



Workplace Health and Safety Manual

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Health and Safety Policy

As a company, we are committed to providing a safe, healthy, clean working environment. This encompasses all people in HG Retail Supermarkets, including both customers and staff members.

The company's policy is to eliminate as far as possible the risk of injury in the workplace. The company and its staff each have an equal obligation to ensure that they care for the health and the safety of others as well as themselves.

HG Retail will make resources available so that its staff members have the tools and the training necessary to reduce the chance of injury in the workplace.

To achieve our mission, we will:

- Provide and maintain safe systems of work.
- Provide adequate training and instruction to enable staff members to perform their work safely and efficiently.
- Provide policies, procedures, practices and programs formulated to encourage the safety and health of all staff members, together with the framework necessary to assist in the ongoing assessment of these programs.
- Keep up to date with the current and best information available for managing health and safety issues in the workplace.
- Provide systems to deal with accidents/emergencies and have trained staff members to administer first aid.
- Provide suitable personal protective equipment necessary to protect against hazards that cannot be otherwise contained or controlled at the source.
- Take steps to ensure as far as possible the health and safety of visitors and customers who enter our store, office or warehouse and other company owned or controlled premises.
- Measure the performance of these activities, and where improvements can be made the company will make every effort to do so.

Within a HG Retail Supermarket, all department managers have an obligation for the safety of staff members under their control. Department managers are obliged to:

- Care for staff members and to maintain safe working conditions and practices.
- Ensure that information and training on health and safety issues are readily available to staff members.
- Obtain and provide information to staff members to assist in limiting and wherever possible removing exposure to hazards or unsafe working practices.
- Care for the safety of our customer and visitors by maintaining safe conditions and thoughtful work practices.

Store staff members are obligated to care for their workmates and themselves. Staff members will:

- Be required to work carefully, thoughtfully and efficiently and, in doing so make every effort to protect their own safety as well as the safety of their workmates and customers.
- Be required to co-operate with the efforts of management by utilizing all company support safety initiatives.
- Report conditions to their department managers or health and safety representatives which appear to be unsafe when they cannot correct the condition themselves.

Health and Safety Committees will assist in the communication and the maintenance of the safety message through out the company. Safety committees will:

- Address any health and safety issue raised by staff members or management.
- Regularly inspect the workplace, measure the effectiveness of health and safety initiatives and make recommendations to improve workplace safety.
- Be given access to all available information relevant to health and safety workplace issues.
- Assist in the development and maintenance of a safety ethos that encourages customers and visitors, and protects them from being hurt whilst they are in our care.

Workplace Health and Safety Act

The objective of the *Workplace Health and Safety Act 2011* is to prevent anyone being injured, killed or contracting an illness because of a workplace or workplace related activities.

Duty of Care

Duty of care (responsibility) requires everything 'reasonably practicable' to be done to protect the health and safety of others at the workplace. This duty is placed on:

- All employers;
- Their employees; and
- Any others who have an influence on hazards in a workplace.

Employers' Obligations

Employers have the main responsibilities and must provide a safe workplace as far as practicable and ensure it stays safe and healthy. Managers and supervisors must help employers meet this responsibility.

Employers are required to take all reasonable steps to see that work is carried out safely and that health of employees is not adversely affected. **Duty of care is a legal requirement which demands a level of responsibility from employers over and beyond superficial compliance with legislation and regulations.**

Employers must also ensure that persons not directly employed by them, such as contractors and sub-contractors are not exposed to hazards in the workplace and they must ensure other persons in the workplace who are not employees, such as other peoples' employees and members of the public are not harmed by the work.

Employer responsibilities include:

- Maintaining work areas, machinery and equipment in a safe condition;
- Organising ways of working safely
- Providing information, instruction, training (including induction training) and supervision of employees to enable them to work safely;
- Making sure that employees are aware of potential hazards;
- Providing protective equipment where hazards cannot be avoided; and
- Consulting and cooperating with safety and health representatives, if any, and other employees at the workplace on occupational health and safety matters.

Employees' Responsibilities

Employees must take care for their own safety and that of others who may be affected by their actions. Employees must cooperate with the employer to protect health and safety. But employees are only responsible for things under their control, and then only after proper training has been given.

Employee responsibilities include:

- Following safety and health instructions provided by the employer;
- Correctly using personal protective equipment (PPE) and clothing;
- Taking care to use equipment safely and for its intended purposes;
- Reporting hazards;
- Reporting work related injuries or harm to health; and
- Cooperating with the employer on safety and health matters.

Responsibilities of Others

This includes contractors and those who design, manufacture, import, supply or install plant, equipment or materials used in the workplace.

'Reasonably practicable' means that the requirements of the law vary with the degree of risk in a particular activity or environment which must be balanced against the time, trouble and cost of taking measures to control the risk. It allows the duty holder to choose the most

efficient means for controlling a particular risk from the range of feasible possibilities preferably in accordance with the 'hierarchy control'.

This qualification allows those responsible to meet their duty of care at the lowest cost. It also requires changes in technology and knowledge to be incorporated but only as and when it is efficient to do so. The duty holder must show that it was not reasonably practicable to do so more than what was done or that they have taken 'reasonable precautions and exercised due diligence'.

Specific rights and duties logically flow from the duty of care. These include:

- Provision and maintenance of safe plant and systems of work;
- Safe systems of work in connection with plant and substances;
- A safe working environment and adequate welfare facilities;
- Information and instruction on workplace hazards and supervision of employees in safe work;
- Monitoring the health of employees and related record keeping;
- Employment of qualified persons to provide health and safety advice
- Nomination of a senior employer representative; and
- Monitoring conditions at any workplace under their control and management.

These are representative of the employer's specific duties in all Australian States and Territories.

The 'hierarchy of control' refers to the range of feasible options for managing the risk to health and safety. The hierarchy normally ranges over the following controls:

- elimination of the hazard;
- its substitution with a less harmful version;
- its redesign;
- engineering controls;
- isolation of the hazard from people at the workplace;
- safe work practices;
- redesigning work systems; and
- the use of personal protective equipment at the workplace.

Accident and Incident Reporting

Make sure there is always a basic first aid kit located in an easy to reach location and check it regularly to ensure needed items have been replaced after use, e.g. bandages, bandaids, antiseptic etc. Check to make sure that all items are in date.

Managers must ensure the following procedures are strictly adhered to.

Accident/Incident to a Contractor/Sales Representative/Merchandiser/Etc.

HG Retail

All accidents involving contractors, sales representatives, demonstrators, merchandisers etc, however seemingly minor, must be recorded on an [Incident Investigation Report](#). Please send completed form HG Retail within 24 hours. Please call the relevant person to notify of major incidents.

Accident/Injury to a customer

All accidents involving customers, however seemingly minor, must be recorded. An [Incident Investigation Report](#) must be completed in duplicate and a [Customer Accident Report](#) must be completed and sent to HG Retail Office immediately.

The Incident Investigation Report must be completed in duplicate with the original being retained within store files and the copy sent to the Group Office.

The Customer Accident Report must be completed in full. The customer does not need to sign or sight the form. The form is also sent to the Group Office.

If a customer has an accident in the store e.g. fall, slip or faint no matter whatever the circumstances, follow these basic steps:

1. Make the customer comfortable.
2. If required call for help. If another customer offers assistance ask them to call another staff member preferably management.
3. Please show concern and sympathy but do not use the word sorry in any context. If you do, you may have legally taken responsibility for that person's accident. The store and yourself therefore runs the risk of a liability claim.

The store manager or another manager should take control of the situation, as they are responsible for what happens and the outcome. The trained first aid officer on duty should be called immediately.

They should:

- Call an ambulance if needed.
- Notify next of kin of the injured person if requested.
- Walk or drive the injured person to the nearest Medical Centre (or whatever is required).
- Offer any other assistance as may be required or necessary.
- Write down exactly what you saw happen.

Accident/Injury to a Staff Member

The same process applies as for a customer. An [Incident Investigation Report](#) must be completed and sent to HG Retail Office, with a phone call immediately.

First Aid

Each store shall have a first aid-trained person rostered on during the store operations, including evening and weekend trading.

Whilst the number of first aid kits may vary between individual stores, each kit must have a first aid register to record all minor injuries such as cuts and bruises.

Your first aid register should be like this example:

Date/Time of Treatment	Name of Injured Staff Member	Nature of Injury	First Aid Treatment Provided	Name and Signature of First Aider
06/10/2006	Tim Smith	Cut finger with Carton cutter	Washed wound & applied a Band-Aid. Advised to see a doctor	Steve Jones

Those staff members with first aid training and Workplace Health & Safety Officer are responsible for ensuring the contents of each first aid kit are fully maintained and that out of date stock is replaced.

First aiders and other staff members are to wear disposable gloves at all times whilst treating both staff members and customers. This assists in prevention of the transmission of diseases such as AIDS, Hepatitis B, HIV, etc

First aid qualifications are valid for a period of three years.

Alcohol and Drugs

In accordance with company policy, staff members are not to possess, or consume or distribute alcohol or illegal drugs on any HG Retail premises.

Any breach of this policy may result in dismissal.

No staff member is permitted to enter a HG Retail Store if they are under the influence of alcohol or illegal drugs. Any staff member suspected of being under the influence of alcohol or illegal drugs must be asked to leave the premises.

Staff members who have alcohol or drug dependency are required to undertake an approved rehabilitation program if they wish to remain employed by HG Retail. Rehabilitation programs can be organized through HG Retail office.

LEGAL DRUGS AND PRESCRIPTION MEDICINES

Staff members have an obligation under the Workplace Health and Safety Act to advise their department manager if they are required to take any legal drug or prescription medication that could affect their health or safety within the store. Cough medication, antihistamines and other medicines can cause drowsiness or delayed responses.

Any staff member who:

1. Is taking drugs or prescription medication; and
2. Whose actions have the potential to affect the health and safety of any other person within the workplace;

Should be provided with safer employment duties or be removed from the workplace.

Where a staff member is sent home, their absence should be recorded as sick leave.

Fresh Food Hygiene

It is the responsibility of store management to ensure that all staff members who handle fresh foods are aware of all relevant personal hygiene and handling practices and the legal and moral obligations of serving safe foods. The following is a brief summary of food hygiene practices.

Handwashing

This must occur:

- Upon entering the store after each break;
- Between handling raw and cooked foods;
- After hands become contaminated e.g. After handling rubbish / sneezing / touching face or hair.

Staff members should use Handwash (as supplied) and paper towels and keep wash basin clear at all times.

Clothing Within Fresh Food Areas

- Hats and hair nets to be worn for all hair lengths
- Uniforms and aprons to be kept clean
- Aprons to be sanitised before each work shift
- Aprons never to be worn outside department

Infectious Diseases

There is a legal requirement that staff members suffering from infectious diseases are not permitted to handle fresh foods. Infectious diseases include viruses, HIV, AIDS, all strains of Hepatitis, Measles (including Rubella and German measles) and chicken pox.

Staff members who have been notified by a medical practitioner that they are suffering from infectious disease must notify their department manager or store manager immediately. The manager is to treat such information in the strictest confidence and seek medical advice as to how the staff member should be employed during the infection period.

The store manager must notify HG Retail Office of any such instances.

Cuts and Sores

A clean, blue-coloured waterproof band-aid must be worn over cuts and sores at all times

Tea and Coffee

Within the store, any drinks other than water must only be consumed in the staff lunch room and no drinks other than water on the trading floor. Glass bottles or porcelain mugs must not be taken into fresh food departments under any circumstances.

Jewellery Standards

To prevent foreign particle contamination, the following standards apply;

- Plain wedding bands only
- Single piece sleepers only; only one earring per ear
- No visible necklaces or bracelets
- No facial piercing jewellery

Watches are discouraged due to possible contamination

Chilled and Frozen Foods

There are a number of workplace health and safety considerations specifically relevant to the chilled and frozen foods department. These may include:

- **Carton cutting** – the blades used on carton cutters are especially sharp. Always follow the safe opening techniques you were taught during your induction training.
- **Defrosting/thawing** – the moisture that forms from defrosting or thawing can find its way to the floor creating a safety hazard. Always be alert for this and take immediate action to mop and/or dry wet surfaces.
- **Equipment malfunctions** – in the event of an equipment malfunction or breakdown, call HG Retail Office, complete and send a maintenance request form to HG Retail Office, label as DO NOT USE and quarantine if necessary – do not attempt repairs yourself.
- **Manual handling** – follow safe manual handling practices and use a safe lifting technique at all time when loading/unloading in storage areas and/or restocking display cabinets.
- **PPE** – use Personal Protective Equipment (jacket, gloves, etc.) to minimize the effect of working in extremely cold conditions.
- **Slippery floors** – under certain conditions the floor area in the freezer storage may form a film of ice making it slippery to walk on. Caution should always be taken when entering the freezer storage area.

- **Spillages** – the spillage of certain chilled items may leave an oily residue on the floor that may make the floor slippery. Follow the approved cleaning procedure for dealing with spillages that contain oil.
- **Time limits** – when working with frozen foods, do not remain in sub zero temperatures longer than the recommended maximum time.

Add any others that are relevant to your store

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Delicatessen

There are a number of workplace health and safety considerations specifically relevant to the delicatessen department. These may include:

- **Carton cutting** – the blades used on carton cutters are especially sharp. Always follow the safe opening techniques you were taught during your induction training.
- **Defrosting/thawing** – the moisture that forms from defrosting or thawing can find its way to the floor creating a safety hazard. Always be alert for this and take immediate action to mop and/or dry wet surfaces.
- **Equipment malfunctions** – in the event of an equipment malfunction or breakdown, call HG Retail Office, complete and send a maintenance request form to HG Retail Office, label as DO NOT USE and quarantine if necessary – do not attempt repairs yourself.
- **Manual handling** – follow safe manual handling practices and use a safe lifting technique at all time when loading/unloading in storage areas and/or restocking display cabinets.
- **PPE** – use Personal Protective Equipment (jacket, gloves, etc.) to minimize the effect of working in extremely cold conditions.
- **Slippery floors** – under certain conditions the floor area in the freezer storage may form a film of ice making it slippery to walk on. Caution should always be taken when entering the freezer storage area.
- **Spillages** – the spillage of certain deli items may leave an oily residue on the floor that may make the floor slippery. Follow the approved cleaning procedure for dealing with spillages that contain oil.
- **Time limits** – when working with frozen deli items, do not remain in sub zero temperatures longer than the recommended maximum time.

- **Slicer** – the slicer blade is extremely sharp and must not be operated without first completing the training and signing the [Slicer Training Sheet](#). Staff should be extremely careful when cleaning or sharpening the blade. DO NOT USE UNTIL TRAINED.
- **Food safety hygiene** – always use and/or wear appropriate food safety equipment (tongs, disposable gloves, hair net, hat etc.) when handling delicatessen products or serving customers.
- **Hot Box** – caution must be taken when working at or near the hot box as the high storage temperature of this unit has the potential to cause a serious burn.
- **Knives** – these have extremely sharp edges and should always be handled with care when using or cleaning.
- **Wrapping unit** – if a wrapping unit is in use, avoid touching the hot wire as this can cause a burn.

Add any others that are relevant to your store

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Fresh Produce Department

There are a number of workplace health and safety considerations specifically relevant to the Fresh Produce department. These may include:

- **Carton cutting** – the blades used on carton cutters are especially sharp. Always follow the safe opening techniques you were taught during your induction training.
- **Equipment malfunctions** – in the event of an equipment malfunction or breakdown, call HG Retail Office, complete and send a maintenance request form to HG Retail Office, label as DO NOT USE and quarantine if necessary – do not attempt repairs yourself.
- **Manual handling** – follow safe manual handling practices and use a safe lifting technique at all time when loading/unloading in storage areas and/or restocking display cabinets.
- **Spillages** – the spillage of certain produce items may leave a residue on the floor that may make the floor slippery. Follow the approved cleaning procedure for dealing with spillages.
- **Knives** – these have extremely sharp edges and should always be handled with care when using or cleaning.
- **Wrapping unit** – if a wrapping unit is in use, avoid touching the hot wire as this can cause a burn.

Add any others that are relevant to your store

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Sweep logs/spillages

It is the responsibility of all staff members to remove from the floor any item that could cause a trip, slip or fall to a staff member or customer.

There is a sweep log which is to be completed every 15 minutes, daily which involves the staff member walking around the store and assessing the floor cleanliness – is it clear of any trip or slip hazards. If the not, eliminate the slip or trip hazard, if it is clear, initial the relevant time slot.

In the event of a spillage:

1. The first staff member must immediately stand guard at the spillage and direct customers around it. This staff member must not leave the area until the spill has been cleaned up and the floor is safe and dry.
2. The second staff member must immediately collect two yellow 'slippery floor' signs and place one at each end of the spillage. They must then get a clean mop and bucket to clean up the spill. Once the area is safe and dry they can remove the yellow signs.

CLEANING AND DECONTAMINATION OF BLOOD AND OTHER BODY FLUIDS

It is essential that all staff members involved in the cleaning decontamination of blood or other bodily fluids resulting from an accident **MUST** wear disposable gloves to prevent them from the possibility of further infection.

Visible material such as Vomit, Blood, Urine and Faeces, should be first removed using paper towels/mop and bucket, and then the area should be decontaminated. Decontamination should be undertaken with chemical germicide or Cleaner Sanitiser

The decontamination material such as paper towels, tissues or Chux wipes should be disposed of by placing the material into a plastic bag and securely sealed before the disposal in the rubbish bins. Mops and buckets etc should be thoroughly washed in a mixture of HOT

water and a chemical germicide or 'hospital strength' disinfectant such as **Cleaner Sanitiser** for a period of 5 minutes

Staff members must wear disposable gloves during the cleaning and decontamination of all equipment and these gloves should be placed into a plastic bag and securely sealed before disposal in rubbish bins and hands must be thoroughly washed for 5 minutes

Store Demonstrations

Demonstration companies operating within a HG Retail supermarket must observe certain health and safety requirements. Managers should be aware of the following.

1. The store manager is responsible for placing the demonstration in a suitable position within the store.
2. All companies involved in a static demonstration must use the industry standard Vitel table.
3. All power cords being used by demonstrators must be in good working order. They must be checked by either the store manager or Workplace Health & Safety Officer before the demonstration commences.
4. Dry cooking, cooking spray or warming can be used, but no oils, fats or water can be used for cooking. Fry pans, skillets and hot water urns must be located out of reach of children and are not to be left unattended at any time.
5. The demonstrator is to keep the size of the food sample to bite size or mouthful, in order to contain the consumption point of all samples to the demonstration area.
6. The demonstrator is to alert a staff member to any spillage that occurs. The spillage is not to be left unattended while cleaning equipment is sent for.
7. At the conclusion of the demonstration, the area must be left clean and in a safe state. This is to be checked by the Store Manager or Workplace Health & Safety Officer. The demonstrator is also required to walk the store to collect and dispose of any cups, spoons, napkins, etc left over from the demonstration.

Electrical Safety

Demonstrators are not to allow any electrical leads or extension cords to run across a floor during a demonstration.

Manual Handling

Manual handling covers a wide range of activities including lifting, pulling, holding, towing and carrying. It includes repetitive tasks such as packing, typing, assembling, cleaning and sorting, using hand tools and operating machinery and equipment.

Unsafe manual handling may cause a variety of injuries and conditions including:

- Muscle sprains and strains
- Injuries to muscles, ligaments, spinal discs and other structures in the back
- Injuries to soft muscle tissue such as nerves, ligaments and tendons in the wrists, arms, shoulders or legs
- Abdominal hernias
- Chronic Pain

In Manual Handling Regulations, all of these conditions are referred to as musculoskeletal disorders (MSD).

TYPES OF INJURY

Most frequent: Sprains / Strains 42-59% of injuries

Most costly: Sprains / Strains 48-68 % of costs

BODY PARTS INJURED

Most frequent: Hands- 22-30% of injuries

Backs- 20-30% of injuries

Most costly: Backs- 26-46% of injuries

General Risk Factors in Manual Handling

Current knowledge points to workplace factors as being the major causes of manual handling injuries, rather than individual factors such as height, weight, psychological state.

The workplace risk factors of importance include:

- Lifting at a distance out from the body;
- Heavy Lifting;
- Bending to lift;
- Frequent lifting;
- Trunk twisting; and
- Falls

Other known or suspected risk factors include

- Prolonged bending or sitting
- Other awkward postures; and

- Jerky lifting

These actions or postures are risk factors for back pain.

Common Injuries

The most common injuries from stacking and un-stacking shelves are:

- Strains and sprains of the back, neck, shoulders and knees;
- Foot injuries from dropping products;
- Hand injuries such as cuts from handling packaging.

What can cause these injuries?

- Lifting or lowering heavy loads to the floor;
- Reaching above shoulder height when stacking shelves;
- Twisting and bending when moving products from one position to another;
- Not wearing closed shoes.

Stacking products on shelves safely

The following are some precautions that should be taken to help reduce the risk of injury:

- Check the weights on cartons and products before handling them. Anything over 10kg should be considered as heavy.
- Place heavy and frequently used items on middle shelves. This safe distance is generally between mid thigh and shoulder, approximately 800mm from the ground.
- Do not store large cartons overhead that are difficult to retrieve. Store only light products on top shelves that can be easily removed.
- Keep products at the front of the shelf to avoid having to reach back into the shelf as this puts strain on the back.
- Use an Australian Standard approved ladder or step stool. **Do not allow employees to use milk crates, boxes, etc to stand on.**
- Use a hand or stocking trolley for moving boxes and heavy items.
- Wear closed-toe shoes when stacking or un-stacking shelves to avoid foot injuries.
- Where appropriate, use gloves to protect hands. Wearing an apron to protect clothing allows an employee to hold the load close to the body.

Tips for Safe Lifting

When lifting a load from ground level;

- Bend your knees, keep back straight, and keep the load close to your body.
- Lift with your leg muscles, support your forearms with knees and support the load with your body.

When lowering a load;

- Use leg muscles and lower the load by bending your knees, not the back.
- Where possible, support forearm on knees.

Other Tips

- Warm up first before lifting and carrying loads.
- Plan the lift.
- Stop for short breaks when performing repeated lifts.

Some common problems:

- Bending to stock low shelves;
- Stretching to stock high shelves;
- Truck unloading;
- Lifting on / off pallets;
- Heavy bag handling;
- Inadequate variety of tasks;
- Lifting in / out of deep bins; and
- Repetitive lifting.

PREVENTATIVE STRATEGIES

A basic **Risk Management Strategy** includes five elements which must be given high priority. These are:

1. **Inspections** to detect manual handling hazards involves a regular walk around the store with Workplace Health and Safety Representatives using the [Manual Handling Checklist](#);
2. **Discussions** between you, your staff leaders and staff members – ranging from casual discussions once a month to formal meetings and training sessions for larger groups;
3. **Education** of staff members using training material based on the principles listed above
4. **Analysis** of identified manual handling problems using the [Manual Handling Checklist](#) and then working out solutions with your Workplace Health & Safety Officer, Health & Safety Representatives or Hopper Group Office.
5. **Systems** and supervision that make it a normal process of regular discussions, inspections, analysis and control; ensure supervision of staff members follow on from education.