails.

Dr Deborah Hughes

PhD, MPhil, MSc, PGCE, BSc (Hons), FdA, MCIOB, MIHE

Assistant Academic Director (Operations),

Construction Cluster Lead, Programme Manager (Construction Management)

and Senior Lecturer

Hannah Williams

**Secretary – Swansea City and West Wales Committee
Institution of Civil Engineers**

ice
Institution of Civil Engineers



- Proofread Before Sending



HELPFUL TIPS

- Proofread Before Sending
- Use Professional Language



- Proofread Before Sending
- Use Professional Language
- Be Mindful of Tone



HELPFUL TIPS

- Proofread Before Sending
- Use Professional Language
- Be Mindful of Tone
- Respond Promptly



- Proofread Before Sending
- Use Professional Language
- Be Mindful of Tone
- Respond Promptly
- Use CC and BCC Appropriately



HELPFUL TIPS

- Proofread Before Sending
- Use Professional Language
- Be Mindful of Tone
- Respond Promptly
- Use CC and BCC
Appropriately
- Share or Send



- Proofread Before Sending
- Use Professional Language
- Be Mindful of Tone
- Respond Promptly
- Use CC and BCC Appropriately
- Share or Send
- Avoid Overuse of Reply All



- Proofread Before Sending
- Use Professional Language
- Be Mindful of Tone
- Respond Promptly
- Use CC and BCC Appropriately
- Share or Send
- Avoid Overuse of Reply All
- Stay Organised



- Proofread Before Sending
- Use Professional Language
- Be Mindful of Tone
- Respond Promptly
- Use CC and BCC Appropriately
- Share or Send
- Avoid Overuse of Reply All
- Stay Organised
- Respect Confidentiality



COMMON MISTAKES

- Being too Casual



COMMON MISTAKES

- Ignoring formatting



COMMON MISTAKES

- Forgetting Attachments



COMMON MISTAKES

- Overuse of Emojis 😞



COMMON MISTAKES

- Neglecting Follow-Up

Draft Email

Subject: Project Stuff

Hey Mike,

I wanted to tell you that the concrete for the new building might be late. Also, the delivery schedule is kind of messed up and we need to fix it. Can you look into it and tell me what's going on? Thanks.

- Jane

Subject: Concrete Delivery Delay – Request for Updated Schedule

Hello Mike,

My name is Jane Doe, and I am the Project Manager for the East Wing Expansion. I'm writing to inform you that we have received notice that the concrete delivery for the new building may be delayed. This could impact our planned pour dates for next week.

Could you please review the delivery schedule and provide an updated timeline by tomorrow afternoon? If there are any issues that need to be escalated, please let me know.

I've added the current delivery schedule to our shared Google Drive folder so we can keep one updated version. Here is the link for your reference:

[[Insert shared Drive link]]

Best regards,

Jane Doe

Project Manager

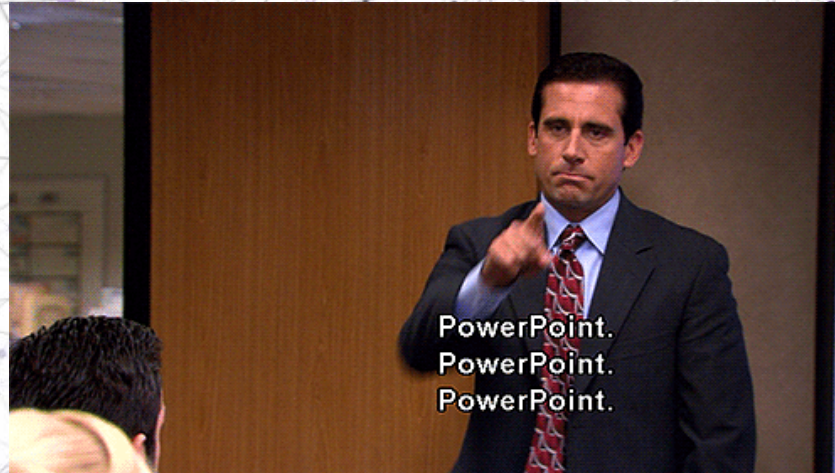
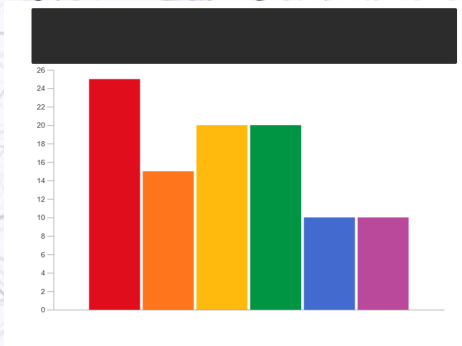
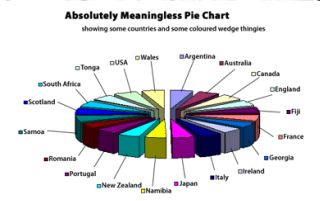
XYZ Construction



Presentation Skills



Achieve



PowerPoint

PRESENTATION SKILLS

PRESENTATION REFLECTION

What do you think makes a good presentation?

PRESENTATION REFLECTION

What do you think makes a good presentation?

What do you dislike about a presentation?

PRESENTATION PREPARATION

**What is the aim
of your
presentation?**

PRESENTATION PREPARATION

**What is the aim
of your
presentation?**

**Who are you
presenting to?**

PRESENTATION PREPARATION

**What is the aim
of your
presentation?**

**Who are you
presenting to?**

**What do you
want to include?**

PRESENTATION PREPARATION

**What is the aim
of your
presentation?**

**Who are you
presenting to?**

**What do you
want to include?**

**How long is your
presentation?**

PRESENTATION PREPARATION

What is the aim
of your
presentation?

Who are you
presenting to?

What do you
want to include?

How long is your
presentation?

How are you
presenting?

SELECTING CONTENT

When giving a presentation you will need to **condense** a large amount of information into a short time period.

You will need to **prioritise** information to avoid confusing or boring the audience.

SELECTING CONTENT

- What is essential?

SELECTING CONTENT

- What is essential?
- What can be left out?

SELECTING CONTENT

- What is essential?
- What can be left out?
- What is supporting information?

SELECTING CONTENT

- What is essential?
- What can be left out?
- What is supporting information?
- Will handouts help?

STRUCTURING

A **clear** structure to your presentation will not only provide you with a clear path to follow but also help your audience. Think about:

STRUCTURING

A **clear** structure to your presentation will not only provide you with a clear path to follow but also help your audience. Think about:

- What are your main points?

STRUCTURING

A **clear** structure to your presentation will not only provide you with a clear path to follow but also help your audience. Think about:

- What are your main points?
- In what order do they need to be discussed?

STRUCTURING

A **clear** structure to your presentation will not only provide you with a clear path to follow but also help your audience. Think about:

- What are your main points?
- In what order do they need to be discussed?
- What secondary information should come under each of your headings?

STRUCTURING

A **clear** structure to your presentation will not only provide you with a clear path to follow but also help your audience. Think about:

- What are your main points?
- In what order do they need to be discussed?
- What secondary information should come under each of your headings?
- How will you finish your presentation?

STRUCTURING

Either side of your main argument, remember to write:

STRUCTURING

Either side of your main argument, remember to write:

- **An introduction:** This should welcome your audience, introduce the key themes of your presentation, and the order in which you will present them.

STRUCTURING

Either side of your main argument, remember to write:

- **A conclusion:** This should summarise the main points of your presentation and perhaps introduce a final point or question to linger in the minds of your audience

SLIDE PRESENTATION

Using PowerPoint or similar

- Use large text
- Avoid transitions
- Use only one PowerPoint slide for every 2 – 3 minutes of talk
- Don't put too much text on a slide
- Avoid animations, sound effects and flashy graphics

SLIDE PRESENTATION

- Use graphs and images within your presentation
- Remember to reference anything that is not your own work
- If you have any videos or photos use them
- Think about how to display your data
- Props

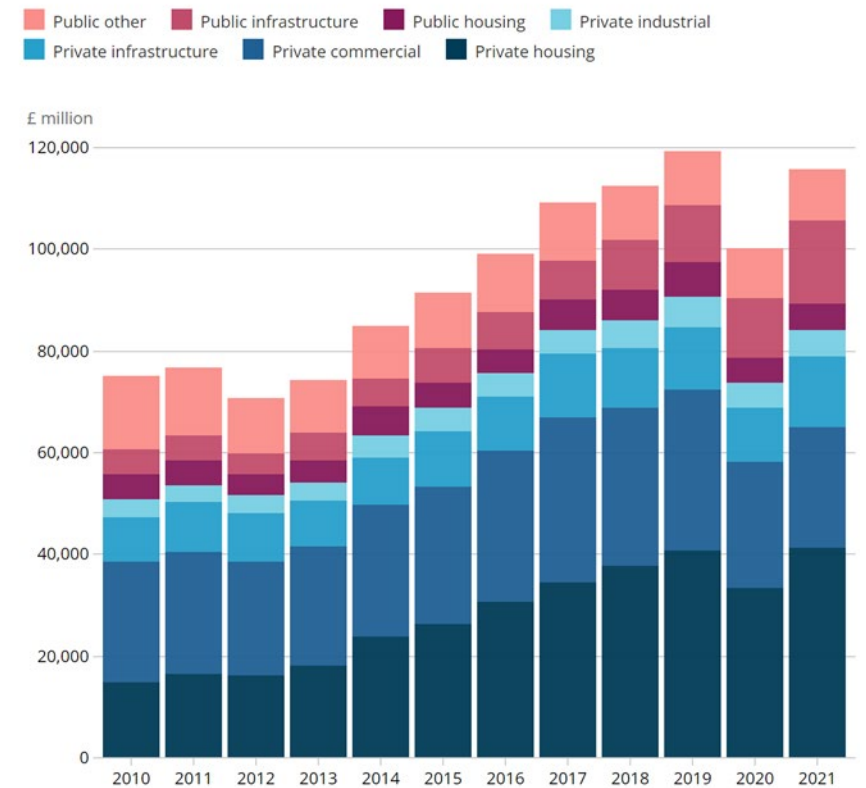


Figure 1. Types of construction work, current prices, non-seasonally adjusted, Great Britain, 2010 to 2021. Source: Office for National Statistics - Construction statistics, Great Britain: 2021

PREPARATION

- Prepare Only What You Can Deliver



PREPARATION

- Prepare Only What You Can Deliver
- Remember It Takes Longer to Say Something Than to Read It



DELIVERY

You'll need to think about how you are going to **deliver** your presentation.

DELIVERY

You'll need to think about how you are going to **deliver** your presentation.

- Some people memorise the whole talk, others read the entire thing from their notes.
- A middle ground is best. Familiarise yourself with your material to the point that you will only need structured notes to guide you.
- This saves you from forgetting what you have memorised or losing your place in reams of text.



DELIVERY

PRACTISE, PRACTISE, PRACTISE!



DELIVERY

Be enthusiastic



DELIVERY

Body language &
posture

DELIVERY

Watch your
pace





DELIVERY

Be prepared

PRESENTATION CHECKLIST

Ask yourself
these
questions
before you
give the
presentation

Is my main argument clear?

Do I begin with a brief outline?

Do I stick to my outline?

Do I sum up at the end?

How good is the opening?

How well do I finish?

How appropriate are my audio-visual aids?

Do I move logically from one point to the next?

Do I give good examples to support my points?

PRESENTATION CHECKLIST

Ask yourself
these
questions
after you
give the
presentation

Did I answer questions well?

Did I make eye contact with most people?

Did everybody feel included?

What feedback did the audience give me?

GROUP PRESENTATIONS

1. Plan content and structure together



GROUP PRESENTATIONS

1. Plan content and structure together
2. Create individual slides



GROUP PRESENTATIONS

1. Plan content and structure together
2. Create individual slides
3. Bring the slides together



GROUP PRESENTATIONS

1. Plan content and structure together
2. Create individual slides
3. Bring the slides together
4. Deliver together



PRACTISING TIPS

- Stand up to practice it as if you were actually presenting.

PRACTISING TIPS

- Stand up to practice it as if you were actually presenting.
- Make it flow by handing over to each other professionally.

“I’m now going to hand over to xxx to talk about...”

“Thank you xxx”

PRACTISING TIPS

- Stand up to practice it as if you were actually presenting.
- Make it flow by handing over to each other professionally.
- Decide where the non-speakers are going stand/sit until it is their turn.

POSTER PRESENTATIONS

An effective poster presentation and a good oral presentation share many qualities:

- It's important to know your audience and their needs.
- Be confident of your purpose.
- Convey your key message with impact.

POSTER PRESENTATIONS

An effective poster presentation and a good oral presentation share many qualities:

- It's important to know your audience and their needs.
- Be confident of your purpose.
- Convey your key message with impact.

Poster presentations challenge you to communicate your research in a different way to oral presentations or written assignments

POSTER STRUCTURE

The heading should be clear and interesting

- A clear, large heading that you can read from several paces back in the room.

POSTER STRUCTURE

The heading should be clear and interesting

Read me FIRST

It should be really obvious where the reader should begin. Never let them flounder around searching for the start point.

...and me next

The order the reader should look thereafter should be quite intuitive. Working in columns is usually best.

Findings should be obvious

The reader really wants to know what you discovered in your research – make sure it is easy to home in on your findings.

You will have to have details of your department and institution but this does not need to be dominant

University Logo

- It should be clear where your viewer should look first and what order they should move through the rest of the poster.

POSTER STRUCTURE

The heading should be clear and interesting

Read me FIRST

It should be really obvious where the reader should begin. Never let them flounder around searching for the start point.

...and me next

The order the reader should look thereafter should be quite intuitive. Working in columns is usually best.

Diagrams or images are essential



What the chart is showing



Findings should be obvious

The reader really wants to know what you discovered in your research – make sure it is easy to home in on your findings.

You will have to have details of your department and institution but this does not need to be dominant

University Logo

- All posters should include some pictures.

POSTER STRUCTURE

The heading should be clear and interesting

Read me FIRST

It should be really obvious where the reader should begin. Never let them flounder around searching for the start point.

...and me next

The order the reader should look thereafter should be quite intuitive. Working in columns is usually best.

Diagrams or images are essential



What the chart is showing



You will have to have details of your department and institution but this does not need to be dominant

University Logo

Findings should be obvious

The reader really wants to know what you discovered in your research – make sure it is easy to home in on your findings.

Conclusions should be super-clear

- Conclusions should be crystal clear and easy to find.

POSTER STRUCTURE

Remember:



REFERENCES



LABELS



TEXT SIZE



Don't overfill the poster with information. Think of it as a visual representation of your **abstract** not your whole paper.



Make sure your audience can read the heading from afar.



Use **colours** that are interesting and appealing.



Have an interesting format that makes your poster stand out from the crowd (optional - this really works but not everyone has the design experience necessary to pull it off).

HOW TO GET PEOPLE TO LOOK AT YOUR POSTER

HOW TO KEEP PEOPLE READING



Hook your reader from the start - put something really interesting in the first part that they read.



Focus the message - if they could only remember one thing, what would it be? Make sure it is prominent.

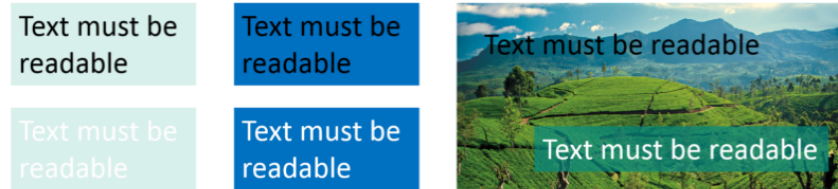


Break the information into bite-size sections. Chunking your material means people can understand it better.



Caption your images to make sure their point is clear. Use annotations too to highlight what is important or relevant.

- Use colours with plenty of contrast - your text must all be easily readable. This is really important when your text is over images.



- Use plenty of 'white' space. This does not actually have to be white - it just means plenty of blank areas and room between your elements.
- Make sure your photographs are high resolution.



- Make sure you follow the guidelines for the event (generally size and orientation may be specified).

HOW TO MAKE YOUR POSTER LOOK PROFESSIONAL

POSTER EXAMPLES

Clifton Ings Flood Alleviation Scheme

Paths and access during construction



Legend:

- Open throughout construction
- Altered Sustrans route, opening from April 2022
- Public footpath alongside the allotments and the Sustrans route through Rawcliffe Moor will be closed from April 2022 to November 2023
- Entry to Rawcliffe Moor will be closed at these points from April 2022 to November 2023

The Environment Agency is investing £21 million of government funding to improve existing flood defences in the Clifton and Rawcliffe area.

Working with our contractor, BAM Nutall, we will:

- raise the height of the existing embankment and extend it at both ends
- widen the "footprint" of the bank to reduce the risk of bank slippage
- install a new pumping station to control water levels in the Blue Beck flood storage lagoon

This will reduce flood risk for 135 homes and businesses in the area and extend the barrier bank's lifespan.

Timetable for the work

Work started in the autumn of 2021 and will finish by the end of 2023, divided into three construction phases:

Phase one: Autumn / Winter 2021: Initial enabling works (setting up a site compound and building an access road) and building an alternative Sustrans cycle track.

Phase two: Spring to Autumn 2022: Raising the height of the existing embankment, extending it at the south eastern end, near Homestead Park, and building a new pumping station for Blue Beck.

Phase three: Spring to Autumn 2023: Completing the raising of the existing embankment, building the northern extension of it in Rawcliffe Country Park and carrying out habitat restoration work.

Find out more

To find out more about the Clifton Ings Flood Alleviation Scheme or the York Flood Alleviation Scheme in general, you can:

- Contact us by email: publicinquiries@environment-agency.gov.uk
- Check out our website: www.environment-agency.gov.uk/whatwedo/whofly

Please go via the Environment Agency's National Customer Contact Centre to report your car and van to reach to a member of the Clifton Ings project team.



Check your flood risk

The Environment Agency offers a free flood warning service for residents in York.

This gives notice of when flooding is expected so that you can prepare and take action to protect your home and your belongings.

To sign up for flood warnings you can either call Floodline on 0345 988 8888 or visit www.gov.uk/sign-up-for-flood-warnings.

POSTER EXAMPLES

Nearly

£650bn

of projected public and private investment over the next 10 years.

Around

£400 bn

of planned investment in the pipeline, including over £200 billion to be invested by 2024/25

Supporting

425,000

jobs annually on average between 2021/22 and 2024/25



Up to

£31 bn

of planned procurement over the next year



Across

528

projects, programmes and other investments



Across

418 public sector

projects and programmes

POSTER EXAMPLES



CIC BIM Competition 2019

DIGITAL DESIGN AND CONSTRUCTION CENTRE





Overall Bird Eye View (Day View)
Site Location: 44 Ta Yip Street, Kowloon Bay, Kowloon, Hong Kong
The DDCC serves as for promoting, learning and applying the use of digital technologies to enhance design, productivity, sustainability, safety and quality of the construction industry in Hong Kong.

The Digital Design & Construction Centre (DDCC) comprises Podium, North Wing, South Wing and a bridge. The buildings complex has form a "CIC" logo from the plan view.

About the Digital Design and Construction Centre (DDCC)

Design Concept:
The Digital Design & Construction Centre (DDCC) comprises Podium, North Wing, South Wing and a bridge. The buildings complex has form a "CIC" logo from the plan view.

Building Form:
The gardens are designed on both the ground level and roof of North Wing. It provides a large area of greenery and serves as an ideal place for leisure purpose. The site acts as a green area surrounded by highly urbanized area.

Spatial Arrangement:
The South Wing focuses on providing facilities for education purpose, while the North Wing mainly provides large open area workshops. Two wings are connected with a bridge. A restaurant is provided on the large roof garden of North Wing.

Connectivity: Underground car parks are provided to users and visitors arriving by cars. And within the building, each wing is vertically connected with a service core from the basement to the rooftop level.

Computational Design, Engineering, Analysis and Optimisation:
BIM allows visualisation of different building services systems in a building. It can help detecting clashes and avoid potential hazards. Environmental analysis has been completed for optimisation of design. For example, air flow analysis, solar radiation analysis and shadow analysis.

BIM approach:
Demonstrating a specialisation of tasks in the BIM application, we link the separated RVT files together after completion of each sub-file. It allows us to check the compatibility of building elements.

DMA:
Building components can be easily fabricated which greatly facilitates the MIC effectively.

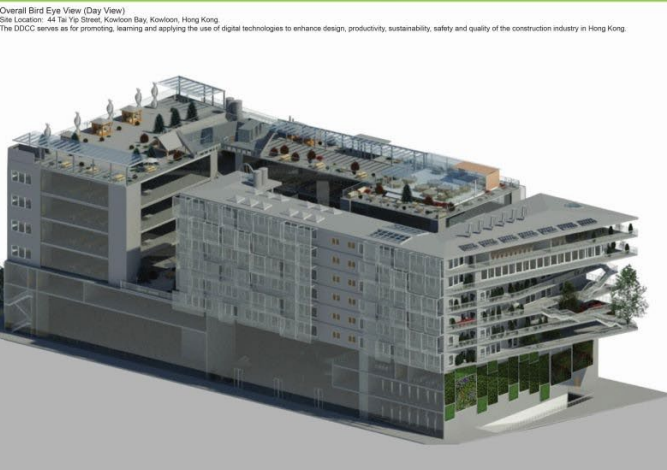
Sustainability:
For utilizing renewable energy, wind turbines and solar panels are installed to enhance the sustainability of building. Various green features are found in the building. Greenery and vertical greening on the facade is illustrated. It helps sustainable development in environmental aspect. The glass canopy on roof allows an utilisation of natural lights.

Constructability:
BIM allows better construction management and supervision process. It greatly enhances the constructability and buildability.

Safety Planning:
The accurate location and connection of electricity services can be visualised in BIM. It allows better safety planning when carrying out indoor construction or maintenance work.

Quality of Design:
BIM facilitates the MEP design by identifying the smaller components in HVAC System. The BIM technology can visualise the whole plumbing system and facilitate overall planning.

Summary:
BIM technology can enhance the building by optimising the architectural, MEP and structural design. It improves the overall building performance efficiency and effectiveness.

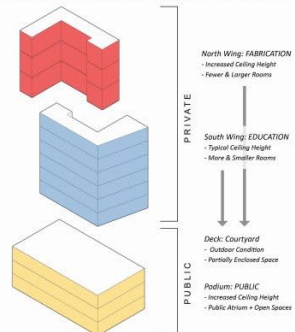


Building Form and Space
The Digital Design & Construction Centre (DDCC) comprises Podium, North Wing, South Wing and a bridge. The buildings complex has form a "CIC" logo from the plan view.

Sustainability
For utilizing renewable energy, wind turbines and solar panels are installed to enhance the sustainability of building. Various green features are found in the building.

Quality
BIM allows visualisation of different building services systems in a building. It can help detecting clashes and avoid potential hazards.

Safety
The accurate location and connection of electricity services can be visualised in BIM. It allows better safety planning when carrying out indoor construction or maintenance work.



North Wing: FABRICATION
- Increased Ceiling Height
- Fewer & Larger Rooms

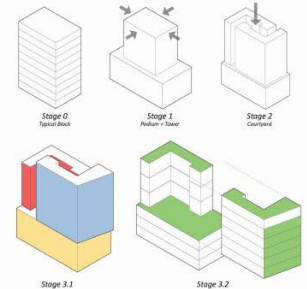
South Wing: EDUCATION
- Typical Ceiling Height
- More & Smaller Rooms

Deck: Courtyard
- Outdoor Condition
- Partially Enclosed Space

Podium: PUBLIC
- Increased Ceiling Height
- Public Atrium + Open Spaces

PRIVATE

PUBLIC



Concept Diagram
The above flow chart shows the evolution of massing base on keywords extracted from the re-interpretation of the brief and site context.

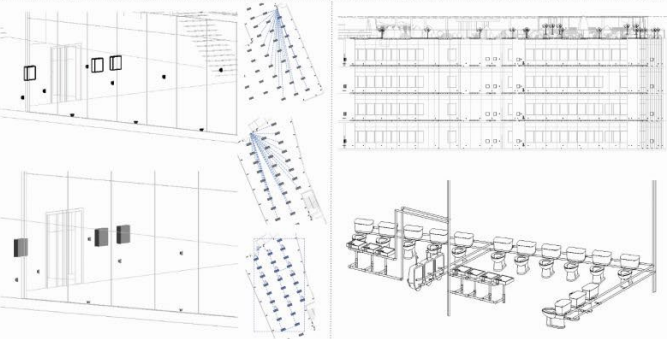
Stage 0
Typical Block

Stage 1
Podium + Tower

Stage 2
Courtyard

Stage 3.1
Zoning

Stage 3.2
Planning



CIC BIM Competition 2019

BIM for Design Collaboration

POSTER EXAMPLES



Hinkley Connection Project

Environmental and ecological mitigation work at Portbury Wharf Nature Reserve

As part of the Hinkley Connection Project, National Grid is installing underground cables between Nailsea and Portishead substation, with construction due to start in early 2020.

Before starting construction, several ecological surveys have been carried out and schemes implemented to reduce disruption to local wildlife along the construction corridor within the reserve.

This includes the installation of temporary exclusion fencing and carrying out daily checks of pitfall traps and tiles to prevent protected species from entering the construction areas. Any species found are safely translocated to designated sites within the reserve.



To ensure the construction corridor remains free of protected species, we need to manage the vegetation by pruning trees and cutting grasslands, scrub and hedgerows down to ground level.

This work will be completed during late September and October 2019.

After the hibernation period ends in spring 2020, the next step is to carry out another search to ensure the construction area is free of protected species and to remove any remaining vegetation, including trees and hedgerows where necessary.

Any vegetation removed will be reinstated following discussion and agreement with relevant landowners - in its original location or as close to the route as possible on completion of construction.

We're taking special care to safeguard nesting sites for species of protected birds by creating specialised buffer zones and relocating designated barn owl boxes.



During September 2019, some of the existing barn owl boxes will be relocated and replaced at a ratio of 2:1, with a total of four new barn owl boxes being installed at the reserve.

This work is monitored closely by North Somerset Council.

Contact us

For further information, please visit our project website or contact our Community Relations Team

hinkleyconnection@nationalgrid.co.uk
www.hinkleyconnection.co.uk
0800 377 7347
Freepost H POINT CONNECTION

In partnership with **MURPHY**

nationalgrid

POSTER EXAMPLES

Safe Manual Handling

INTRODUCTION

1. INTRODUCTION
 Safe manual handling is a key factor in preventing injury and illness. It involves the use of correct techniques to lift, move, hold, push, pull, carry or otherwise transmit or support loads. The aim is to prevent the risk of injury and illness by ensuring that the load is handled in a safe and sound manner.



2. TYPES OF INJURY
 The spine is made of three parts: the vertebrae, the intervertebral discs, and the ligaments. The intervertebral discs are the soft, spongy pads between the vertebrae. They act as shock absorbers and allow the spine to move. The spine is the most vulnerable part of the body. It can be injured in many ways, such as by lifting a heavy box incorrectly, twisting the body, or carrying a heavy bag for a long time. Anywhere in the musculo-skeletal system can be injured.

RISK ASSESSMENT

The purpose of a risk assessment is to identify the hazards of a task and to evaluate the risk of injury or illness. It is a key part of the safe manual handling process. The assessment should be carried out by the person doing the task, or by a trained person. It should take into account the weight of the load, the distance it has to be moved, the frequency of the task, and the condition of the person doing the task. The assessment should be carried out before the task is started, and it should be reviewed if the task changes or if the person doing the task changes. The assessment should be carried out in a safe and sound manner, and it should be documented. The assessment should be carried out in a safe and sound manner, and it should be documented.



3. CHECKLIST
 The checklist is a key part of the risk assessment process. It is a list of questions that the person doing the task should ask themselves. The checklist should be carried out before the task is started, and it should be reviewed if the task changes or if the person doing the task changes. The checklist should be carried out in a safe and sound manner, and it should be documented. The checklist should be carried out in a safe and sound manner, and it should be documented.

EMPLOYERS & EMPLOYEES

EMPLOYER'S DUTY
 Employers have a duty to ensure that their employees are safe and sound. This includes providing training, equipment, and a safe working environment. Employers should also ensure that their employees are not overworked and that they are taking regular breaks. Employers should also ensure that their employees are not carrying heavy loads for a long time. Employers should also ensure that their employees are not twisting their bodies or carrying heavy bags for a long time. Employers should also ensure that their employees are not lifting heavy boxes incorrectly. Employers should also ensure that their employees are not carrying heavy loads for a long time. Employers should also ensure that their employees are not twisting their bodies or carrying heavy bags for a long time. Employers should also ensure that their employees are not lifting heavy boxes incorrectly. Employers should also ensure that their employees are not carrying heavy loads for a long time.



EMPLOYEE'S DUTY
 Employees have a duty to ensure that they are safe and sound. This includes following the instructions of their employers, using the correct techniques, and taking regular breaks. Employees should also ensure that they are not overworked and that they are not carrying heavy loads for a long time. Employees should also ensure that they are not twisting their bodies or carrying heavy bags for a long time. Employees should also ensure that they are not lifting heavy boxes incorrectly. Employees should also ensure that they are not carrying heavy loads for a long time. Employees should also ensure that they are not twisting their bodies or carrying heavy bags for a long time. Employees should also ensure that they are not lifting heavy boxes incorrectly. Employees should also ensure that they are not carrying heavy loads for a long time.



EMPLOYER'S BACK CARE
 Employers have a duty to ensure that their employees are safe and sound. This includes providing training, equipment, and a safe working environment. Employers should also ensure that their employees are not overworked and that they are taking regular breaks. Employers should also ensure that their employees are not carrying heavy loads for a long time. Employers should also ensure that their employees are not twisting their bodies or carrying heavy bags for a long time. Employers should also ensure that their employees are not lifting heavy boxes incorrectly. Employers should also ensure that their employees are not carrying heavy loads for a long time. Employers should also ensure that their employees are not twisting their bodies or carrying heavy bags for a long time. Employers should also ensure that their employees are not lifting heavy boxes incorrectly. Employers should also ensure that their employees are not carrying heavy loads for a long time.

HANDLING TECHNIQUES

How to lift
 The key to safe lifting is to use the correct technique. This includes keeping the back straight, using the legs to lift, and keeping the load close to the body. The person lifting should also ensure that they are not overreaching and that they are not twisting their bodies. The person lifting should also ensure that they are not carrying heavy loads for a long time. The person lifting should also ensure that they are not twisting their bodies or carrying heavy bags for a long time. The person lifting should also ensure that they are not lifting heavy boxes incorrectly. The person lifting should also ensure that they are not carrying heavy loads for a long time.



How to push/pull
 The key to safe pushing/pulling is to use the correct technique. This includes keeping the back straight, using the legs to push/pull, and keeping the load close to the body. The person pushing/pulling should also ensure that they are not overreaching and that they are not twisting their bodies. The person pushing/pulling should also ensure that they are not carrying heavy loads for a long time. The person pushing/pulling should also ensure that they are not twisting their bodies or carrying heavy bags for a long time. The person pushing/pulling should also ensure that they are not pushing/pulling heavy boxes incorrectly. The person pushing/pulling should also ensure that they are not carrying heavy loads for a long time.