Government of **Western Australia**
Department of **Mines, Industry Regulation and Safety**

OSH in Store-Based Retailing

Inspection campaign

In 2017/18, WorkSafe WA is conducting a proactive inspection campaign focusing on other store based retailing outlets, with a view to improving safety within the industry. The campaign will involve Inspectors visiting other store based outlets to identify common safety risks and provide employers with information on how to comply with Occupational Safety and Health requirements.

This newsletter has been developed to highlight safety risks in other store based retailing outlets and provide information on how to best manage those risks to minimise workplace injuries and comply with Occupational Safety and Health legislation.

What are the most common RISKS for workers in retail?

The most common causes of injury in the retail industry are: performing manual tasks (i.e.) when handling, lifting, carrying, or putting down objects, falls from the same level, slip trip and falls, falls from heights.

Controlling risks

Controlling the risk of injury may involve:

1. eliminating the hazard or hazardous task
2. re-designing, modifying, altering or substituting the hazard or hazardous task
3. administrative controls

Finally, when any control is implemented, make sure follow up and evaluation occurs to ensure that the control is adequately eliminating or minimising the risk and has not introduced new risks.

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.

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.

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What can you do before an inspector visits?

The following are some things which you can 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 below, rate the risk, prioritise the issues and work out a plan to resolve any issues identified;

  If you are a small business, consider the WorkSafe Small Business Safety web page to help small businesses comply with their workplace safety and health obligations.

- Ensure your workers have received appropriate training for:
  - manual tasks;
  - slips, trips and falls; and
  - safety procedures;
- Ensure you have:
  - material safety data sheet for chemicals used in your workplace.

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.

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.

The NEXT STEP

Take the next steps to ensure you comply with OSH requirements:

- work through this newsletter and checklist and implement control measures;
- review guidance material referenced in this newsletter; and
- check that you comply with industry standards in relation to recreational diving.

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

Training in MANUAL TASKS

Training for manual tasks should include both theoretical and practical (task specific) training for workers, and should occur both at induction for new staff, and on an ongoing basis thereafter. Task specific training should also be provided when tasks are about to be changed or introduced.

The level, length and type of training provided should be tailored and comparable to the risk involved and the role of the participants involved in the risk management process. Any training should focus on the specific problems identified in the assessment process and take on a participatory approach.

Theoretical training should cover a risk management approach, that is, workers should be able to identify manual task hazards, assess the risk of injury from exposure to those hazards, and determine what controls are needed to minimise the risk. When faced with their usual work tasks, this means that the worker should be able to identify those risk factors that may potentially make their work hazardous (for example, lifting above shoulder height or prolonged standing). They should also know what processes to follow to report hazards, so that these can be addressed by management.

Task specific training should include information such as preparing the layout and environment for the manual task; how to select and use equipment; and performing and maintaining safe work practices.

More information on training is available in the Code of practice: Manual tasks (2010), available for free download from www.worksafe.wa.gov.au. WorkSafe also has a free manual task training package available for employers to modify, adopt and use as their own, also available for download through the website.

Manual task hazards and solutions in other store-based retailing

The following information refer to common manual task hazards that have been found in retailers. Some solutions have also been included for consideration. The provided information has been sourced from the publication *Manual Task Solutions for Small Retailers* produced by CCI Queensland funded by the Queensland Government, in conjunction with the risk factors recognised in the Code of Practice for Manual Tasks 2010 (WA).

Manual tasks - Hazards 1 - Working above shoulder height

- Performing manual tasks above shoulder height places the shoulders, neck and spine at risk of strain injury.
- Handling stock above shoulder height is a high risk manual task. The risk is increased where the stock is heavy, the task is repeated frequently, the stock is handled above head height, or
- where high force is required to be exerted.

Solutions

- Carefully plan the set-up of the stockroom and trading floor considering the nature of the stock carried as well as other items stored, such as fittings, promotional items and packaging materials:
  - Place the fastest moving lines, highest volume lines and heaviest lines between mid-thigh and shoulder height.
  - Place only light, compact, items that are rarely accessed, above shoulder height.
  - Position items on shelves above shoulder height at the front of the storage shelf to avoid over reaching to access stock.
- Identify appropriate locations for the storage of items, and ensure they are stored in the correct locations.
- Review inventory levels to minimise stock on hand.
- Set a maximum height at which items may be stored.
- Adjust the height of stockroom storage shelves to allow for more storage below shoulder height.

Manual tasks - Hazards 2 - Work below mid-thigh height

- Frequently handling items where the hands are below mid-thigh height is defined as a high risk manual task due to the potentially awkward posture adopted to access the item.
- The risk is further increased where handling items is performed frequently, where heavy or bulky items are handled and/or where high force is exerted to handle the load.

Solutions

- avoid storing high volume lines below mid-thigh height.
- Raise the height at which stock is stored. For example, palletised stock can be raised on another pallet or on racking beams.
- use a height adjustable pallet lifter to raise the base of the pallet.
- For smaller items and slower moving lines, use roller shelves on an incline to gravity feed product to the front of the shelf.

Manual tasks - Hazards 3 - Handling large, bulky and heavy stock items

- Master cartons (outer cartons/shippers) that contain multiple units may be excessively heavy and/or bulky.
- Where cartons of stock are not labelled or not accurately labelled with stock weight, there is no warning to workers before they commence handling the load.
- Large cartons repacked at the store can be packed with excessive weight.
- Insufficient space in the stock room and on the trading floor may restrict the ability to manoeuvre large, bulky stock, resulting in high force required to manoeuvre the stock

Solutions

- Advise the supplier of the maximum acceptable weight of master cartons. You may need to join forces with like retailers to request smaller pack sizes from suppliers.
- Request that the supplier label the carton with the carton weight. In the short term, label or mark cartons with the weight on receipt.
- Use materials handling equipment (MHE) that is fit for purpose to move stock, such as flatbed trolleys, two wheel trolleys or pallet jacks.
- Advise delivery personnel where to place stock and stipulate maximum height for it to be stacked.
- Consider opportunities for displaying stock on the trading floor in the master carton.
- Unpack heavy master cartons from the position in which they are received; that is, the floor, pallet or trolley, so that the heavy master carton does not need to be handled when full.
- Team lifting is an option, but not without risk, and should only be used in circumstances where options for redesign or using mechanical aids have been investigated and are not practicable.
- Handling of large, bulky or awkward items should ideally only occur between shoulder and mid-thigh height.
- Design the stockroom to allow large, bulky or awkward items to be slid and trolleyed instead of carried. Provide adequate access to heavy, bulky stock items in the stock room to prevent awkward postures.

Manual tasks - Hazards 4 - Using unsuitable materials handling equipment (MHE)

- Using shopping trolleys to store and move stock
- Overloading MHE with stock weight that exceeds the safe working load of the MHE
- Operator is unable to look in the direction of travel
- Poorly maintained MHE wheels and
- Operating the MHE on rough, uneven or damaged floor surfaces
- Incorrect MHE wheels for the type of floor surface can lead to excessive wear of the wheels and can require additional force to be exerted.
- Operating wheeled MHE on slopes or ramps.
- Use of powered MHE that the operator is not competent to operate.

Solutions

- When selecting materials handling equipment (MHE) consider:
  - the size and weight of the stock that needs to be moved
  - the maximum weight that the MHE will need to carry
  - where the stock is to be moved to and from
  - the type of surfaces the MHE will operate on
  - where the stock is to be stored, for example, will the stock be lifted into storage racks?
  - the amount of space available to manoeuvre the MHE
  - the amount of space available to store the MHE
  - the training and competency required to use the MHE.
- Regularly inspect MHE for damage and wear.
- Conduct preventative maintenance on MHE to ensure correct and safe operation.
- Establish, communicate and reinforce a process for staff to report damage and wear to MHE.
- Consider trialling MHE before committing to purchase the equipment.

Manual tasks - Hazards 5 - Multiple handling of stock

- Stock is frequently handled multiple times from the point of receipt at the store, to sale
  The risk is increased where:
  - the stock is heavy and/or large and bulky to handle
  - the stock is moved with the body in an awkward posture, such as above shoulder height or below mid-thigh level
  - high force is required to handle the item, such as to open cartons and free jammed stock

Solutions

- Advise delivery personnel where to place stock
- Review stock levels and lead times for opportunities to reduce stock on hand stored in the stockroom and consider storing some lines on the trading floor only. Consider opportunities for displaying stock on the trading floor in the master carton. Plan the stockroom to avoid having to move stock to access the stock you need.
- Design the point of sale area so that repetitive stock handling is conducted at waist height.

Manual tasks - Hazards 6 - Point of sale

- Handling of heavy stock lines at the register.
- Repetitive handling of stock.
- Risk is increased where repetitive movements are performed in awkward postures, such as overreaching to access stock.

Solutions

- Use scan cards or quick keys (pre-programmed into register) instead of lifting heavy, bulky items.
- For multiple items, scan one item and then enter the number of units on the register.
- Request that customers leave heavy items in the trolley and use handheld scanner to scan item in trolley.
- Rotate point of sale operation with other duties within the store that use different parts of the body.
- Design the layout of the point of sale workstation to eliminate the need for staff to overreach to handle stock.

Manual tasks - Hazards 7 - Using ladders and steps

- Using a ladder or step that does not have the load carrying capacity may damage and weaken the ladder. For example, using a ladder that is rated for domestic use only.
- Not using ladders or steps, but are overreaching to access stock above shoulder height.
- Inappropriate items used to gain height, such as climbing fixtures, using upside down milk crates, etc.
- Insufficient space in stockroom and/or sales floor to use ladder or to use ladder opened correctly.
- Using ladders or steps that are damaged and may fail whilst in operation.
- When stock is carried by the worker as they step down from a ladder or step, the worker does not have three points of contact and is at risk of falling.

Solutions

- Ensure the condition of ladders and steps is regularly reviewed as part of the hazard identification checklist.
- Select and obtain industrial rated ladders and steps that are fit for purpose. Consider:
  - the height required to reach
  - the weight of both the average employee and the weight of objects being carried
  - the floor area available for the base of the ladder or step
  - what the worker will be doing on the ladder or step
  - where the ladder or step will be stored.
- Select ladders and steps that have a large standing platform at the top.
- Maintain a high standard of housekeeping in the stockroom. This includes ensuring the stockroom floor is free from stock and packing material that could obstruct the ladder and/or obstruct a worker's access to a ladder.
- Remove items from the store room that may be used inappropriately to gain height, such as milk crates.
- Train workers on when to use the ladder or step and how to use them safely.
- Supervise workers to ensure they use the ladder or step when and how they should.
- Consider options to avoid the need to use ladders or steps, such as using a hook or pole to access high stock. The hook must securely grip the stock to prevent the risk of stock falling from heights.

Manual tasks - Hazard 8 - Moving displays, racks, fixtures and fittings

- Excessive force may need to be exerted in awkward postures to move the fixtures and displays.
- Mobile fixtures displaying stock may be moved in front of the store on opening, and moved back into the store at closing on a daily basis.
- Wheeled displays with castors that are not maintained increase the risk of force required to be exerted to move the displays.

Solutions

- Avoid moving fixtures wherever possible.
- Minimise the need to re-lay the store by carefully considering store layout at design stage.
- Install castors on regularly moved fixtures and displays, such as those which are moved in front of the store during opening.
- Select castors appropriate for the type of floor surface, and the size and weight of the mobile fixture.
- Conduct periodic preventative maintenance on castors.
- Establish a process and train workers to report when wheels or castors require servicing or repair.
- Use material handling equipment such as trolleys to move fixtures where possible.
- Identify items that require more than one worker to move; communicate this requirement to all workers. Team lifting should only be used where design control measures are not possible.
- Consider weight and size when selecting visual merchandising aids such as mannequins.
- Select light weight and/or modular visual merchandising aids wherever possible.

Manual tasks - Hazard 9: Sustained standing

- Workers experience aching legs and feet from sustained standing on hard floor surfaces.
- Workers experience low back pain from standing for long periods.
- Workers wearing inappropriate footwear especially in fashion retail, such as heels and slides. This choice of footwear can contribute to slips, trips and falls, as well as aching legs and feet and low back pain.

Solutions

- Comfortable footwear with a low heel should be worn.
- Use anti-fatigue matting where possible, such as behind the checkout. Be aware that matting can be a trip hazard, so ensure the edges of the mat are bevelled and sit flat on the floor.
- Rotate workers to avoid them having to stand in one spot for long periods.
- Provide a stool for workers to sit down on for short periods when not serving customers.
- Provide adequate amenities, including comfortable seating for employees, during designated breaks.

Manual tasks - Hazard 10: Peak times of the year

- Increased amount of stock in stockroom and on sales floor can potentially result in:
- INDENT an increase in the height at which stock is stored
- INDENT reduced room to move safely and to use materials handling equipment and ladders.
- Increased sale of stock results in workers handling a larger amount of stock per shift.
- Workers may work longer hours during peak periods.
- When busy, workers may tend to rush and cut corners.
- High volumes of stock may be stored for extended periods before the peak time to ensure stock arrives in time.

Solutions

- Consider options for access to additional stock without having to store on-site, such as:
  - off-site storage of stock (most shopping centres hire off-site store rooms). Consider how the stock can be safely transported from the off-site storage facility to the store, for example, using a trolley.
  - arranging additional deliveries of stock.
- Plan stock deliveries for the quietest time of the day or week to allow stock to be put away before peak trade times.
- Consider hiring casual staff to cover longer trading hours and to cover peak times.
- Ensure rostering appropriately matches peak trading times.
- Implement a communication method, such as a book, that can be used to discuss impending deliveries, where stock should be stored and hazards that require attention.

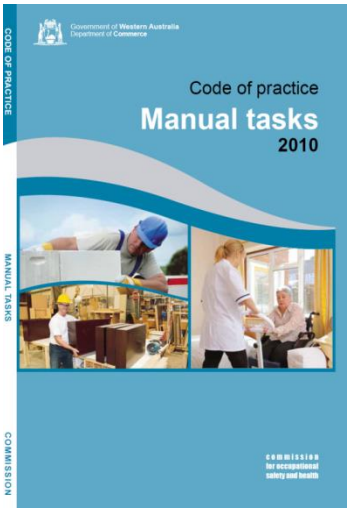
Sources: *Manual Task solutions for Small Retailers Produced by Chamber of Commerce & Industry Queensland. Funded by Department of Justice and Attorney-General Workplace Health and Safety Queensland, 2009.*
Code of Practice for Manual Tasks 2010 (Western Australia)WorkSafe WA

Pregnancy and manual tasks

What tasks are risky for pregnant women?

Some potential risk factors related to manual tasks during pregnancy are:

- fatigue due to physiological changes in conjunction with an excessively long work week;
- prolonged standing (for more than 3 hours per day);
- heavy physical workload (continuous or periodical physical effort, carrying loads of more than 10 kg);
- working under hot working conditions if a lot of sweat is being produced; and
- frequent forward bending, stooping or reaching above shoulder height, even when light loads are being handled.



What can we do about it?

Some practicable control measures that can be implemented include:

- reviewing the work tasks undertaken to avoid heavy work duties, in particular avoidance of extremely heavy physical exertion in early pregnancy and a reduction of the physical workload after the third month and again after the sixth month of pregnancy;

- reducing, if possible, the amount of time spent working under hot conditions, or improving workplace climate or ventilation, especially if heavy work is involved;
- reviewing work tasks that require a lot of bending and reaching, especially late in pregnancy, in order to reduce as much as possible the range of movements required;
- provision of rest breaks during the day; and
- establishing a more flexible work system, for example: changing the pattern of work through alteration of shift work and reduction in overtime.

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.

Electrical SAFETY

Incidents with electricity are usually caused by broken equipment or dangerous working conditions such as frayed or broken cords, plugs or power points, installation and/or repairs being undertaken by an unqualified repairer, absence of a residual current device (RCD), lack of testing of RCDs and a lack of experience, training or supervision.

The electrical lead of portable equipment is more likely to be damaged as a result of the frequent movement of the lead or where equipment is being moved around and possibly across leads.

Before use, electrical leads of equipment need to be checked and if damaged, they need to be repaired by a competent person. The employer must also ensure that non-portable RCDs are installed for portable equipment and regularly tested.
Serious and fatal injuries occur when electrical repairs are undertaken by persons that are not qualified.

What should you watch for?

- frayed or broken leads and damaged plugs;
- overloaded power boards;
- long or multiple extension leads;
- water around plugs, leads and equipment;
- overheated machines or equipment;
- lack of maintenance;
- broken or faulty machines; and
- restricted access to power points.

Armed holdups and cash handling

Staff training

The emphasis of training must be on self-protection. An employee's life and safety is worth more than any amount of money.

An armed hold-up is a very stressful situation that can produce a range of responses from staff. All staff need training in how to conduct themselves during a hold-up.

Training staff in what to expect and how to act during a hold-up can significantly reduce the effects of post-traumatic stress.

Staff should be made aware of the risks involved in cash handling and trained in:

- Cash handling procedures
- Emergency procedures and operation of security devices
- Confidentiality about procedures and security devices
- Staff support services during an armed hold-up
- How to identify robbers
- How to identify suspicious behaviour
- How to conduct oneself during an armed hold-up

Business layout

Each business has its own set of design considerations for minimising the risk of armed hold-up.

Below are some basic principles for making your business more secure. It is advisable, however, to employ the services of a reputable security firm to provide a set of specific security recommendations for your premises. You may also wish to seek advice from your local Police Crime Prevention Officer.

If the business is large enough, having more than one staff member on duty at any time is a deterrent. A supervisor should be positioned so that they have a clear view of the cash register area and attendant and so that they can be seen by any potential robber. A glass fronted, sealed-off office that can be seen by customers is ideal.

Position the cash register away from the front door. Counters should be wide with a raised floor for staff, to maximise the space between staff and customers. Robbers will choose to hold-up a business where it is easy to rush in, reach over the counter into the cash register and then rush out again.

Always keep the back door to the shop locked. An open back door is an invitation to have goods and money stolen from the backroom/storeroom and offers a back entrance and exit for a hold-up. Make sure that all other potential access points are secure.

Cash minimisation

Do not allow a cash register to fill with cash.

Clear excess cash frequently and randomly from cash registers to a safe or bank. There should be no more cash in cash registers than is needed for trading from that register.

Equally there should be no more cash held on the premises in a safe or strong room than is needed for trading.

An effective deterrent is to put excess cash into a cash drop safe with a time delay or a two key system. Post signs prominently in the window or on the counter that say that a time delay safe is in use.

Time delay safes can only be opened at a certain pre-set time. Robbers may force workers to open a single key operated safe, but are less likely to wait around for a time delay safe to be ready for opening

Security devices

Electronic sensors that emit a sound whenever a customer enters or leaves the premises are an aid for keeping tabs on how many customers are in the shop at any one time.

Personal and fixed duress alarms that are monitored by a security company can be used to summons timely assistance after a robbery. Security cameras can positively identify a robber and in some cases act as a deterrent. Prominently advertise the use of security cameras with signs. For late night services, where customer numbers are very low, electronic doors that are opened by staff as a customer approaches can be used to prevent access by masked persons or those carrying weapons.

Use signs to advertise all security measures in use. For example: "No Cash Kept on Premises", "Time Delay Safe in Use", "Closed Circuit Security Surveillance Cameras in Use" and so on.

Cash transfer

Cash transfer from a business to a bank reflects the profitability of the business. It is also a time of particular vulnerability to the crime of robbery. Ask the local police or a local security service to accompany you to the bank, if you believe your movements are being watched by a potential offender. A visible police presence in a community is a major deterrent to robbers.

Managers of small businesses that do not use a security firm pick-up should monitor the amount of cash held and make frequent, random bank deposits throughout the day. Do not invite robbery by taking large amounts of cash to the bank in the same bag at the same time each day. Use a bank close to your premises to deposit takings.

Constantly change the procedures for cash transfer including changing routes, times, schedules, the amounts transferred and the vehicles used for the transfer. Count cash in a secure room. Do not leave money out of the safe to investigate a disruption in the shop. Make sure that the premises is locked and you are out of sight from those passing by, when counting money.

Do not take cash home. Many small business people have been robbed after driving home at night with the day's takings in a car with the company name printed on the side. This is asking for trouble. It is advisable to use a security transport company where large amounts of cash are involved. Money for banking should be stored in a safe if cash is held overnight. Check with your insurance company that you're safe is rated for the amount of cash usually held.

OSH management safety checklist			
Check	**yes**	**no**	**n/a**
Consultation takes place on OSH matters between management and employees.			
Hazard and injury reporting: • systems are in place for reporting hazards and injuries; • reported hazards and injuries have been adequately investigated; • systems are in place for reporting notifiable injuries to WorkSafe.			
In relation to all tasks: • hazards have been identified; • the risk of injury has been assessed; • control measures have been so far as is practicable implemented; • implemented control measures are regularly reviewed.			
Safe operating procedures have been developed and implemented.			
Employees have received adequate safety induction and task specific training in relation to OSH.			
An OSH management system (ie WorkSafe Plan) has been implemented, including elements such as management commitment, safety planning, consultation and reporting, hazard management and training and consultation.			
Safety and health representatives have been elected, as per Act.			
Safety and health representatives have been trained, as per Act.			
An OSH committee is in place.			

Machine guarding safety checklist			
Check	**yes**	**no**	**n/a**
Every dangerous part of fixed, mobile or hand held powered plant (machinery) is securely fenced or guarded in accordance with Regulations 4.37 and 4.29, except where the plant is so positioned or constructed that it is as safe as it would be if fenced or guarded.			

Adequate safe work procedures provided and documented to set, test and use machinery during all cycles of production and maintenance. Look for:
• pre-operational checks;
• appropriate isolation and lock-out procedures provided for maintenance;
• where setting, testing and start-up of machinery is required with the final means of safeguarding removed, interim safeguards are used;
• where fixed physical guards are provided, adequate provision is made for cleaning, maintenance, adjustment and repair;
• presence sensing system:
  ○ safe system of work documented and a clearly identified warning provided when guard is muted; and
  ○ inspection and maintenance records maintained;
• the highest level of guarding that is practicable is being provided; and
• where it is not practicable to guard machinery, a safe system of work is in place for persons operating or passing in close proximity			

Operators and maintenance personnel are properly trained and familiar with the operation and set up of the machinery, including safety features.			
Manufacturers decals, manuals and operator instructions are readily available and in the English language.			

Safe movement of vehicles and mobile plant safety checklist			
Check	**yes**	**no**	**n/a**
Vehicles and mobile plant are adequately maintained in accordance with the manufacturer's instructions (or if not available by procedures developed by a competent person).			
Mobile plant is kept in a safe condition – for instance the seat is maintained, seatbelt is available, load chart is in place, operator manual or instructions are available, controls are labelled, dangerous parts are guarded, the plant is registered if required, if required roll over protective structure (ROPS) or falling object protective structure (FOPS) is in place.			
Pre-start checks are conducted and logbooks/records are kept of pre-start checks and maintenance. Maintenance records of forklifts, vehicle hoists, mobile cranes, bridge cranes >10 tonnes and presence sending safeguarding systems are kept and accessible at all reasonable times.			
Training and licences: • employees driving vehicles hold appropriate driving licences; • operators of mobile plant are adequately trained; and • where applicable, employees hold High Risk Work Licence (ie for forklift, boom type elevated work platform >11 metres).			
Items, including waste, (empty) gas cylinders are adequately restrained while being moved in a vehicle.			
Movement and speed of vehicles and mobile plant is managed to minimise the risk of collision or crush injury to pedestrians and persons operating vehicles, including: • loading and unloading areas are adequate, ie surfaces are in good condition, ramps are maintained; • pedestrians are segregated from areas where there is vehicle movement or areas where vehicles are being loaded or unloaded; • where applicable, pedestrian walkways and/or adequate signage is installed, eg speed limits, vehicles in use, no unauthorised entry; • personal protective equipment (PPE) is provided where required; and • persons working in vehicle movement areas are wearing PPE such as hi-visibility vests or clothing.			
Where mobile plant is used, site hazards such as ramps, slopes, rough ground, power lines, excavations, ground load limits, underground services, etc. are identified, assessed and controlled.			

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.			

Storage racking & shelving safety checklist			
Check	**yes**	**no**	**n/a**
Is the stock stacked in a way so that it is stable with minimal risk of falling? Consider assessing the height 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 damaged 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 accomplished 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:			
• Roll Over Protective Structures (ROPs) or Falling Objects Protection Structures(FOPs), where applicable;			
• Seat			
• Seat belt			
• Lights			
• Steering			
• Controls			
• Horn			
• Gas cylinder			
• Warning signs for forklift operation			
• Brakes			
• Mast			
• Reverse alarms			
• Chains			
• Tynes (Forks)			
• Hoses			
• Counter weight			
• 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			
• Is the operators' manual legible, accessible, apply to specific forklift trucks and have details as per manufacturers' specifications?			
• Before use are the harnesses, lanyard and anchor points inspected and regularly maintained?			
• Is the work organised for the safety of the operator and others?			
• Do you have barriers in place to keep unauthorised personnel out of this area during plant operations?			
• Are controls clearly labelled?			

Other forklift/order picking 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 been 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 as 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?			
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 load limit?			

Trolley, ladders, pallet jacks safety checklist			
Check	**yes**	**no**	**n/a**
Are pallets overloaded with stock, causing excessive push/pull forces required for moving pallets with pallet jacks?			
If a ladder is used, check that:			
• the type of ladder is appropriate to the task. Do not use 'domestic' or 'home-made' ladders.			
• All ladders must comply with Australian Standard/New Zealand, AS/NZS 1892 series and users should follow the manufacturer's recommendations on safe use;			
• 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;			
• damaged ladders are removed from service;			
• the ladder is on firm, stable and level ground;			
• 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;			
• 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.			
• the ladder is secured against displacement (i.e. slipping or sliding) and/or there is another person holding the base of the ladder;			
• all the locking devices on the ladder are secure;			
• the ladder is always faced while climbing up or down;			
• materials or tools are not carried while climbing the ladder.			
• 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;			
• 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.			
• no other person is allowed on the ladder at the same time;			
• slip resistant base, rungs or steps are provided;			
• slip resistant shoes are worn;			
• metal or wire bound ladders are never used close to energised power lines; non-metallic ladders should be used instead; and			
• 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?			

Loading docks safety checklist			
Check	**yes**	**no**	**n/a**
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?			

Manual tasks safety checklist			
Check	**yes**	**no**	**n/a**
Manual task hazards have been identified in consultation with employees.			
Risk assessments of hazardous manual tasks have been conducted. Risk factors, such as carrying, pushing, pulling, holding, restraining, etc. have been considered. Potentially hazardous tasks include but are not limited to, movement of batteries to/from pallets, load tyres onto conveyors for shredding (repetition) cutting of light gauge scrap using a guillotine (repetition, awkward position), sorting material on conveyors (repetition/awkward position/time on task) etc manual task relating to maintenance work.			
Practicable control measures have been implemented and maintained to eliminate or reduce manual task risk in consultation with employees, such as: altering the workplace environment, design or layout; changing the systems of work; modifying the load being handled; changing the tools used to do the task or using mechanical aids. Consider: • grab rails and adequate steps (three points of contact available); • bins on wheels, use of trolley , use of smaller vehicle; • limit or avoid double handling of things or items; • implement work procedures to limit the manual handling and use appropriate mechanical aides to assist employee with task; • trolleys have been provided - no lifting of large or heavy items; • wheels of trolleys have been properly maintained and move freely; • trolleys are not overloaded when pushing – full visibility is required; • work is varied through job rotation or other systems to reduce repetitive actions over long periods of time, ie sorting at conveyors; • adequate equipment has been provided for tasks to be carried out; • no lifting of heavy equipment, machinery or recyclable items; • no lifting of heavy equipment from one level to another level by stairs; • no lifting of heavy equipment from vehicles - lifting equipment is provided from vehicles; • no reaching over work benches and equipment; • sufficient rest breaks have been provided; • heavy items are stored at waist height and lighter items are stored at top shelves; • access to shelves, storage areas, cupboards is not obstructed; • ramps are in place where trolleys are used to go from one level to another level; • work benches and other work surfaces are at good height to reduce poor posture; • reaching aids, such as hooks, are available where required; • adequate and regular breaks are provided to avoid risk of fatigue, which may lead to muscle and soft tissue injuries, burns, cuts; and • well-designed controls and monitors in mobile plant and controls and seat maintained.			
Task specific induction and refresher training in relation to manual tasks is provided, refer to pages 17/18 of the Code of practice Manual tasks or to the manual task training package of the WorkSafe website. Elements of training should include: • key sections of the OSH regulations and Code of practice Manual tasks; • the roles and responsibilities of the employers, employees and others and the consultation that should take place between employer en			

Manual tasks safety checklist			
Check	**yes**	**no**	**n/a**
employees in order to identify manual tasks, assess the risk of injury and identify measures to control the risk; • basic function of spine, body postures, types of muscle work and principles of levers; • the relationship between the human body and the risk of injury; • the activities included in manual tasks and resulting types of injuries; • risk factors and potential sources of risks; and • the control strategies to reduce the risk of manual tasks injuries.			
Reported manual task injuries and hazards have been investigated the investigation examined the incident details, mechanisms of injury, relevant risk factors, sources of risks, contributing factors, actions required and practicable control measures to be implemented; and outcomes of the investigation have been reported to the person who reported the hazard or injury within reasonable timeframe. • the investigation examined the incident details, mechanisms of injury, relevant risk factors, sources of risks, contributing factors, actions required and practicable control measures to be implemented; and • outcomes of the investigation have been reported to the person who reported the hazard or injury within reasonable timeframe. For further guidance, refer to the sample template manual task investigation report on www.worksafe.wa.gov.au.			
Further information, including a manual tasks toolkit is available from www.worksafe.wa.gov.au and includes • Code of practice Manual tasks; • Manual tasks training package; • Video: Manual tasks risk management - Running time: 11:32 mins; • Worksheet: Manual tasks incident investigation (word); • Worksheet: Manual tasks risk management tool (pdf); and • Risk management checklist for manual tasks.			

Slips, trips and falls safety checklist			
Check	**yes**	**no**	**n/a**
Ground, floor or any stair or ramp has an unbroken and slip resistant surface.			
Ground, floor or any stair or ramp is free from any obstruction or fall hazards that may cause a person to fall, ie no electrical leads, hoses, tools, mounted power boxes, water across walkways.			
Systems are in place to ensure that the ground or floor is free from fall hazards and obstructions.			
Warning signs are available and erected near spills.			
Access to egress from the workplace is free from obstructions at all times.			
Guard rails or other safeguards are provided on ramps and stairs.			
Appropriate protective equipment, such as safety boots, is required.			
Ramps are available in areas where height of floor levels change and trolley access is required or items are carried regularly.			

Falls from heights safety checklist			
Check	**yes**	**no**	**n/a**
Falls from heights hazards have been identified in consultation with employees.			
Risk assessments of falls from heights have been conducted. Risk factors have been considered, such as access to and egress from work areas at heights, access in and out of trucks and plant, working on roofs or mezzanine floors and roofs, existence of fall injury prevention systems and adequate.			
Practicable control measures have been implemented and maintained to eliminate or reduce falls from heights risk in consultation with employees. Consider the following: • adequate means of access to and egress from areas where			

Falls from heights safety checklist			
Check	**yes**	**no**	**n/a**
employees are working at heights; • adequate edge protection or fall injury prevention systems are in place when employees have a need to work at heights. • height of first step of truck and plant, width and tread on step, grab rails, three points of contact are available; • for access to top of truck or plant use scaffold, portable platform ladder, fall arrest system or install railing on top of trucks, plant, etc; • no riding on the rear or the side of trucks and plant; and • provide plant (ie an elevated work platform or a specifically designed industrial lift truck) to lift persons into position. If this is not practicable, provide a specifically designed man cage that is securely attached to the forklift (no access to work at heights by standing in an excavator bucket or standing on top of a pallet raised by a forklift).			
Edge protection is in place where a person could fall more than 2 metres from a scaffold, fixed stairs, landing, suspended slab, formwork, or false work. In any other situation where a person could fall 3 or more metres edge protection or a fall injury prevention system (eg catch platform, scaffold, safety nets, safety mesh, or fall-arrest system) is in place.			
Safe means of access to and egress from the work at heights is provided.			
Stairs, walkways, ladders, mechanical lifts are obstruction free.			
People required to work at height have been provided with adequate information, instruction and training for the work being performed.			
Anchorage points and fall injury prevention systems • Anchorage and fall injury prevention system are of an appropriate design. The fall injury prevention system and anchorage points must be designed, manufactured, constructed, selected or installed so as to be capable of withstanding the force applied to them as a result of a person's fall. • An inspection regime is in place for each component of the fall injury prevention system and means of attachment (eg harnesses, safety belts, shock absorbers, lanyards, inertia reels) to an anchorage point. • If any signs of wear or weakness are found during the inspection, the components or means of attachment are withdrawn from use until they are replaced with properly functioning components. • Permanently fixed anchorage points are checked by a competent person in accordance with the manufacturer's instructions. If these are not available, anchorage points should be checked by a competent person at least every six months if in regular use or if not regularly used before it is used.			
Portable ladders provided are in accordance with AS 1892.1 (metal) or AS 1892.2 (wooden). For working at heights near or on electrical installations, lighting, etc. appropriate equipment has been provided.			
Where items are stored on suspended storage areas or on mezzanine floors: • a competent person has conducted a risk assessment to ensure the structural integrity of the storage area; • adequate edge protection has been provided; and • the access and egress to and from this storage area is safe.			

Violence and aggression safety checklist			
Check	**yes**	**no**	**n/a**
Workers have received information, instruction and training in relation to dealing with violence and aggression (including hold ups, cash handling, difficult customers)			
Procedures are in place in relation to violence and aggression			
Procedures are in place in relation to cash handling and hold-ups (including post hold-up)			

Hazardous substances safety checklist			
Check	**yes**	**no**	**n/a**
Register of hazardous substances • A register of hazardous substances is available and accessible for persons likely to be exposed to hazardous substances. • The register of hazardous substances is complete – the register includes a contents list and current Material Safety Data Sheets. • The register of hazardous substances is current – Material Safety Data Sheets (MSDS) are not older than 5 years.			
Labelling • Hazardous substances are properly labelled – eg containers are labelled with manufacturers labels that are complete and legible. • Decanted chemicals are labelled with name, risk and safety phrases. • Empty food or beverage bottles are not used to store chemicals.			
Risk assessment and control • Risk assessments have been completed for all hazardous substances.– *when conducting a risk assessment, consider how the substances is used, where it is stored, is ventilation required, are directions in the MSDS followed, what personal protective equipment is required.* • A record is made in the hazardous substances register that the assessment has been done. • A risk assessment report is available where the risk is significant. • Practical control measures have been implemented and maintained taking into account the hierarchy of control.			
Information, instruction and training • Workers who may be exposed or work with hazardous substances have been provided with adequate information and training, including health effects, controls, safe work methods, personal protective equipment and where applicable health surveillance. • A record of the hazardous substances training is kept.			

Other areas safety checklist			
Check	**yes**	**no**	**n/a**

Induction, training and supervision
• Induction and training has been provided in relation to:
  ○ task specific hazards;
  ○ safe operating procedures;
  ○ provision, use and maintenance of PPE
  ○ hazards and injury reporting;
  ○ emergency and evacuation procedures;
  ○ fit for work procedures (ie fatigue, alcohol and drugs at work);
  ○ bullying, aggression and violence procedures;
• Staff capabilities are assessed and, where applicable, a training plan is developed in consultation with the employee.
• Age, experience and non-English speaking background have been taken into account.
• Adequate supervision is provided to new employees to ensure they follow instructions and safe work procedures and there is no skylarking, initiation ceremonies and bullying.
• Risk of injury or harm to visitors is eliminated or reduced as far as is practicable (ie visitors are segregated from vehicles, mobile plant and machinery and are accompanied at any time).			

Noise • A risk assessment has been conducted. • Where practicable, control measures have been put in place to reduce the risk of hearing loss where noise levels > 85dB(A). • Hearing protection has been provided to workers and is used. • Workers have received information and training in relation to noise at the workplace and the use of hearing protection. • Workers have been instructed on the fitting, use, selecting, testing,			

Other areas safety checklist			
Check	**yes**	**no**	**n/a**
maintenance and storage of personal hearing protection.			
Personal protective equipment (PPE) • PPE has been provided, including steel capped boots, gloves, eye protection, high visibility clothing, sun protection (long sleeve shirt, trousers, hat and sunscreen), hearing protection if required and respiratory equipment if required. • PPE is provided without any cost to workers. • PPE is maintained. • PPE is used by employees. • Training has been provided in relation to the selection, instruction, fitting, use, maintenance and storage of PPE as per AS2161.2.			
Working alone and remotely • Where employees work remotely or alone, safe systems of work are in place, eg consider weather, travelling distance, terrain, procedures in the event of vehicle breakdown or injury, etc. • Employees are provided with information training and supervision in relation to working alone or remotely. • If employees are isolated from other persons, there is a means of communication which enables the employee to call for help and a procedure in place for making regular contact with the employee. • Communication equipment (eg long range radio, GPS, EPIRB) is provided as required and regularly tested and maintained to ensure it is in good working condition.			
Workplace behaviours • Policies and procedures are provided for managing bullying, violence and aggression in the workplace and reporting incidents. • Employees are provided with training and information in relation to bullying, violence and aggression in the workplace. • Reports of bullying, violence and aggression in the workplace are thoroughly investigated. • Bullying, violence and aggression are prevented and managed if applicable.			
Emergency procedures • Evacuation procedures and a diagram of the workplace are available, displayed and practiced. • Emergency enable safe egress in the event of an emergency. • Exit signs are provided and clearly visible. • Portable fire extinguishers are provided in the workplace and in vehicles and are maintained.			
First aid • Adequate first aid facilities (ie first aid kit, eye wash solution or (station, emergency shower if required) are provided. • Adequate number of persons trained in first aid is provided.			
Adequate workplace facilities are provided.			
Clean cool drinking water is provided and is readily available.			
Sunscreen and hats are provided.			
Work areas are monitored for cleanliness and removal of debris/waste.			
Warning signs are provided.			
Adequate seating is provided.			
Gas cylinders are secured.			
Smoking is not permitted in the enclosed workplace or in vehicles.			

A19562036

Further INFORMATION

Further information and guidance is available from www.worksafe.wa.gov.au

Codes of practice

- Manual tasks
- Prevention of falls at workplaces
- Fatigue management for commercial vehicle drivers
- Working hours
- First aid-workplace amenities-personal protective clothing
- Safeguarding of machinery and plant

Guidance notes

- Alcohol and other drugs at the workplace
- General duty of care in WA workplaces
- Working safely with Forklifts
- Isolation of plant
- Plant in the workplace
- Powered mobile plant
- Preparing for emergency evacuations
- Safe movement of vehicles
- Managing noise at workplaces

Other publications

- Staying alert at the wheel
- Safety tips for new and young employees and their employers