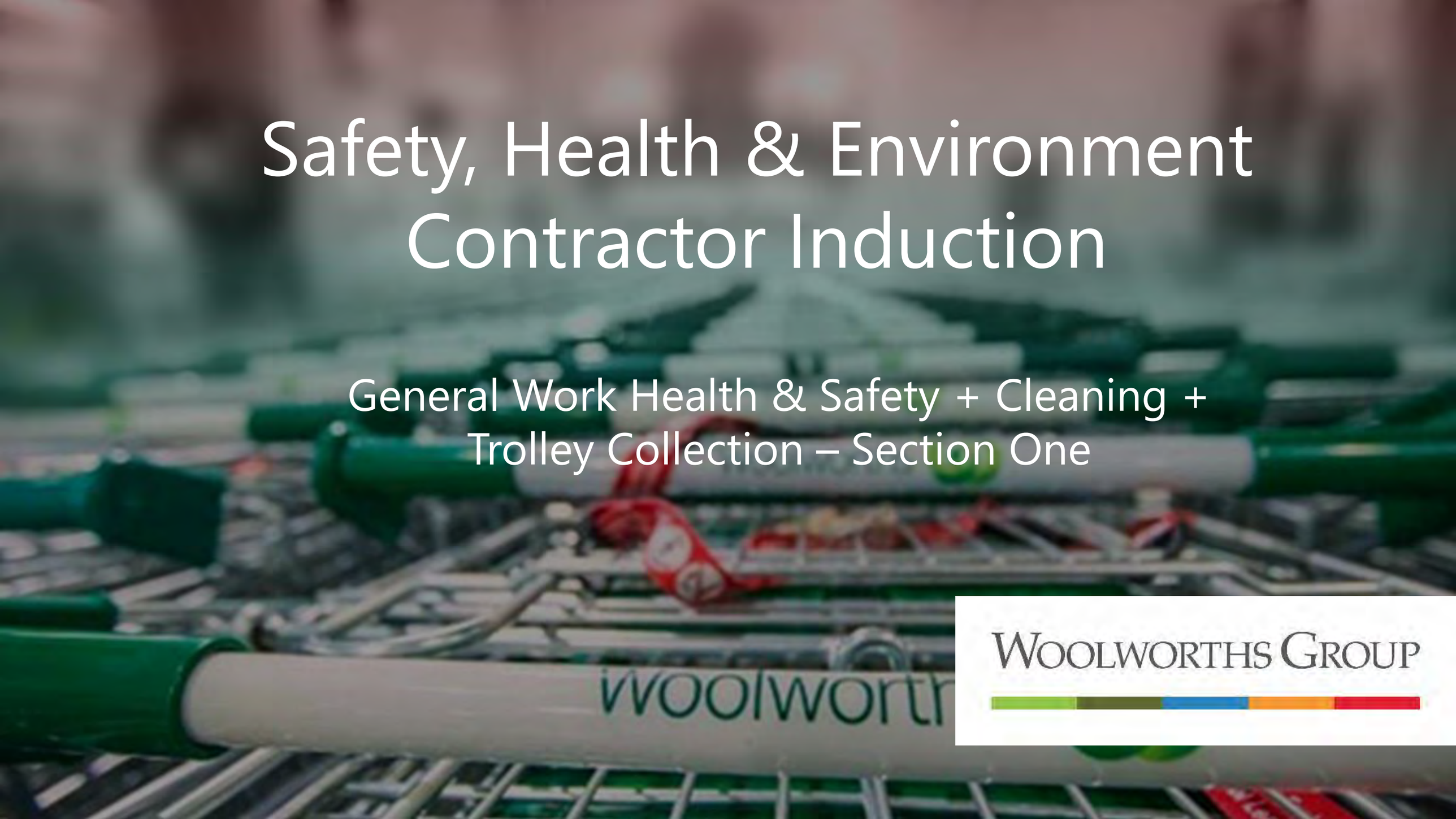
Safety, Health & Environment Contractor Induction

General Work Health & Safety + Cleaning + Trolley Collection – Section One



WOOLWORTHS GROUP

Contents

Section 1

1. Contents
2. Welcome to Woolworths
3. Safety & Health Policy
4. Arrival at Site/Store
5. Before Starting Work
6. Completed

WOOLWORTHS GROUP

Welcome to Woolworths Group Limited

Woolworths Group Limited is committed to putting safety, health and wellbeing at the centre of what we do.

Woolworths has identified and documented this induction with the view of providing consistent safety and health information to contractors, including merchandisers and demonstrators, consultants, entertainers, trainers, assessors and other non toolbox contractors. Prior to commencing work on Woolworths Group Limited sites, it is a requirement that this online induction is completed, and you comply with Health & Safety Acts, Regulations, Codes of Practice, and industry standards and accreditations.

Woolworths Group Limited will monitor contractor compliance and performance through ongoing reviews.

Failure to adhere to the requirements detailed in this Induction may result in you and your company being removed from site and the prospect of not undertaking any further work for Woolworths Group Limited.

WOOLWORTHS GROUP

Welcome to Woolworths Group Limited

Woolworths Group Limited is committed to putting safety, health and wellbeing at the centre of what we do.

In the interests of partnering with you on our journey to Destination Zero (zero harm to our people, environment and community), Woolworths Group Limited invites contractors to provide comment or feedback in relation to this induction to your Woolworths Group Limited Representative.

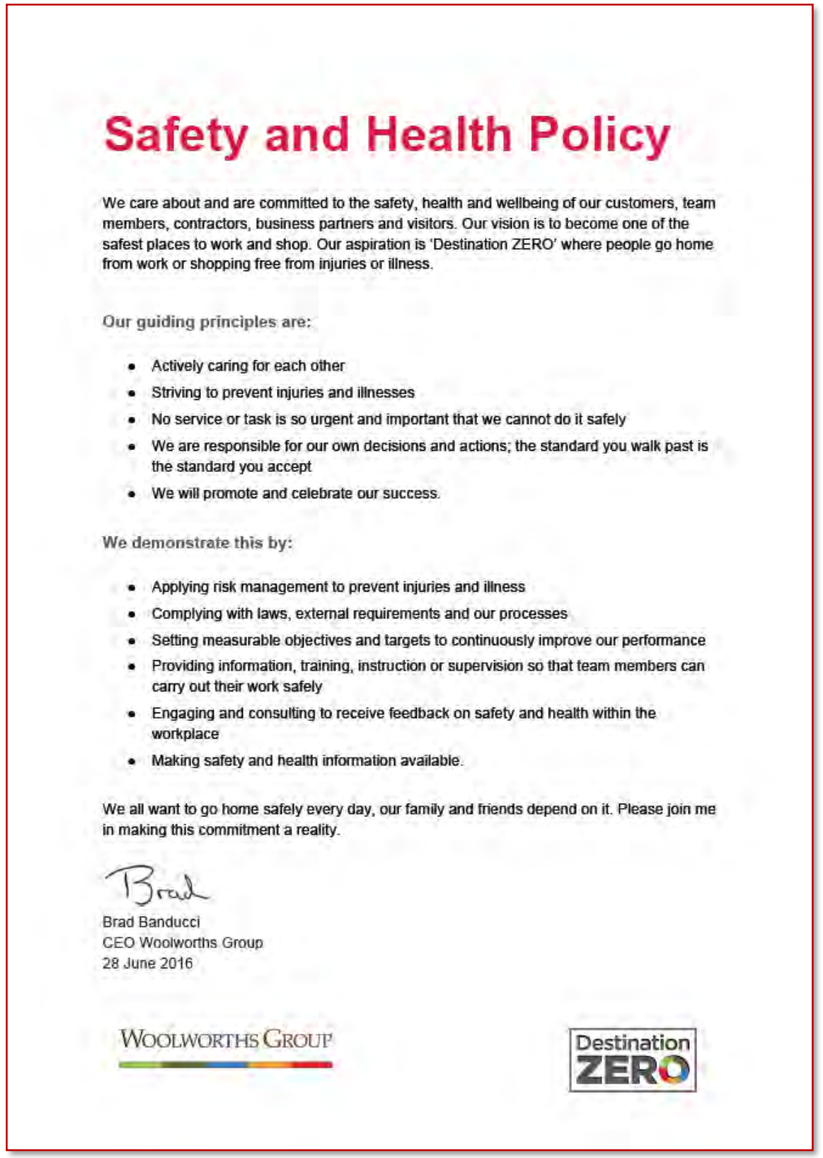
At the end of this induction, once you have passed, with the exception of Trolley Collection and Cleaning Contractors who require plastic cards, you will be given the option to print an induction card to paper or save a copy of the card electronically on your mobile phone or device. This card **must** be presented when signing in at Woolworths Group Limited Sites.

Trolley Contractors will be required to order a hard copy card only and present this to site.

This induction applies to Woolworths Group Limited and its subsidiaries.

WOOLWORTHS GROUP

Safety & Health Policy



Safety and Health Policy

We care about and are committed to the safety, health and wellbeing of our customers, team members, contractors, business partners and visitors. Our vision is to become one of the safest places to work and shop. Our aspiration is 'Destination ZERO' where people go home from work or shopping free from injuries or illness.

Our guiding principles are:

- Actively caring for each other
- Striving to prevent injuries and illnesses
- No service or task is so urgent and important that we cannot do it safely
- We are responsible for our own decisions and actions; the standard you walk past is the standard you accept
- We will promote and celebrate our success.

We demonstrate this by:

- Applying risk management to prevent injuries and illness
- Complying with laws, external requirements and our processes
- Setting measurable objectives and targets to continuously improve our performance
- Providing information, training, instruction or supervision so that team members can carry out their work safely
- Engaging and consulting to receive feedback on safety and health within the workplace
- Making safety and health information available.

We all want to go home safely every day, our family and friends depend on it. Please join me in making this commitment a reality.

Brad

Brad Banducci
CEO Woolworths Group
28 June 2016

WOOLWORTHS GROUP

Destination ZERO

Our Policy

Woolworths Group Limited is committed to putting safety, health and wellbeing at the centre of what we do. Individually and collectively we play an important role in meeting this commitment.

Our aim is to provide the highest level of protection against harm arising from safety, health and wellbeing hazards and risks as is reasonably practicable.

To read the Woolworths Group Limited Safety and Health Policy – Click Here

WOOLWORTHS GROUP

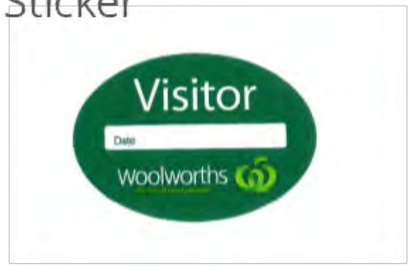
Arrival at Site/Store

When arriving at Woolworths Group Limited sites contractors and service providers are to report to the sites service desk, reception or security.

You will be required to sign in the visitors book or register with reception and display the visitors sticker or tag while on site.

“Visitor” stickers must be removed when signing out or tag returned to reception.

Examples of a Supermarket “Visitors Sticker”



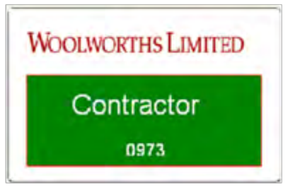
WOOLWORTHS GROUP

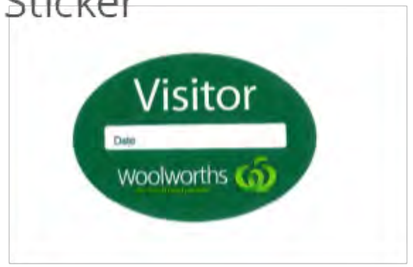
Arrival at Site/Store

A few exceptions do apply and they are:

- Trolley Collection Contractors are required to sign the Visitors Book but are not required to wear “Visitors Stickers”.
- Hygiene and Waste Contractors are not required to sign in to the Visitors Book and are not required to wear a “Visitors Sticker”.

Examples of a Supermarket “Visitors Sticker”





WOOLWORTHS GROUP

Before Starting Work

Depending on the type of work you will be undertaking, a "Work Authority Form" (WAF) and Work Permit (WP) may need to be completed and signed by you and the Site/Duty Manager prior to the commencement of works.

The Site/Duty Manager will guide you through this process, if it is required.

Safe Work Method Statements (SWMS) or Job Safety Analysis (JSA) are:

- To be completed for **all** works.
- To include a description of the task(s) and how they will be undertaken.
- To be "Task Specific" and include a Risk Assessment to identify hazards and eliminate/ control the risks in relation to the tasks and any hazards that may be unique to that site.
- To be presented to the Site/Duty Manager prior to the commencement of any works requiring a "Work Permit" or deemed "high risk".
- Made available to the Site/Duty Manager upon request for "non" high risk works.
- **Complied with when undertaking works.**

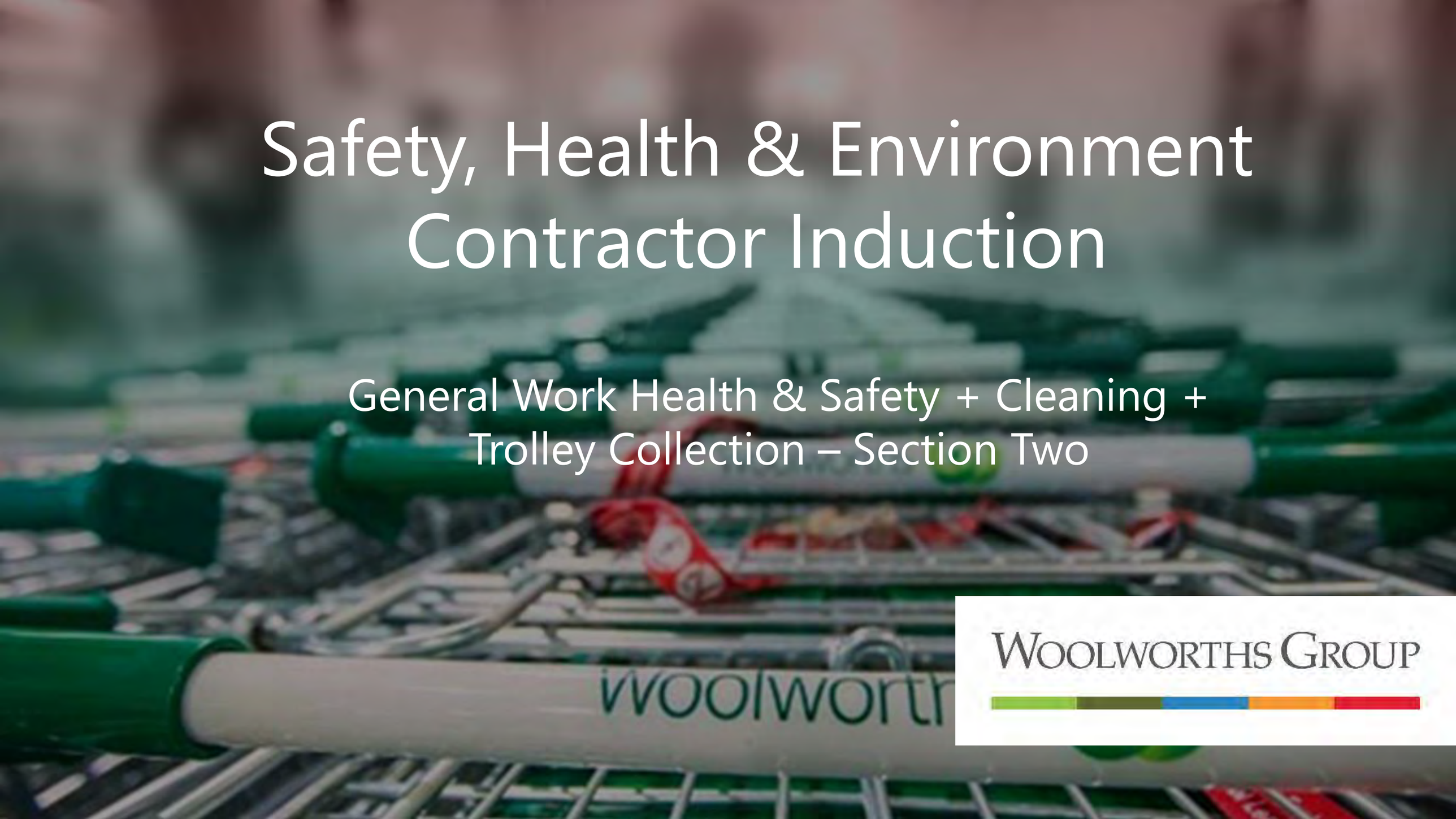
Before Starting Work *Cont.*

Where a SWMS or JSA cannot be produced for high risk work the work may not be permitted to commence.

NOTE: SWMS are to consider the protection from risk of our customers. Where appropriate, consideration should be given to customer safety e.g. signage, barricading, preventing unauthorised entry, etc.

Safety, Health & Environment Contractor Induction

General Work Health & Safety + Cleaning + Trolley Collection – Section Two



WOOLWORTHS GROUP

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3. Emergency Preparedness & PPE
4. Safety Signage
5. Falls
6. Manual Tasks
7. Completed

Hazards & Incidents

Hazards

A hazard is "anything that has the potential to cause injury, illness or damage to people, plant or the environment”.

Hazards that are identified prior to or during the works are to be documented in your Safe Work Method Statement (SWMS) and eliminated or controlled prior to commencement of works.

Any site specific safety hazards should be brought to the attention of the Site/Duty Manager and any high risk hazards escalated to your Woolworths Group Limited Representative.

Hazards & Incidents *Cont.*

Incidents and Injuries

Incidents, injuries, near misses, involving contractors or service providers, undertaking works are to be reported to the Site/Duty Manager or your Woolworths Group Limited Representative immediately.

You are to assist in the completion of the Woolworths Group Limited Incident/Injury report form and participate in any incident investigation. Following a serious incident, external reporting to a regulatory authority may be required. You will be required to cooperate with Woolworths in completing this, if required.

Non-Disturbance Areas

If an incident is serious, the area will need to be preserved, as prescribed by the Regulator, for a period of time for investigative purposes. This area is deemed a “Non-Disturbance” area and works may not commence until cleared by the Regulatory Authority.

WOOLWORTHS GROUP

Hazards & Incidents *Cont.*

First Aid

The Site/Duty Manager will assist you with first aid needs, if required.

Woolworths Group Limited sites have access to first aid equipment, trained first aiders or access to offsite Medical Treatment.

If you are injured on site or if a customer is injured as a result of the work being undertaken, report it immediately to a member of staff, Site/Duty Manager or your Woolworths Group Limited Representative who will contact a First Aider or arrange attendance at a local Medical Centre.

Emergency Preparedness & PPE

Emergency Preparedness

Each site has emergency information that you need to be familiar with. This information is displayed or located at each site on noticeboards and in Evacuation Diagrams. Each site has nominated wardens specifically trained to assist you in the event of an emergency and any evacuation requirements. Wardens can be identified by white, green or red hats.

During an emergency and/or evacuation you are to follow reasonable instructions given.

Personal Protective Equipment (PPE), is to:

- Be used when indicated by signage or requested by the site controller or when identified in your SWMS.
- Meet relevant Australian Standards and be maintained in good condition.
- Be provided by the contractor with training on its use in accordance with manufacturer's instructions.

Emergency Preparedness & PPE

The following items of PPE may be required, but not limited to, based on the tasks being completed:

- High visibility vest/clothing
- Gloves
- Protective Clothing
- Safety glasses
- Hearing protection
- Safety footwear
- Hard Hat
- Masks
- Sun Protection (e.g. hats, long sleeved shirts, long shorts, sunblock

If you are required to enter a Construction Zone you will be required to comply with PPE requirements of the Principal Contractor or the Site Controller.

Emergency Preparedness & PPE

High Visibility Clothing

Some Woolworths Group Limited sites, for example distribution centres, petrol forecourt, drive thru and car parks are designated as requiring high visibility clothing.

Please check site requirements before arriving at site.

WOOLWORTHS GROUP

Safety Signage

Restricted Access Areas

Restricted Access areas are sign posted and are not to be entered without permission from the Site/Duty Manager or Woolworths Group Limited Representative.

If you are required to enter a restricted access area or your work is in a geographically remote location or in an isolated area of the site then you are to include the risk controls in your SWMS.

Construction Zones

Construction Zones will be clearly indicated with hoarding, barricading and signage and are not to be entered without making prior suitable arrangements with the Principal Contractor or Site Controller.

WOOLWORTHS GROUP

Safety Signage

You will see a variety of signs on Woolworths Group Limited sites. Signage is provided for your safety and is to be observed at all times.

Signage is colour coded as follows:

- **Red** signs indicate fire equipment (fire extinguishers, hose reels, etc.)
- **Blue** signs indicate that mandatory Personal Protective Equipment is required when entering the area
- **Green** signs are for emergency equipment (eyewash stations, first aid kits and emergency exits, etc.)
- **Yellow** signs are cautionary signs, which may indicate a spill, a wet floor or "sound horn" areas

Please speak with the Site/Duty Manager or Woolworths Group Limited Representative if you are not sure what any particular signage means to you.

WOOLWORTHS GROUP

Falls

Slip, trip and fall injuries can be prevented by:

- Good housekeeping (e.g. keep walkways clear at all times).
- Reporting hazards.
- Wearing appropriate clothing for the task to be completed.
- Good manual task practices.
- Holding the handrail while travelling on stairs.

Housekeeping is everybody's responsibility and together we can all make a difference.

Falls *Cont.*

If you see something which could potentially cause a slip, trip or fall, don't walk past it, do something about it, such as:

- Fix or isolate the problem, and;
- Reporting the Hazard to the Site/Duty Manager so we can take the appropriate action.

Where there is a risk of you falling from one level to another or where there is a risk of an object falling and injuring another person you are to include the risk controls in your SWMS.

If you need assistance please speak with the Site/Duty Manager.

Manual Tasks

Manual tasks are to be identified and control strategies documented in your SWMS.

You need to consider whether you will need help, i.e. extra people or lifting equipment, with any particular tasks before arriving on site.

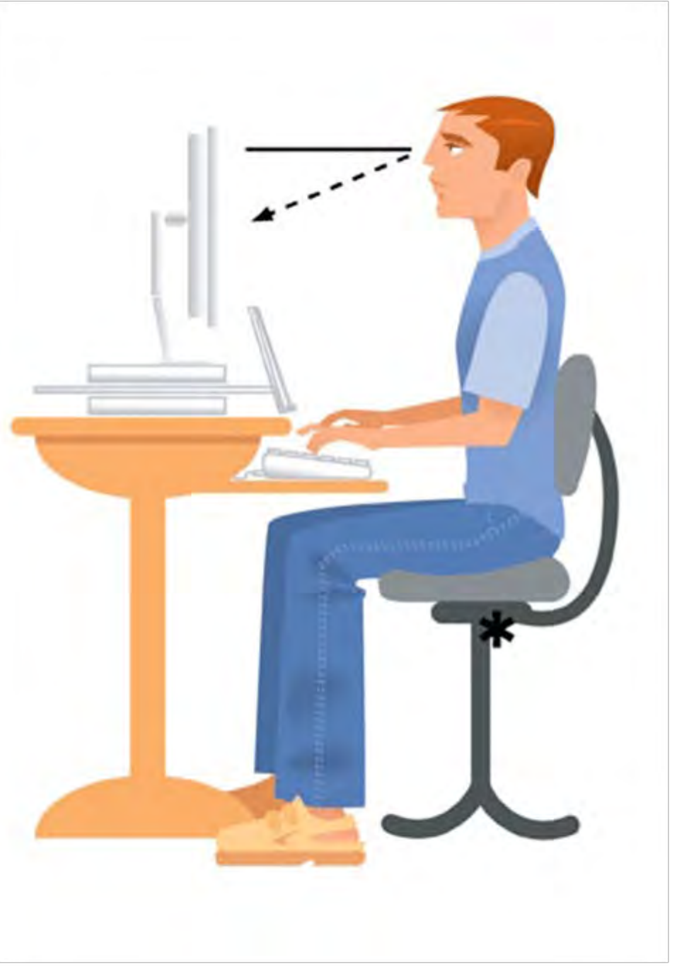
Manual Tasks *Cont.*

Working in the office environment

If you have/require any Workstation changes or adjustments (e.g. raise desks or lighting issues) please contact the Facilities Management Team.

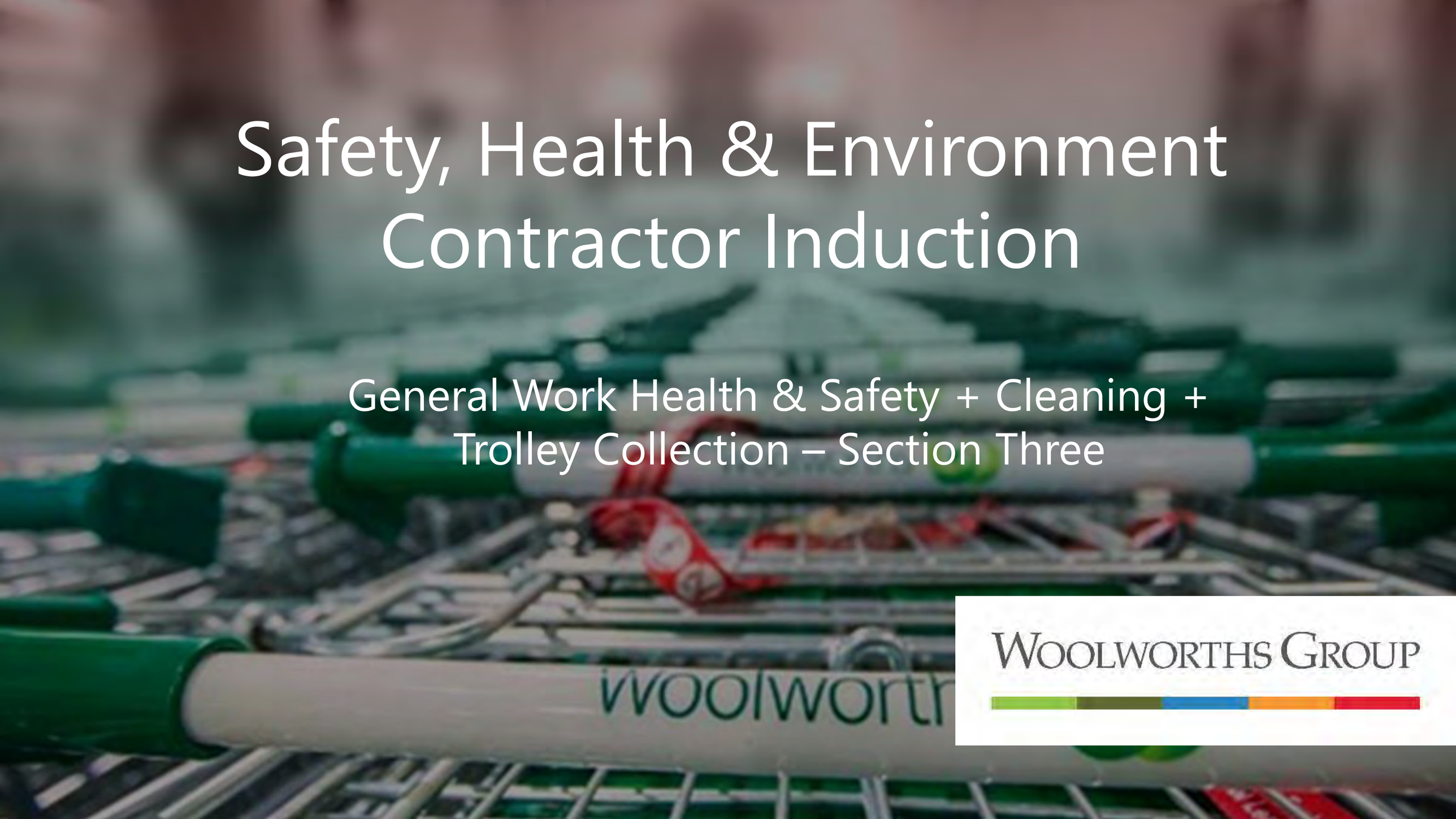
A workstation assessment will be carried out prior to any adjustments.

If you have any question please contact your Woolworths Group Limited Site Representative.



Safety, Health & Environment Contractor Induction

General Work Health & Safety + Cleaning + Trolley Collection – Section Three



WOOLWORTHS GROUP

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7. Consequences for Violation
8. Supplier Speak Up Policy
9. Completed

Hazardous Chemicals

Hazardous Chemicals must not be introduced onto Woolworths sites without prior approval.

If you are not sure whether a Hazardous Chemical needs approval speak with your Woolworths Group Limited Representative prior to arrival on site.

If you do need to use Hazardous Chemicals on site they are to:

- Be assessed to determine if an alternate “non” or “less” hazardous chemical can be used to perform the task.
- Have the relevant and current (not older than 5 years) “Safety Data Sheets” (SDS) available at the work site.
- Have control strategies documented in your SWMS.

Hazardous Chemicals *Cont.*

Hazardous Chemicals are to be:

- Used without risk to workers, visitors and customers.
- Stored securely and where unauthorised people cannot access them.
- Used and stored away from food.
- Free from risk of falling or being knocked over.
- Appropriately labelled.
- When decanted into containers, have the correct labelling and safety information for the product identified on the container.
- Used in accordance with the manufacturer's instructions and SDS.
- Removed from store/site following use each day, unless prior agreement with the Site/ Duty Manager and securely labelled and stored.

Hazardous Chemicals *Cont.*

Work that may generate fumes that are hazardous or objectionable are to consider:

- Completing works outside of trading hours.
- The use of PPE.
- Ventilation – natural or mechanical.
- Prior approval of the Site/Duty Manager or Woolworths Group Limited Representative.

Hazardous Chemicals *Cont.*

Spills

If you cause or come across a spill, prevent its spread, warn any person who may be at risk and contact the Site/Duty Manager or Woolworths Group Limited Representative. If your works increase the likelihood of a spill you are to include risk control strategies in your SWMS.

Stormwater Drains

Stormwater drains are not to be used to wash down or dispose of waste.

In the event of a spill, stormwater drains are to be protected by using bunding and the Store/Duty Manager or your Woolworths Group Limited Representative notified immediately. If you suspect environmental contamination contact the Site/Duty Manager or Woolworths Group Limited Representative immediately.

WOOLWORTHS GROUP

Plant & Equipment

Plant & Equipment used by Contractors is to be:

- In good condition.
- Stored and operated in accordance with Australian or other relevant standards.
- Be appropriate for its intended use.
- Have up to date maintenance records, including electrical testing & tagging.
- Secured when not in use, to prevent unauthorised access or use.
- Operated by appropriately trained, licensed and competent persons.

Plant and Equipment Hazards are to be identified and eliminated or controlled in your SWMS.

Plant & Equipment *Cont.*

When servicing or working on Woolworths Group Limited equipment, the equipment is to be left in a safe manner in preparation for normal operational use. Woolworths Group Limited plant and equipment is not to be used. If you require assistance contact the Site/Duty Manager or Woolworths Group Limited Representative.

Any equipment that may cause excessive noise levels is to be used outside of trading hours. If this is not practical discuss the matter with the Site/Duty Manager or Woolworths Group Limited Representative.

Trainees or apprentices are not to be left unsupervised.

Most sites generally provide Residual Current Devices (RCD) and protected General Purpose Outlets (GPO). Always consider personal safety by plugging in before switching the GPO on, and always switch off the GPO prior to removing the plug.

WOOLWORTHS GROUP

Plant & Equipment *Cont.*

Danger & Out of Service Tags

Equipment labelled with a "**Danger**" tag or "**Out of Service**" tag must **not** be used or have the label removed, except by the repairing contractor that attached the tag once the equipment has been repaired and returned to normal operation.

Removal of the tag by another repairing contractor is acceptable after consultation with the person named on the tag, or after consultation with the site supervisor who is to confirm that the equipment is repaired and is safe to use.

Facilities & Other Site Rules

Asbestos

Asbestos registers are available on site and are to be checked by the contractor prior to commencing any work.

Specific areas within a store/site that contain asbestos are labelled.

Only suitably licenced contractors can perform work on asbestos containing materials.

Facilities & Other Site Rules *Cont.*

Traffic Management

Traffic Management requirements are to be observed at all times, including:

- All speed limits, traffic flows and other specific traffic management rules and signage.
- Vehicles are to be immobilised prior to loading or unloading.
- Vehicle parking is permissible only in designated parking areas, parking in other areas will not be tolerated.

Facilities & Other Site Rules *Cont.*

Pedestrian Movement

When moving around Woolworths Group Limited sites pedestrian zones are to be used, where indicated.

When working in or moving equipment in the vicinity of pedestrians, barricading is to be considered to prevent unauthorised or accidental contact.

WOOLWORTHS GROUP

Facilities & Other Site Rules *Cont.*

Housekeeping and Storage

Work areas are to be kept clean and orderly. Waste and scrap is to be removed from site daily or more frequently if required. Dangerous goods and Hazardous chemicals must **not** be disposed of in general use waste bins, these wastes are to be removed from site and disposed of in accordance with regulatory requirements. Depending on the type of waste, proof of disposal methods and/or certificates may be requested.

Contractor work areas will be subject to the regular housekeeping safety inspections. Results may be used to determine the future allocation of contracts.

Working outdoors or in hot conditions

When working outdoors please consider using sunscreen, drinking water and taking regular breaks in the shade.

Facilities & Other Site Rules *Cont.*

Food Safety

When working in and around food, care is to be taken to prevent damage or contamination. This may include, but not be limited to, breakages and extremes in temperature. If you think you may have contaminated food speak with the Store/Duty Manager or Woolworths Group Limited Representative.

General hygiene and cleanliness is to be observed at all times when working in "food for sale" areas, that may include:

- Footwear
- Hair nets/caps
- Washing your hands
- Removing/covering any exposed jewellery

Facilities & Other Site Rules *Cont.*

Kitchens and Lunchrooms

Facilities are available at Woolworths Group Limited sites. Your Site/Duty Manager or Woolworths Group Limited Representative can give you further information.

Toilets

Toilet facilities are available at most stores/sites. All provided facilities are to be kept clean and tidy and any issues reported to the Site/Duty Manager or your or Woolworths Group Limited Representative.

Contractor's Visitors and Children

When engaged as a contractor, your children and pets are not permitted on site with the contractor whilst you are carrying out works.

WOOLWORTHS GROUP

Facilities & Other Site Rules *Cont.*

Security

Under no circumstances are contractors to interfere with any Woolworths Group Limited plant, equipment, facility or amenities, unless authorised to undertake repairs or maintenance.

Company uniform or identification is to be worn if agreed between your company and Woolworths Group Limited.

Please be aware that Woolworths Group Limited Sites use Closed Circuit Television (CCTV) video surveillance equipment. This equipment is required to protect workers and customers and to ensure their safety and security as well as the security of the site.

WOOLWORTHS GROUP

Facilities & Other Site Rules *Cont.*

Centre Management

The requirements for working on Woolworths Group Limited sites are set throughout this document. Where works are to be conducted outside the Woolworths Group Limited tenancy, or will impact areas outside of the control of Woolworths Group Limited then Centre Management is to be consulted prior to the commencement of works.

Work that may impact a centre's infrastructure (e.g. air conditioning, fire and sprinkler, smoke detection systems, roof, plumbing etc.) is only to be undertaken with the prior permission of Centre Management.

Contractors may also be required to undertake Centre Management's induction process and adhere to their specific Health and Safety requirements.

Maintaining a Respectful Workplace

Woolworths Group Limited is committed to providing a workplace free from:

- Bullying
- Harassment
- Sexual harassment
- Unlawful discrimination
- Victimisation
- Violence

You have a responsibility to behave in a manner that treats others with dignity and respect.

Any Contractor that commits or threatens to commit an act that is in violation of our Respectful Workplace Policy towards another person or property at work, or a work related event, will be removed from site and the future of the contract reviewed, exclusive of any other civil remedy or criminal penalty that may be pursued if appropriate.

WOOLWORTHS GROUP

Maintaining a Respectful Workplace

Act	What is it	Examples
Bullying	Workplace bullying is repeated, unreasonable behaviour directed towards a person, or group of people, which could pose a risk to their health and safety. Bullying may be intentional or unintentional.	• abusive, insulting, or offensive language or comments • spreading misinformation or rumours • behaviour which belittles or humiliates
Harassment	Harassment is any uninvited, unwelcome or unreciprocated behaviour that a reasonable person would anticipate may humiliate, offend, embarrass or intimidate another person.	• offensive or demeaning comments or jokes • sending or showing offensive pictures or messages (including by phone or on social media)
Sexual Harassment	Sexual harassment is any unwanted, unwelcome or unreciprocated conduct or behaviour of a sexual nature which offends, humiliates or intimidates.	• sending, showing or requesting sexual pictures or messages (including by phone or on social media) • unwelcome comments or questions about a person's appearance, sexual activities or private life

Maintaining a Respectful Workplace

Act	What is it	Examples
Unlawful discrimination	Unlawful discrimination is where someone is treated less favourably because of a legally protected attribute.	• gender, marital or relationship status, pregnancy, breastfeeding, parental status or carers' or family responsibilities • sexual orientation, gender identity, intersex status or gender expression • race, colour, descent, nationality, national origin, ethnicity or religion
Victimisation	Victimisation means treating someone negatively because they have made or have been involved in a complaint.	• making derogatory comments • ignoring a team member, or otherwise creating a hostile work environment
Violence		• punching, pushing, fighting or other physical violence • threats of violence

Drugs & Alcohol

Drugs, Alcohol & Smoking

No person is permitted to be under the influence of alcohol or drugs on a Woolworths Group Limited site. Any person suspected to be under the influence of alcohol or drugs will not be permitted to commence work. Some Woolworths Group Limited sites provide a designated smoking area.

Some medications can affect individual judgement and usually carry warnings on the packaging, e.g. do not operate equipment for 12 hours after taking this medication. Caution must be exercised and any concerns reported to the Site/Duty Manager.

Woolworths Group Limited will review the ongoing contractual relationship where any contractor is suspected to be under the influence of drugs or alcohol.

WOOLWORTHS GROUP

Consequences for Violation

The following points outline consequences that will apply to a Contractor for non-compliance, and will be applied upon assessment of the severity and frequency of the non-compliance amongst other considerations.

The consequences are listed in order of severity:

1. The issuing of a Warning Notice for a violation to individual(s) and/or the contracting company(s).

- Warnings are verbal or written notices placing an individual(s) and/or the contracting company(s) on notice for a violation. Two warnings given in a three month period may result in the automatic escalation of consequences to a suspension or breach.

2. Suspended from attending a nominated Woolworths Group Limited site(s) for a defined period of time.

- Suspension is the temporary measure of not allowing an individual(s) and/or contracting company(s) the right to conduct work at a Woolworths Group Limited site, or the non-issuing of future jobs to an individual(s) and/or contracting company(s) for a defined period of time.

WOOLWORTHS GROUP

Consequences for Violation *Cont.*

3. Excluded from attending a nominated Woolworths Group Limited site(s) indefinitely.

- Exclusion is the permanent measure of not allowing an individual(s) and/or contracting company(s) the right to conduct work at a Woolworths Group Limited site(s), or the non-issuing of future jobs to an individual and/or contracting company(s) for the life of the contract.

4. Contract termination with the possibility of future restrictions on tendering work for Woolworths Group Limited.

WOOLWORTHS GROUP

Supplier Speak Up Policy - If you would like to tell us about an issue....

At Woolworths we are committed to open and positive relationships with all of our suppliers. We recognise, that situations may arise where you feel that an important issue can't be dealt with directly with us, and where you would prefer to use an independent and confidential avenue for raising your issue. We have created the Supplier Speak Up Service for this purpose, hosted by a company external and independent of Woolworths.

Issues for which Supplier Speak Up should be used include:

- Fraud, bribery, corruption, behaviour that threatens others,
- Risk to people or product safety,
- Breach of law, including theft, unconscionable, or anti-competitive trade practices,
- Improper use of confidential information, and
- Violation of human rights, underpayment, modern slavery.

WOOLWORTHS GROUP

Supplier Speak Up Policy - If you would like to tell us about an issue....

There are processes in place and people ready to listen. First talk to your line manager, or if you can't talk to your line manager, talk to their manager, or at any time, talk to your HR representative or appropriate specialist e.g. Loss Prevention or Risk and Safety.

If you are unable to escalate a serious issue through the normal processes, or you have strong reason to believe that a reported issue has not been investigated, you may access "Supplier Speak Up".

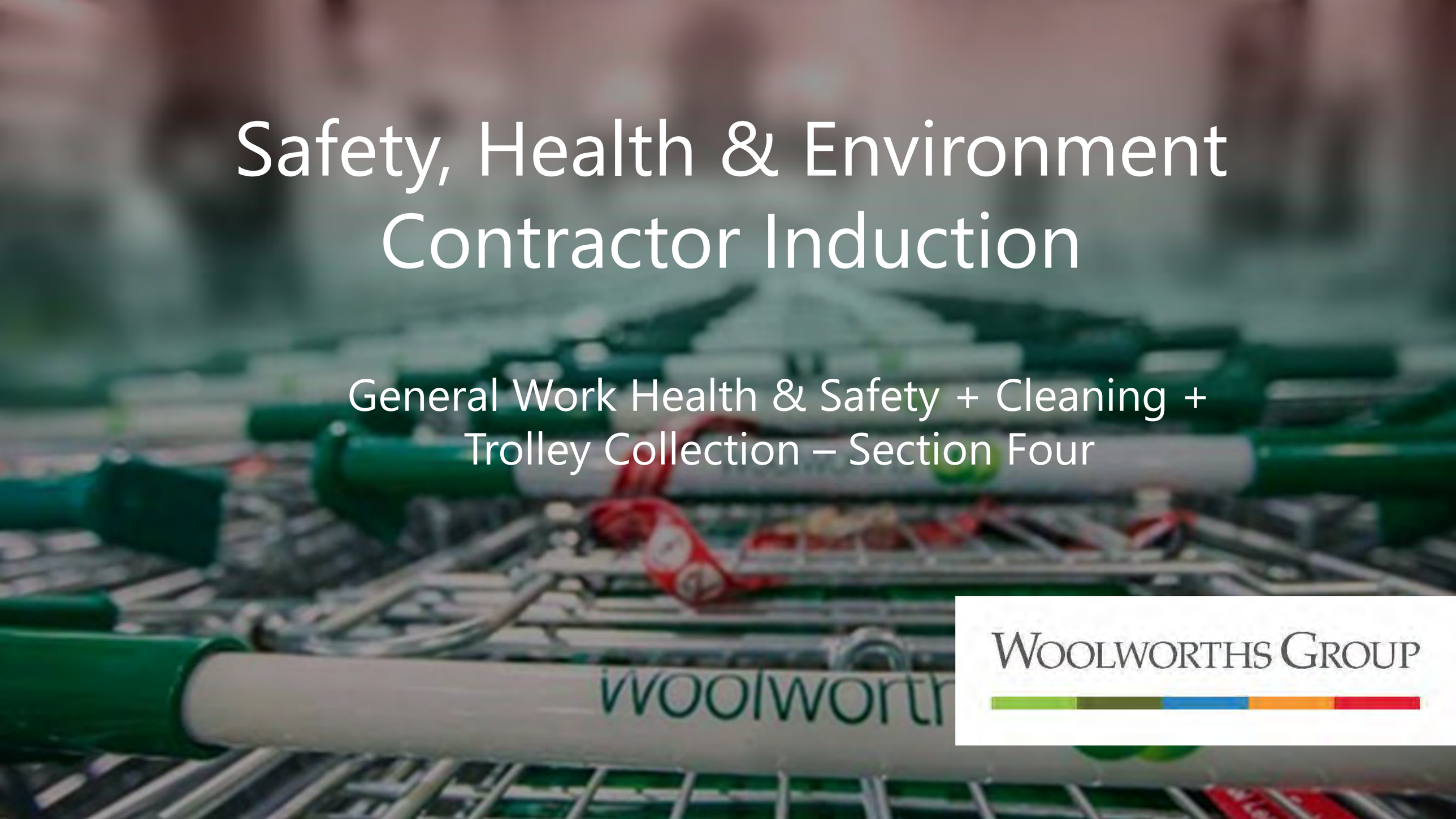
You can choose whether to remain anonymous or reveal your identity when you contact the Speak Up service. We are committed to protecting users of the Speak Up service against adverse consequences resulting from raising a matter.

Speak Up can be contacted on **WoolworthsSpeakUp.Ethicspoint.com** or through the phone numbers listed on that site (Australia 1800 772 173).

WOOLWORTHS GROUP

Safety, Health & Environment Contractor Induction

General Work Health & Safety + Cleaning + Trolley Collection – Section Four



WOOLWORTHS GROUP

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3. Completed

Cleaning Contractors

WOOLWORTHS GROUP

Work Safety Requirements

Pre-Start Safety Checks

Pre-start safety checks are to be conducted on all equipment and recorded on the appropriate documents.

Electronic Devices

Electronic devices such as; mobile phones, MP3 players, etc. are not to be used by Contractors, whilst carrying out cleaning works.

Test and Tag Register

An up to date “Test and Tag” register must be held in the Cleaner’s Room for equipment used and stored on site.

Work Safety Requirements *Cont.*

Storage and Use of Gas Operated Machines

- When using gas buffing machines you must ensure that the manufacturers safe operating guidelines/manuals have been reviewed and are adhered to and incorporated into your safe work procedures, for example turn off valve or remove bottle after use.

- Where bottles are connected/disconnected from the buffing machine there may be a risk of a leak. Suitable means of testing of LP Gas bottle connection should be considered e.g. soapy water leak test in your procedures.

- Gas buffing machines are not to be used in back of house areas within our stores. Back of house areas are the non-trading floors, team amenities, lunchroom and office areas.

Work Safety Requirements *Cont.*

Gas Bottles for Buffing Machines

Gas bottles on site **MUST** have a current testing date (within 10 years from date of stamp). Any out-of-date bottles must be removed from site immediately.

Gas bottles must be:

- Secured upright in well ventilated areas.
- Away from direct sunlight or heat sources.
- Secure from unauthorised access and in areas free of unnecessary combustible material.
- Dirty/oily rags should not be housed on gas cylinders.

NOTE: Gas bottles are to be a maximum of 9kg.

Work Safety Requirements *Cont.*

Gas bottles and machines are not to be stored:

- In plant rooms or switch rooms.
- In front of or adjacent to electrical distribution switchboards (maintain a **3 metre** clearance).
- Within **1.5 metres** of ignition sources such as battery re-chargers or hot water services.
- Under any stairwell.
- In or adjacent to any fire exit.
- In front of or adjacent to fire fighting equipment.
- The maximum number of bottles which can be stored on site is:
  - One bottle connected to each machine in use; plus
  - One spare gas bottle per site.
  - A maximum of 3 gas bottles can be stored on site at any given time.

NOTE: Gas bottles are to be a maximum of 9kg.

Work Safety Requirements *Cont.*

Approved Chemicals

Only Woolworths approved cleaning chemicals are permitted to be used on any Woolworths Group Limited site.

Slippery or Wet Floor Signs

Safety warning cones as per ***AS 1319-1994 Safety Signs for the Occupational Environment***, must be used following daily scrubbing or mopping where there is a residue of water on the surface.

Safety warning cones must be placed where it has not been apparent which side of the floor area has been treated or cleaned.

The use of multiple 'Slippery' or 'Wet Floors' signs must be used to clearly define areas of risk and safety hazards to store staff and customers for both trading and back of house areas.

It is important to leave floors as dry as possible after scrubbing or mopping to reduce the risk of any slips or falls.

In back of house areas, wet floor signs must be clearly displayed at entry points of the areas cleaned to alert staff e.g. entrance to corridors, lunch rooms or stairs.

Slippery or Wet Floor Signs *Cont.*

Safety Signs as per AS1319 must be placed directly beside any mounds of rubbish or dirt swept up during the cleaning process to identify these to staff and customers to eliminate the risk of slips or falls.

If you cause or find a spill, where safe to do so, stop it from spreading immediately, and contact a staff member for clean up assistance.

When floors are being either "stripped and sealed" or "recoated" the following procedures are to apply:

- Wet Floor/Slippery cones are to be strategically placed around the area to clearly define wet or slippery surface areas; and
- Trolleys are to be positioned as barriers to restrict access to the floors being treated.

Misuse of Drainage Systems

Drainage systems are not to be misused by cleaning contractors under any circumstances.

The following apply:

- Water from mop buckets and scrubbing machines is only to be disposed of through the Cleaner's sink in the Cleaner's room.
- All strainers and baskets should be left in place and not removed from the sink or floor drains.
- If the water flow is slow, whilst using appropriate PPE, remove any debris by hand to improve the flow.
- Cleaning contractors must report any missing, damaged, loose, rusted buckets and strainers to Store Management.
- Broken glass is not to be placed in the Cleaner's sink.

NOTE: Where blockages are substantiated as being caused by the cleaning contractor's processes, costs will be billed to the cleaning contractor.

Safety Requirements during Construction and Refurbishment

“Construction Zones” will be clearly indicated with hoarding, barricading and signage and are not to be entered without making prior suitable arrangements with the Principal Contractor or Site Controller.

Where a site remains operational, daily cleaning is to be carried out at the normal cleaning times in areas that are not indicated as Construction zones.

Electrical Equipment & Leads

Electrical equipment and leads are to be:

- Appropriate for its intended use.
- Compliant with AS/NZS 3760 In-service Safety Inspection and Testing of Electrical Equipment.
- Maintained and in good working condition e.g. regularly checked for exposed wires, frays, loose plugs/sockets, nicks, cuts, corroded terminals and plugs.
- When in use electrical leads are not to have a combined total length of greater than 30 metres.
- Stored and operated in accordance with Australian or other relevant standards.
- Have up to date maintenance records, including electrical testing and tagging.
- Secured when not in use, to prevent unauthorised access or use.
- Operated by appropriately trained, licensed or competent persons.

Electrical Equipment & Leads *Cont.*

The Test and Tag register is to be maintained and kept up to date, and located in the Cleaner's room.

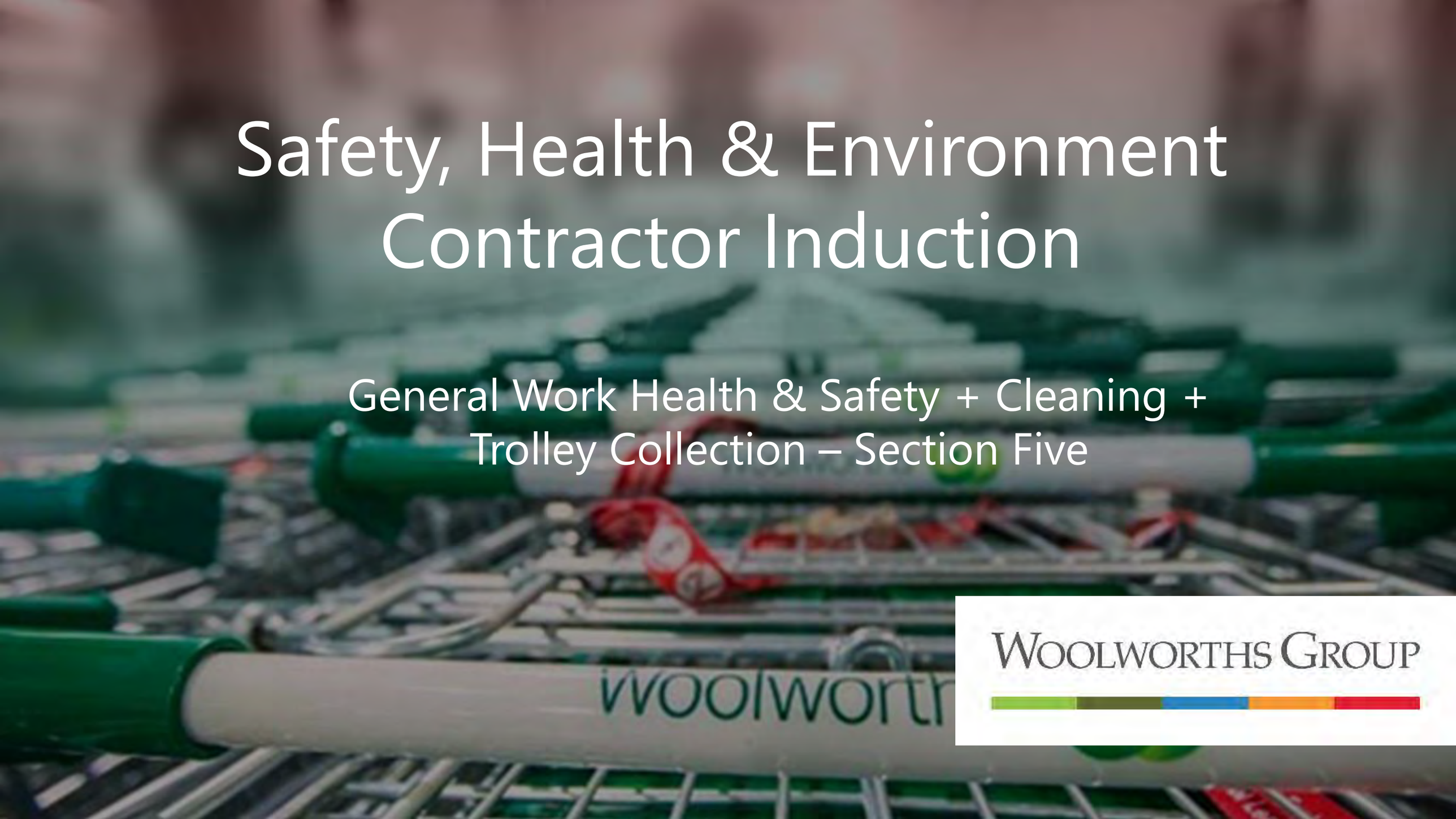
Electrical tape is not to be adhered to electrical equipment.

Power leads from equipment such as drink fridges, etc., are to be raised before buffing floors, and the leads are to be replaced appropriately upon completion of works.

NO TEST & TAG REGISTER IS A NON-COMPLIANCE.

Safety, Health & Environment Contractor Induction

General Work Health & Safety + Cleaning + Trolley Collection – Section Five



WOOLWORTHS GROUP

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Section 5

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Trolley Collection Contractors

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Operational & General Safety

Whilst collecting and transporting trolleys, contractors are to:

- Be aware of used syringes left in trolleys and car parks. Appropriate gloves and equipment are to be used along with a sharps container for disposal.
- Be aware of customer movements such as in and around the car park, when pushing trolleys through doorways, and be alert and aware of surroundings.
- Remove rubbish from the trolleys upon collection. All rubbish is to be placed in the appropriate waste receptacle.

NOTE: Sharps Containers and instructions for use are available from the Site/Duty Manager.

Operational & General Safety

Whilst collecting and transporting trolleys, contractors are to:

- Not use electronic devices such as; mobile phones, MP3 players, etc.
- When removing trolleys from difficult areas (creeks etc.), employees are to risk assess to determine appropriate equipment/PPE, and if assistance is required prior to removing the trolley(s).
- All damaged trolleys must be isolated, quarantined for repair, and reported to the Site/ Duty Manager for danger tagging.

NOTE: Sharps Containers and instructions for use are available from the Site/Duty Manager.

Trolley Collection Safety

When moving trolleys the following are to be adhered to:

- Where the surface is uneven, inclined, rough, etc. careful judgement is to be exercised.
- Nested trolleys must be secured together with a rope or leather strap. Elastic straps such as for example “Oki” straps are prohibited.

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Trolley Collection Safety *Cont.*

When moving trolleys the following are to be adhered to:

One Trolley Collector:

- Is permitted to handle no more than 12 trolleys whilst they are nested together (or less if dictated by Centre Management requirements).
- A maximum of 20 trolleys can be moved at any one time whilst using a powered moving machine, e.g. “Muvit” machine. The person must stand at the front controlling the trolleys.
- Where it is necessary to transport trolleys on a travelator, no more than 5 trolleys can be transported at any one time. Some centres may preclude the use of travelators.

Two or more Trolley Collectors:

- Are permitted to handle no more than 20 trolleys whilst they are nested together (or less if dictated by Centre Management requirements).
- A person must be positioned at the front and another at the rear controlling the trolley chain.
- Where it is necessary to transport trolleys on a travelator, no more than 10 trolleys can be transported at any one time. A person must be positioned at the front and another at the rear controlling the trolley chain. Some centres may preclude the use of travelators.

Collection Vehicle Safety

The following relate to the use of tractors and other vehicles used to tow or transport trolleys:

Operator/Driver:

- Pre-start safety checks are to be conducted on all equipment/vehicles and recorded on the appropriate documents.
- The driver of the trolley collection vehicle must hold an appropriate current drivers licence and have their licence with them at all times.
- The speed of collection vehicles must not exceed **10km/h** within car parks and shopping centres, or lower as directed by Centre Management. (**NOTE:** Vehicle speed will be monitored periodically by store management.)
- Contractors must provide and maintain an adequate vehicle safety system.
- Contractor's drivers must have adequate visibility particularly when turning, reversing, etc. A site specific risk assessment is to consider appropriate controls e.g. a spotter, reversing camera, etc.

Collection Vehicle Safety *Cont.*

The following relate to the use of tractors and other vehicles used to tow or transport trolleys:

Vehicle:

- All vehicles used for trolley collection must meet local road transport requirements for vehicle registration and be maintained to an acceptable safe standard.
- Meet the relevant *Australian Standard AS1636.1* especially in respect of roll over protection devices.
- Have adequate rear view mirrors.
- Be fitted with an audible reverse buzzer/warning device.
- Flashing hazard lights must be activated when unloading trolleys from the trailer.
- Headlights must be switched on at all times.

Trailer Safety

When using the trailer, contractors are to:

- Not ride on the trailers and the trailers must be suitably sign posted to this effect.
- Reduce the number of trolleys to suit the ramp gradient.
- Make sure the load and all other items are **secured** on the trailer prior to moving, which include; chains, ramps, trolleys, etc.

Unloading Trolleys

When unloading trolleys from trailers the trolley collection vehicle must:

- Be turned off.
- Have the ignition keys removed.
- Have the handbrake applied.
- Have the flashing hazard lights activated.

The following areas are not to be blocked:

- Pedestrian crossings.
- Disabled parking areas.
- Vacant car parking spaces.
- Entrances/exits from car parks/shopping centres and plant rooms.
- Loading docks.
- Emergency exits.
- Fire Fighting Equipment.

Wet Weather

During periods of wet weather, trolley collectors must not carry or track water into the store or Shopping Centre.

This should be done by cleaning up water spillages immediately and by installing controls (e.g. placing mats in appropriate areas, the use of caution signs etc.).

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Car Parks

Car parks and associated areas must be patrolled periodically so that trolleys are not left in the open, protruding from the car park trolley corral or left unmanaged and thus become a hazard to customers and the public.

A final sweep of the Centre and local streets, for those stores that are freestanding, is to be completed at the end of the trading day to collect any stray trolleys.

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Travelators

In shopping centres with travelators, any Woolworths Group Limited trolleys **without brakes** are to be “Danger” tagged, removed from circulation, and brought to the attention of the Site/Duty Manager.
Trolleys from other retailers are to be removed from the Woolworths trolley bay.

Where trolleys are able to be transported via travelator the following rules apply:

- **No more than five** trolleys can be transported at any one time, with one contractor/staff positioned at the rear, controlling the trolley chain, or
- **No more than ten** trolleys can be transported at any one time by 2 contractor/staff. One contractor/staff member is to be positioned at the front and one contractor/staff member positioned at the rear controlling the trolley chain.

Some centres may preclude the use of travelators.

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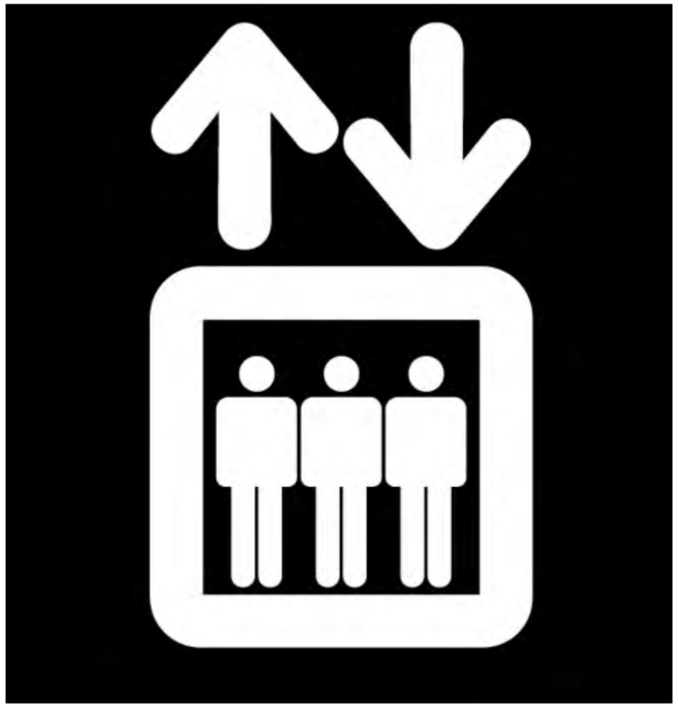
Passenger Lifts

Passenger lifts and travelators **must *not* be used to transport trolleys,** however some shopping centres may authorise this.

Where this is the case, authorisation is to be received from the shopping centre **in writing.**



Damaged Trolley Guideline

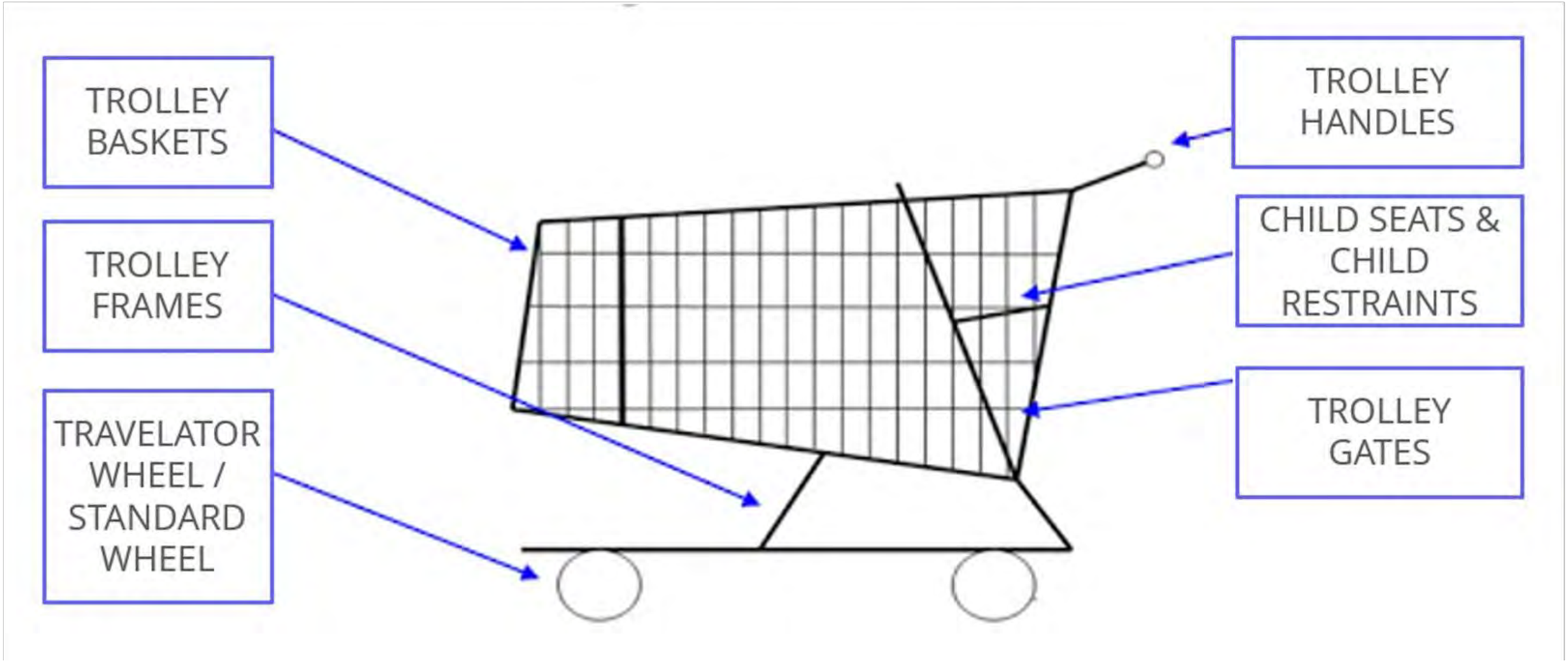
What is acceptable and not acceptable?

Acceptable – Can remain in Service.

Not acceptable – Remove from fleet, Danger Tag, isolate in quarantined area for maintenance.

To be disposed of (Danger Tag, isolate in a quarantined area for recycling).

Damaged Trolley Guideline *Cont.*



Damaged Trolley Guideline *Cont.*

TRAVELATOR WHEEL (DUAL DISC RAISED BRAKE PAD)

- Wheel discs free running (no obstructions stopping wheels from moving)
- Centre brake pad has minimal grooving

- Side Brake Arm wheel is no longer approved
- Remove tag and isolate in quarantined area

- Centre Brake pad missing
- Showing severe signs of grooving on brake pad
- Chunks out of the wheel disc

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Damaged Trolley Guideline *Cont.*

STANDARD WHEEL

- Wheels free running (no obstruction), aligned and stable with minimum tread wear

TROLLEY GATES

- Located inside the basket

- The tyre shows signs of separating from the centre of the wheel
- Rubber is brittle
- The bearings have collapsed

- Rear gate swings through the rear of the trolley basket

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Damaged Trolley Guideline *Cont.*

TROLLEY HANDLE

- Handle secured with plastic sleeve coating covering full handle
- No Damage

CHILD RESTRAINTS

- Child restraint/s fitted to trolley
- Plastic locking buckle clips not missing
- No evident cracks in the plastic locking buckle

- Damaged has sharp edges
- Handle missing from trolley
- Missing plastic sleeve / faded lettering
- Child restraint/s missing
- Plastic locking buckle cracked, broken or missing
- Note: Child restraints available for order through your approved process, please follow SOP when installing

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Damaged Trolley Guideline *Cont.*

BABY CAPSULES

- Baby restraint buckles and straps secured
- Capsule secured to trolley and stable
- No embossed warning sign on headrest

CHILD SEAT

- Warning label clear and visible
- No faded lettering or discolouration of the seat

- Baby restraint buckles and straps missing
- Straps damaged or frayed
- Baby capsule mattress cracked
- Embossed warning sign on headrest

- Cracked, broken or missing seat
- Warning label missing
- Faded lettering
- Discolouration of the seat

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Damaged Trolley Guideline *Cont.*

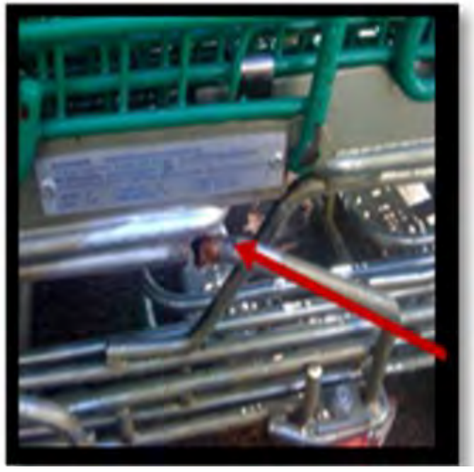
TROLLEY BASKETS

- Trolley basket wires straight and secured. No excessive gap between wires.

- Missing basket wires leaving a gap large enough for a child to fit a limb through
- Protruding wires

TROLLEY FRAME

- Frame secured together
- No breaks or fractures



- Breaks or fractures evident in the supporting frame which makes the trolley dangerous

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