



Introduction

This occupational safety and health (OSH) newsletter has been developed to provide information and assistance to employers, self-employed persons, persons having control of workplaces and employees working in the furniture retailing industry. This newsletter will assist you with identifying OSH requirements and will provide you with information on how to comply with the requirements of the *Occupational Safety and Health Act 1984* and regulations.

What is a RISK ASSESSMENT?

The OSH laws require risk assessments to be carried out. A risk assessment is the process of determining whether there is a risk associated with an identified hazard. The risk is the chance or likelihood (high or low) that someone could be injured or harmed by a hazard, together with an indication of how serious the injury or harm could be (the consequence). The risk assessment should be carried out with employees involved in the task being assessed. When determining the risk level, the experience and training of the employee, the tasks to be performed and the length of time the employee is exposed to the identified hazard should be taken into account.

How do I use the CHECKLIST?

A checklist has been developed to assist you with identifying hazards and assessing the risk of injury or harm to persons, including employees and members of the public. The checklist covers WorkSafe’s priorities including manual tasks, slips, trips and falls, falls from heights, movement of vehicles/mobile plant and machine guarding along with industry specific hazards.

1. Use the checklist in this newsletter to inspect your workplace. You may see other hazards as you are going through – add them to the checklist.
2. Anything that you have ticked ‘No’ or added to the list needs to be fixed. So, look at each hazard using the table below to prioritise identified hazards.
3. If the hazard falls into the ‘high’ or ‘extreme’ category based on your view of how likely it is someone will get hurt and what level of injury could happen, then you need to fix it straight away. If it falls into the ‘moderate’ or ‘low’ category, then you need to plan when you will fix it as soon as possible.

Risk rating table – for working out level of risk - Use the vertical and horizontal columns to consider both the likelihood of injury or harm to health and the consequences to work out the level of risk

Likelihood of injury or harm to health	Consequences of any injuries or harm to health			
	Insignificant eg no injuries	Moderate eg first aid	Major eg extensive injuries	Catastrophic eg death
Very likely	High	Extreme	Extreme	Extreme
Likely	Moderate	High	Extreme	Extreme
Moderate	Low	High	Extreme	Extreme
Unlikely	Low	Moderate	High	Extreme
Highly unlikely (rare)	Low	Moderate	High	High

Risk assessment is a 'best estimate' on the basis of available information. It is important the responsible person undertaking a risk assessment has the necessary information, knowledge and experience of the work environment and work process, or such a person is involved.

Remember hazards have to be controlled – you can’t ignore them.

What can you do before an inspector visits?

- Work through the checklists at the back of this publication to identify safety issues, then, using the risk rating table above, rate the risk, prioritise the issues and work out a plan to resolve any issues identified;
 - Ensure your workers have received appropriate training for:
 - manual tasks;
 - slips, trips and falls;
 - safety procedures, such as employees knowing the hazard reporting process to inform their employer
 - High Risk Work Licences for the specific operation of mobile plant (such as forklifts and order picking forklifts).
 - Employees have received appropriate training for competencies for use of mobile plant.
 - Working at heights which needs to include emergency response and recovery for when order picking forklifts are elevated

Injury hotspots RETAILING

Shoulder

Muscle strain from lifting and handling boxes, equipment and products, and exposure to repetitive activities

Forearm/wrist

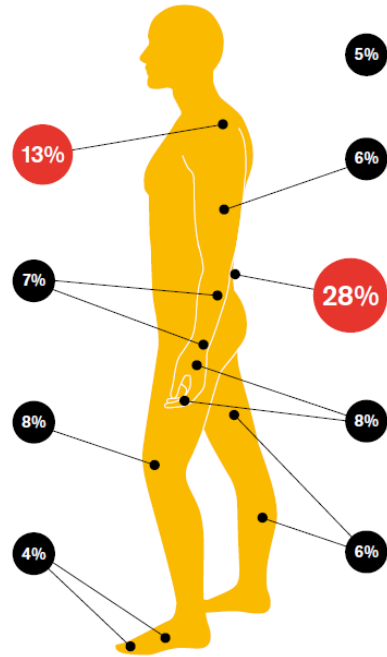
Muscle strain from repetitive activities (e.g. scanning, pricing, keyboard or mouse work, using tools). Fractures from falling from ladders, slipping on floors

Knee

Muscle strain from lifting and repetitive movements. Traumatic joint/muscle injury from tripping over objects, falling from ladders or truck cabin

Foot and toes

Fractures and muscle strain from being hit by falling objects or mobile equipment (e.g. forklifts). Muscle strain from standing on hard floor surfaces for long periods



Psychological system

Work-related stress from harassment, work pressure and occupational violence (e.g. exposure to robbery and violence)

Arm

Muscle strain from heavy lifting and handling of objects and equipment (e.g. scanning goods, stacking shelves, unpacking pallets)

Back

Muscle strain from lifting and handling objects/equipment, slipping on floors or uneven surfaces, or tripping over objects

Hands and fingers

Cuts and open wounds from using slicing and cutting tools or being caught by mechanical equipment. Muscle strain from repetitive use of scissors, product scanners or trigger tools

Leg

Fractures and muscle strain from tripping on uneven surfaces, falling from ladders or down stairs/steps. Traumatic joint/muscle injury from moving large objects and equipment

Safety solutions

WorkSafe expects employers to have safety solutions in place to protect workers from injury and illness. Below are some common solutions known to reduce the risk of injury and illness; employers should work together with their employees and health and safety representatives to determine the most effective OHS solutions for their workplace.

Hotspots	Solutions
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Lifting/handling of items, equipment or trolleys

- | | |
|--|--|
| <ul style="list-style-type: none"> Back Shoulder Knee Arm Foot and toes | <ul style="list-style-type: none"> Ensure building layout/design limits the need to push, pull or carry equipment or loads (e.g. good path design, floor surfaces allow pallets to be moved directly to storage areas). Design and position shelves for easy access. Ensure service counters and food preparation surfaces are between hip and waist height. Order stock in smaller containers that are easier to store and lift. Use height adjustable trolleys to move stock. Ensure that trolleys and pallet jacks are easy to push (eg wheel and castors in good repair and floors in good condition). Divide repetitive pushing/pulling work into smaller tasks and alternate the tasks. Use lighter equipment (e.g. lightweight backpack vacuums to clean large areas). |
|--|--|

Repetitive work/awkward postures

- | | |
|---|---|
| <ul style="list-style-type: none"> Back Shoulder Forearm/wrist Arm Knee Leg | <ul style="list-style-type: none"> Carry out all tasks involving repetitive hand and arm movements between shoulder and waist height (e.g. use height-adjustable workstations, raise, lower or move the worker or the work). Arrange food preparation and customer service areas to limit twisting and bending (e.g. position frequently used equipment, food and supplies between shoulder and knee height). Design of glass display cases should prevent over-reaching (e.g. sliding trays to improve access). Use job rotation and work breaks to ensure workers are not exposed to repetitive actions or static positions (e.g. standing at service counter) for long periods. Provide anti-fatigue flooring or matting for the workers to stand on. |
|---|---|

Slips, trips and falls (incl. falls from height)

- | | |
|--|---|
| <ul style="list-style-type: none"> Back Forearm/wrist Knee Leg | <ul style="list-style-type: none"> Ensure people do not work above hot fat, hotplates or oil, or are prevented from falling in. Ensure that ladders are in good repair and are appropriate for the task. Platform ladders and mobile step platforms with mechanical hoists are best suited for the task. Ensure ladders are used safely (e.g. three points of contact at all times). |
|--|---|

Lacerations, amputations and fractures

- | | |
|---|--|
| <ul style="list-style-type: none"> Hand and fingers Foot and toes | <ul style="list-style-type: none"> Use prepared food or use safely guarded mechanical cutting and chopping equipment. Ensure all machinery complies with the Australian Standard for machine guarding. Ensure electrical and cutting equipment is de-energised before cleaning or maintenance. Ensure that appropriate personal protective equipment (PPE) (e.g. steel mesh gloves) is worn when using knives or when cleaning sharp equipment. Supervise new and young workers when working directly with or near machinery or blades. Staff working in food preparation areas should wear enclosed shoes. Use safety scissors or covered blades for cutting bags or wrapping around pallets. Safety footwear may be appropriate for workers who work in storage areas. |
|---|--|

Occupational violence, stress, bullying and work pressure

- | | |
|--|---|
| <ul style="list-style-type: none"> Psychological system | <ul style="list-style-type: none"> Develop and enforce policies and procedures to protect staff from robbery and violence. Develop and enforce policies and procedures that address bullying, harassment and work pressure, including incident reporting and follow-up. |
|--|---|

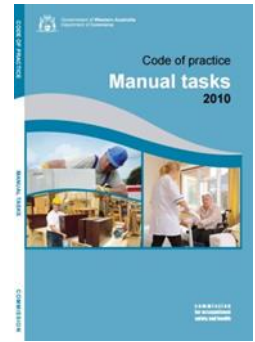
Source: WorkSafe Victoria Industry Hotspots – Retailing

Manual TASKS

Workplace injuries most commonly linked to manual tasks include sprains and strains, hernias and damage to the back. Such injuries are a major cause of lost time at work and are the most common cause of injury in the furniture retail industry.

Manual tasks are more than just keeping your back straight and knees bent, or lifting properly—it includes carrying, pushing and pulling, and holding or restraining. Manual tasks refer to any activity or sequence of activities that requires a person to use their physical body to perform work including:

- manual handling (the use of force in lifting, lowering, pushing, pulling, carrying or otherwise moving, holding or restraining any person, animal or thing);
- performing repetitive actions;
- adopting awkward or sustained postures; and
- using plant, tools or equipment that exposes employees to vibration.



Traumatic joint/ligament and muscle/tendon injuries continue to record the highest proportion of work-related injuries. More than half of all workers compensation injuries fall in this category.

Injuries can be the result of:

- gradual wear and tear (eg from frequent or prolonged activities), or
- sudden damage (eg from a single lift of something very heavy or awkward to handle or from tripping and falling while carrying an object).

Strain injuries may occur when:

- the load is lifted from the floor, or from below mid-thigh height;
- reaching above shoulder height to either access items or work for any length of time in this position;
- there is too much twisting and bending;
- excessive forward reaching is required; and
- items such as machine parts are too heavy when other risk factors, such as:
 - the number of times things are moved or the distance moved, are taken into account; and
 - the items being moved are awkward to grasp due to their size and shape.

How do I reduce the risk of injury from manual tasks?

First step	<p>The first step, in consultation with your employees, is to identify the manual task hazards in your workplace.</p> <p>Manual task hazards can be identified by:</p> <ul style="list-style-type: none"> • reviewing hazard/injury reports; • consulting with employees and safety and health representatives; and • by observing tasks being performed.
Second step	<p>Next, in consultation with your employees, identify trends and determine which tasks are higher risk/priority. For each task, complete a risk assessment to identify which risk factors are present for that task. Risk factors may be actions and postures; forces and loads; vibration; work environment; systems of work; and employee characteristics – please refer to the WA Code of practice Manual tasks for more information.</p>
Final step	<p>Finally, for each hazard, determine what controls are needed to minimise risk. These controls may include, training and supervision and provision of a range of equipment such as:</p> <ul style="list-style-type: none"> • trolleys; • castors and wheels; • forklifts; • hand trucks; • lift tables; • work stands; • mobile plant; and • pallet lifters.

What is a safe weight to lift?

There is no safe weight. The risk of injury increases as the weight of the load increases.

Evaluating the risk posed by the weight of the object needs to take into account:

- how long the load is handled;
- how often the load is handled; and
- the physical characteristics of the individual.

Slips, trips and FALLS

Slips, trips and falls account for 20% of all lost time injuries every year. They can result in serious injuries and lengthy periods of time off work. Risk factors that contribute to slips and trip injuries will vary according to the type of workplace and tasks being undertaken.

Common risk factor categories include:

- floor surface and condition;
- floor contamination, ie rubbish, hoses, leads;
- unexpected or unsecured objects on the floor;
- ability to see floor/ walkways/ hazards;
- cleaning and spill containment;
- space and design;
- stairs, ramps and (step)ladders;
- work activities, pace and processes;
- footwear and clothing; and
- poor lighting.

How can I reduce the risk of slips trips and falls in my workplace?

There are many controls that employers can use to prevent slips and trips in the workplace. Firstly though, it is important to complete hazard identification and a risk assessment in consultation with employees. This will ensure that the right control is chosen for the hazards that are relevant in the workplace.

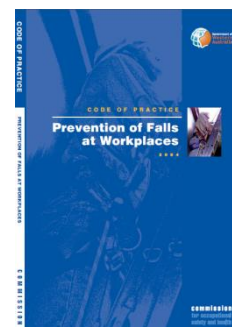
Common controls used in workplaces can be categorised according to the hierarchy of control:

- **Eliminate the hazard** - remove the slip or trip hazard.
- **Substitution** - install non-slip surface on truck steps and ladders.
- **Isolation** - restrict access to some work areas.
- **Engineering controls (minimising risk by redesign)** - improve lighting, mark walkways and use ramps instead of steps.
- **Administrative controls** - ensure good housekeeping - clean up spilled scrap immediately and use signs for slippery or wet floors.
- **Personal Protective Equipment** – use adequate safety boots.

Falls from HEIGHTS

Identifying working at height hazards involves recognising situations that may cause injury or harm to the health of a person, such as where a person may fall from, through or into a place or thing.

There are a number of ways to identify potential situations that may cause a fall to occur. A hazard identification process or procedure may range from a simple checklist for specific equipment, such as a ladder or fall-arrest system inspection checklist, to a more open-ended appraisal of a group of related work processes. Generally, a combination of methods will provide the most effective result.



Key things to check at your workplace:

- **surfaces:** identify if the surface is stable or fragile, brittle, slippery (ie wet, greasy or oily); safe movement of employees where the surface or slope changes; the strength to support load; etc.
- **levels:** where levels change and employees may be exposed to a fall from one level to another;
- **structures:** the stability of temporary or permanent structures;
- **the ground:** the evenness and stability of ground for safe support of scaffolding or working platform;
- **the raised working area:** whether it is crowded or cluttered;
- **edges:** edge protection for open edges of floors, working platforms, walkways, walls or roofs;
- **hand grip:** places where hand grip may be lost;
- **openings or holes:** which will require identification or protection or unguarded shafts or excavations;
- **proximity of employees to unsafe areas:** where loads are placed on elevated working areas or work is carried out above employees;
- **movement of plant or equipment:** ensure there is no sudden acceleration or deceleration;
- **access to, egress from and movement around the working area:** check for obstructions;
- **lighting;**
- **weather conditions:** when heavy rain, dew or wind are present;
- **footwear and clothing:** suitability for conditions;
- **ladders or elevated work platforms:** where and how they are being used and by who; and
- **training:** employees have been trained and, if required, hold the appropriate high risk work licence.

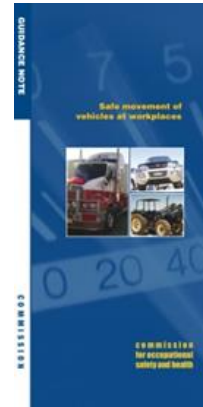
For further information, download the [Code of practice Prevention of falls at workplaces](#) from the WorkSafe website.

Safe movement of VEHICLES AND MOBILE PLANT

Vehicles and mobile plant, such as forklifts may be used at the workplace for transport, loading and unloading equipment. Vehicles and mobile plant moving in and around workplaces cause far too many occupational injuries and deaths in Western Australia. Reversing, loading, unloading and pedestrian movements are the activities most frequently linked to accidents. To avoid incidents, traffic and pedestrian movement needs to be designed, planned and controlled.

Tips for safe movement of vehicles and mobile plant

- Design traffic routes so they are wide enough for the largest vehicle using them. They should be one-way (if possible) and have clearly signed traffic instructions.
- Separate pedestrian footpaths or walkways from traffic or make traffic routes wide enough for both vehicles and pedestrians. Use pedestrian barriers to prevent people walking near vehicles.
- Situate loading bays where vehicles can be manoeuvred easily and protected from adverse weather conditions. Raised loading platforms should be fitted with rails and raised wheel stop edges on the non-loading sides, to prevent people, forklifts or trolleys rolling over the edge.
- Mark reversing areas so drivers and pedestrians can see them easily. To reduce reversing accidents, place fixed mirrors at blind corners.
- Ensure that people directing traffic wear high-visibility clothing and that their signals can be seen clearly.



For further information also refer to the [Media statement: Warning on vehicle movement after multiple incidents](#)

Materials handling equipment

Material handling equipment includes, forklifts, automated storage and retrieval systems;

It is important that any material handling equipment is:

- available where required;
- meet Australian Standard where appropriate;
- suitable for task required;
- display safe work load information; and
- in good condition – maintained where required

Is your licence to operate a forklift current?

In 2007, important changes occurred to the requirements for forklift operation in Western Australia. The National Standard for Licensing Persons Performing High Risk Work (National Licensing Standard) came into effect and required operators of forklifts to hold a licence to perform high risk work, such as:

- **Forklift truck (LF)** - means a powered industrial truck equipped with lifting media made up of a mast and an elevating load carriage to which is attached a pair of forkarms;
- **Order-picking forklift truck (LO)** - means a forklift truck where the operator's controls are incorporated with the lifting media and elevate with the lifting media.

The National Licensing Standard replaces the National Certificate of Competency arrangements and allows forklift operators to work anywhere in Australia.

If you have employees operating either a forklift truck or order-picking forklift truck, they must hold a current High Risk Work Licence. If your employees do not have a current High Risk Work licences one can be obtained through a course provided by a WorkSafe Registered Assessor and are valid for 5 years. Trainers and assessors have the discretion take into account previous skills experience and qualifications, but ultimately the final decision rests with them.

A list of these trainers may be found on our website at:

- [High Risk Work Assessors](#) and
- [Assessors recognizing prior learning](#)

Order-picking forklift trucks

The following requirements are the employer's responsibilities:

- **Special approval** is required from the truck manufacturer when intending to have a second person elevated. When operating the truck the second person shall be within the operator's compartment.
- Restricting pedestrian access while operating mobile plant.
- They shall only be used on a hard flat level surface.
- Exclusion zones, traffic management, pedestrian control etc.
- The truck shall have an appropriate number of designated anchor points when wearing fall injury prevention systems.

The following requirements are operator responsibilities:

- The pre-start checks shall be carried out and a record of such checks kept.
- If fall arrest equipment is used it shall be inspected prior to use.
- The operator shall lift and lower the platform in a slow and smooth manner.
- Ladders or other means shall not be used to gain height.
- When a supplementary platform is used the load shall be uniformly distributed over the length of the platform. If this is not possible the load shall be positioned as close as possible to the operator without exceeding the actual capacity.
- Refer to the manufacturer's manual for information and guidance.



Figure 4 A lanyard or inertia reel that is too long can result in the 'pendulum effect'

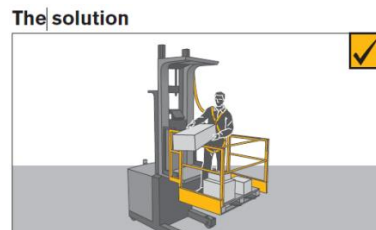


Figure 5 A fully enclosed platform can prevent falls from an order picker.

Source: WorkSafe Victoria: Fall restraints on order picking forklifts

Each worker must hold a current licence for operating an order picker and must understand and be capable of demonstrating safe operation of the order picker, harness, lanyard and inertia reel.

Licensed workers should not be permitted to operate the machine unless properly trained and supervised.

Records of provided training should be kept.

Incidents involving forklifts and other vehicles

Physical injuries caused by forklifts

WorkSafe have recently been investigating reported forklift incidents where persons have been physically injured by forklifts operating within the workplace.

One incident involved a forklift that was in the process of loading up a truck with pallets containing hardware product.

As the forklift was reversing back on an arc, the forklift counter weight knocked down another employee who was working on the concrete apron at the warehouse's dispatch area. The forklift operator failed to look over both shoulders during the reversing of the forklift. The forklift operator assumed no pedestrians would be present where the forklift was operating and loading product.

Another incident involved an employee being directly struck by the counterweight of a forklift when an item of plant was parked in the vicinity where this forklift was operating. As the operator of the plant got to the front of his machine, his right leg was pinned against the leading edge of the machine by the counterweight of the forklift as the forklift operator swung around during operation. The forklift operator never saw or heard the other machine in the vicinity of where the forklift was operating. The forklift operator did not sight the plant operator at the front of the machine until he was struck by the counterweight of the forklift.

In both these instances the forklift operator failed to properly observe the working area behind him before operating the forklift, which highlights the need for operator vigilance in all workplaces. It also emphasizes the need for an adequate traffic management plan in areas where forklifts operate.

Forklift driver dies in forklift accident

A forklift driver was fatally injured at a Balcatta warehouse when the forklift he was driving reversed over the edge of a loading dock, dropping a distance of 1.15 metres landing on its rear, before rolling onto its right side. It is not clear whether the injuries sustained by the deceased were caused by his head being struck by a portion of the forklift or by a gas bottle from the forklift which had broken free.

At the time, the company had three forklifts on-site at the warehouse, all with similar foot control pedals and compatible operations. One of the forklifts had broken down and was considered to be nearing the end of its productive life. Therefore replacement forklifts were being trialled and assessed so that a decision could be made as to which forklift should be purchased. The forklift in question was one of those being trialled.

The forklift was manufactured in Germany and while the foot pedal operation differed to what was considered normal convention in Australia, it represented the normal foot pedal operation in Europe.

The deceased had just finished an instruction session on the operation of the forklift when the accident occurred. He had begun to unload goods from a truck and reversed the forklift away from the truck in an arc, carrying three wooden pallets. An eyewitness said he had expected the deceased to move forward, but instead the forklift appeared to accelerate backwards over the edge of the loading dock.

Safe movement of vehicles at workplaces

Vehicles and mobile plant moving in and around workplaces cause far too many occupational injuries and deaths in WA.

Reversing, loading, unloading and pedestrian movements are the activities most frequently linked to accidents. To avoid incidents, traffic and pedestrian movement needs to be designed, planned and controlled. Here are some tips for safe movement of vehicles:

- Design traffic routes so they are wide enough for the largest vehicle using them. They should be one-way (if possible) and have clearly signed traffic instructions.
- Separate pedestrian footpaths or walkways from traffic or make traffic routes wide enough for both vehicles and pedestrians. Use pedestrian barriers to prevent people walking in front of vehicles.
- Situate loading bays where vehicles can be manoeuvred easily and they are protected from adverse weather conditions.
- Raised loading platforms should be fitted with rails and raised wheel stop edges on the non-loading sides, to prevent people, forklifts or trolleys rolling over the edge.
- Mark reversing areas so drivers and pedestrians can see them easily. To reduce reversing accidents, place fixed mirrors at blind corners.

Ensure that people directing traffic wear high-visibility clothing and that their signals can be seen clearly.

Forklift SAFETY

Operators of forklifts must hold a High Risk Work Licence. Since July 2012, the old type “certificates of competency” are not valid anymore. All unconverted certificate holders will be required to be re-assessed.

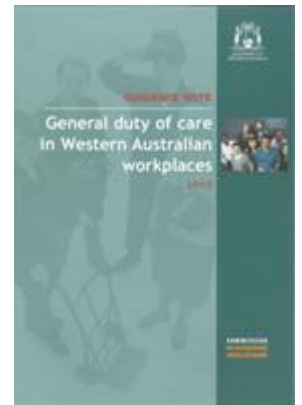
The major safety issues using forklifts are:

- pedestrians being hit by forklifts or moving parts of a forklift;
- pedestrians being trapped or caught between a moving forklift and a stationary object;
- operators suffering muscular stress due to a combination of seating, vibration and manual handling;
- operators falling while getting into or out of forklifts;
- collisions between forklifts and other vehicles or stationary objects;
- overloading or unsafe stacking of loads on forklift tines;
- forklift is not used for towing unless the manufacturer has approved this in writing;
- forklift operators and others being hit by objects falling from the forklift tines;
- the operator’s body protruding from the cab and hitting an object; and
- forklifts tipping over.

What you need to KNOW

Under the *Occupational Safety and Health Act 1984* (the Act), all parties involved with work have responsibilities for safety and health at work. This includes employers, employees, self-employed persons and others, such as people who control workplaces, design and construct buildings or manufacture and supply plant.

The duties under the Act are expressed in broad terms and some of these duties are listed below. The [Guidance note General duty of care in Western Australian workplaces](#) provides further information about the duty of care and is available from the WorkSafe website.



Employers must:

- provide and maintain the workplace, plant and systems of work (ie procedures) so that, so far as is practicable, your employees are not exposed to hazards;
- ensure that the safety and health of visitors/patrons is not adversely affected by the work or systems of work;
- provide information to employees about any hazards and risks from the work;
- provide instruction, training and supervision to all employees so they are able to work safely;
- provide instruction and supervision to patrons to ensure their safety and health;
- consult and co-operate with employees about safety and health;
- where it is not practicable to avoid the presence of hazards, provide adequate personal protective clothing and equipment without any cost to employees;
- ensure, so far as is practicable, that the use, cleaning, maintenance, transportation, and disposal of plant and the use, handling, storage, transportation and disposal of substances does not expose employees to hazards;
- maintain plant and keep records and logbooks;
- ensure employees hold a current High Risk Work Licence when required (ie operating a forklift or elevated work platform > 11 metres); and
- ensure that plant has been registered with the WorkSafe Western Australia Commissioner, if required.

Employees must:

- work safely to ensure your own safety and health;
- make sure your actions do not cause injury or harm to others;
- follow the employer's instructions on safety and health – ask for assistance if you do not understand the information;
- take care of any protective clothing and equipment (PPE) in the way you have been instructed and report any concerns about it to your supervisor;
- report any hazards, injuries or ill health to your supervisor or employer; and
- cooperate with your employer when they require something to be done for safety and health at the workplace.

Reporting an INJURY or DISEASE

All deaths and certain types of injury or disease in connection with work must be reported to WorkSafe. Reporting must be done by the relevant employer. A relevant employer may include an employer, a self-employed person, a principal contractor, a contractor, a labour hire agent or a client (host employer).

In some cases, WorkSafe will require notification of the same reportable death, injury or disease by different relevant employers. For example, if an employer engages a self-employed person whose work caused a reportable injury at the workplace, a report would be required from both the employer and the self-employed person. Further information on reporting requirements is available from the WorkSafe website: [How report an injury or disease to WorkSafe.](#)

Checklists

Manual tasks safety checklist			
Check	yes	no	n/a
Are notifiable accidents reported to WorkSafe? <ul style="list-style-type: none"> • How to report an injury or disease • How to make a complaint about workplace hazard, accident or incident 			
Have you identified manual tasks that may cause injury? (e.g., by regular walkthroughs; inspections; review of hazard, injury and incident reports; hazard reporting system; consultation with employees/ OSH reps/ supervisors; task observation or task analysis)			
Have reported manual task incidents, injuries and notified hazards been investigated? See sample			
Have the outcomes of investigations (if any) been reported to the persons who raised the hazard within a reasonable timeframe?			
Have risk assessments been completed for identified and reported manual task hazards? See sample –			
Have preventative actions been implemented to reduce the risk of injuries further to identifying and/or receiving reports of manual task incidents, injuries and hazards? See sample			
Is manual task training provided? Does it include a risk management approach, including the relevant risk factors and sources of risks? Does it have a practical task specific component? Is it provided on induction and is it refreshed? See pages 17-18 of the Code of practice for manual tasks 2010 for information, as well as Manual tasks toolkits and information resources			
Are assistive equipment provided? (e.g., trolleys, pallet jacks, walkie stackers) Are they appropriate for the task? (e.g., relating to the item, environment, work process)			
Do they eliminate, reduce or minimise the risk of injury?			
Is there a preventative maintenance program for this equipment, including regular inspection?			
Is there enough equipment provided?			
Do you provide equipment, procedures, information and supervision to eliminate, or minimise heavy and/or frequent lifting from below mid-thigh height or above shoulder height? Pushing and pulling?			
Are staff provided with adequate rest breaks from tasks?			
Are deliveries spread across the week to avoid peaks in manual handling requirements on any one day?			

Storage racking & shelving safety checklist

Check	yes	no	n/a
Does the steel storage racking meet AS4084-2012?			
Has the racking layout provided adequate movement around the workplace?			
Is there signage showing Designers name, maximum distances, permissible working unit load limit, total working unit load limit for each pallet beam level, total working unit load limit for each bay?			
Is the racking secured when using material handling equipment with pallets?			
Are there upright protectors in place to prevent damaged by material handling equipment?			
Is there a maintenance program in place?			
Are the shelf boards secured to ensure they do not dislodge?			
Is stock stored on pallets/ shelving to an appropriate height?			
Is stock stored on shelves to an appropriate depth (does not require extensive reach to rear stock)?			
Is the stock arranged in a way to reduce the risk of manual tasks injuries? For example place awkward, bulky, large and heavy items on the lowest level so that it is easily accessible for a two person lift.			
Is the stock stacked in a way so that it is stable with minimal risk of falling? Consider assessing the height of each item is stored at.			
Is there equipment available to assist with the moving of goods?			
Are the aisles, emergency exits and pedestrian gantry kept clear from obstructions?			
Is there sufficient space for employees to carry out their tasks and the use of material handling equipment?			
Are there storage areas for empty pallets and a separate area for damage pallets?			
Is there a maintenance program in place for damaged pallets?			
Is the height of the pallet horizontal beams at an adequate height so that employees can access without hitting their heads?			
Was the installation of the racking and shelving installed by a competent person?			

Forklift/ Order-picking forklift trucks safety checklist

Check	yes	no	n/a
Are operators 18 years or older and do they hold a current HIGH RISK WORK LICENCE (HRWL) such as forklift (LF) or order picking forklift (LO)?			
Are forklift inspections conducted prior to first use of plant and are records readily available and up to date?			
Is there a regular maintenance program in place and records available?			
Are pre-operational checks conducted of:			
<ul style="list-style-type: none"> • Roll Over Protective Structures (ROPs) or Falling Objects Protection Structures(FOPs), where applicable; 			
<ul style="list-style-type: none"> • Seat 			
<ul style="list-style-type: none"> • Seat belt 			
<ul style="list-style-type: none"> • Lights 			
<ul style="list-style-type: none"> • Steering 			
<ul style="list-style-type: none"> • Controls 			
<ul style="list-style-type: none"> • Horn 			
<ul style="list-style-type: none"> • Gas cylinder 			
<ul style="list-style-type: none"> • Warning signs for forklift operation 			
<ul style="list-style-type: none"> • Brakes 			
<ul style="list-style-type: none"> • Mast 			
<ul style="list-style-type: none"> • Reverse alarms 			
<ul style="list-style-type: none"> • Chains 			
<ul style="list-style-type: none"> • Tynes (Forks) 			
<ul style="list-style-type: none"> • Hoses 			
<ul style="list-style-type: none"> • Counter weight 			
<ul style="list-style-type: none"> • Are capacity charts legible, applicable to the particular forklift, amended for attachments and display the load limits for the particular forklift? eg platforms on order pickers 			
<ul style="list-style-type: none"> • Is the operators' manuals legible, accessible, apply to specific forklift trucks and have details as per manufacturers' specifications? 			
<ul style="list-style-type: none"> • Before use are the harnesses, lanyard and anchor points inspected and regular maintained? 			
<ul style="list-style-type: none"> • Is the work organised for the safety of the operator and others? 			
<ul style="list-style-type: none"> • Do you have barriers in place to keep unauthorised personnel out of this area during plant operations? 			
<ul style="list-style-type: none"> • Are controls clearly labelled? 			

Other safety requirements safety checklist

Check	yes	no	n/a
• Work surfaces – clean, flat and undamaged			
• Ramps			
• Loading docks			
• Signage			
• Hazardous areas			
• Control of traffic; and			
• Control of pedestrians			
• PPE – boots, high visibility vests, hardhats			
• In order for two people to be elevated on the order-picking forklifts, has the manufacturer provided approval (preferably documented) for this to occur?			
• Have operators and secondary person been provided with competency based training in how to operate the order-picking forklifts?			
• Have operators and secondary person been provided with working at heights training e.g. harness application, inspections etc.			
• In particular with the order-picking forklift truck, has an emergency recovery procedure developed and put into practice?			
• Is training provided for fall injury prevention system and emergency rescue? Training should include safe use of, inspection, and hazard reporting			
• Is the lanyard short as possible to prevent the pendulum effect should a person fall?			
• Are the platforms only be used as working platforms and NOT as a means of access to and egress from a work area;			

Trolley, ladders, pallet jacks safety checklist

Check	yes	no	n/a
Is there a reporting procedure for damaged equipment?			
Is there a procedure to notify others not to use this damaged equipment? Is there any metal swarf damage on the equipment? This can cause lacerations.			
Sufficient numbers of ladders/ steps?			
Are trolleys in good condition? (inspect handles, castors, platforms for ease of use, build-up of dirt etc)			
Are trolleys appropriate for use? Are the types of handles appropriate? Are the trolleys too high to see over?			
Is there a way to identify the SAFE WORK LOAD for the equipment?			
Employees trained in using the workplace equipment?			
Are the employees monitored to ensure their competency in using the workplace equipment?			
Sufficient numbers of trolleys?			
Is flooring kept clear, clean and free of debris/ obstructions to allow ease of trolley use?			
Are pallet jacks (manual or motorised) used?			

Check	yes	no	n/a
Are staff trained in appropriate use of pallet jacks?			
Are pallet jacks in good condition & regularly maintained?			
Are pallet jacks stored in safe, accessible location to encourage use?			
Are pallet jacks labelled with a safe working limit?			
Are pallets overloaded with stock, causing excessive push/pull forces required for moving pallets with pallet jacks?			
If a ladder is used, check that:			
<ul style="list-style-type: none"> the type of ladder is appropriate to the task. Do not use 'domestic' or 'home-made' ladders. 			
<ul style="list-style-type: none"> All ladders must comply with Australian Standard/New Zealand, AS/NZS 1892 series and users should follow the manufacturer's recommendations on safe use; 			
<ul style="list-style-type: none"> the ladder is in good condition. Before it is used, the ladder should be inspected for faults, such as broken rungs, rails and footing. Consult the manufacturer's checklist, if available; 			
<ul style="list-style-type: none"> damaged ladders are removed from service; 			
<ul style="list-style-type: none"> the ladder is on firm, stable and level ground; 			
<ul style="list-style-type: none"> the ladder is the correct height for the task to avoid reaching or stretching. Keep the body centred between side rails at all times. Never over-reach; 			
<ul style="list-style-type: none"> the ladder is not too close or too far from the support structure. The distance between the ladder base and the supporting structure should be about 1 metre for every 4 metres of working ladder height. 			
<ul style="list-style-type: none"> the ladder is secured against displacement (i.e. slipping or sliding) and/or there is another person holding the base of the ladder; 			
<ul style="list-style-type: none"> all the locking devices on the ladder are secure; 			
<ul style="list-style-type: none"> the ladder is always faced while climbing up or down; 			
<ul style="list-style-type: none"> materials or tools are not carried while climbing the ladder. 			
<ul style="list-style-type: none"> only light duty work is undertaken while on the ladder, where three points of contact can be maintained and tools can be operated safely with one hand; 			
<ul style="list-style-type: none"> no person should stand on a ladder (single) any higher than 900 mm from the top of the ladder; or as specified from the manufacturer's instructions. 			
<ul style="list-style-type: none"> no other person is allowed on the ladder at the same time; 			
<ul style="list-style-type: none"> slip resistant base, rungs or steps are provided; 			
<ul style="list-style-type: none"> slip resistant shoes are worn; 			
<ul style="list-style-type: none"> metal or wire bound ladders are never used close to energised power lines; non-metallic ladders should be used instead; and 			
<ul style="list-style-type: none"> ladders should not be used in access areas or next to doors 			

Loading docks safety checklist

Check	yes	no	n/a
What exists to prevent the risk of any wheel being driven (or pedestrian falling) over an edge? For example – raised edges, high contrast colour edge, pedestrian access restricted, loading dock chained off when truck not there			
Are forklifts used on loading dock area?			
Is loading dock exposed to weather?			
Is the loading dock surface in good condition and appropriate surface to minimise slips/trips?			
Is loading dock easily accessible/ not congested? (access is not obstructed)?			
Are systems in place to minimise pedestrian access in forklift areas? What is the risk of collision between forklifts/ trucks and pedestrians?			
Is there a dock leveller in place?			
Is there lip/ raised edge created to provide trolleys from rolling off platform?			
Are employees trained to operate dock levellers? Is training recorded & kept?			
Are the employees monitored to identify competency?			
Is platform functional as per manufacturer's specification?			
Is manual available?			
Are controls clearly labelled?			
Does loading dock cater to both side and rear loading trucks?			
Are edges of loading docks highlighted in high contrast colours?			
Are external doors in good condition and easily opened?			

Slips, trips and falls safety checklist

Check	yes	no	n/a
Are there designated walkways for pedestrians?			
If walkways are not practicable, is there an exclusion zone procedure for when powered plant is in use?			
Are walkways free of obstructions?			
Is there a "clean as you go" policy to ensure obstructions & debris is attended to immediately?			
If the obstructions & debris are not able to be attended to immediately, is there a hazard reporting procedure in place? Consider this reporting process to be written down so that it may be reviewed.			
Is there hazard identification training?			
Are warning signs erected near spills?			
Are floor surfaces including stairs and landings maintained and in good condition?			
Are floor surfaces including stairs and landings free from obstructions?			
Is there adequate lighting? Emergency lighting?			
Is training on slips, trips and falls provided to staff as part of induction?			
Are the appropriate shoes worn?			

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