



Worksafe SmartMove Certificate

Retail Trade Industry Module Study Guide



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Contact

SmartMove Coordinator

Department of Mines, Industry Regulation and Safety

100 Plain Street

EAST PERTH WA 6004

Telephone: 1300 307 877

Email: smartmove@dmirs.wa.gov.au

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Retail Trade Industry

Learning outcomes

1. Learn about common hazards encountered in the retail trade industry
2. Understand how to prevent injuries from common workplace hazards
3. Identify existing and potential hazards at a workplace and learn how to report and record them
4. Learn how to eliminate workplace hazards and reduce risks

The retail sector is often where young people find their first job and balance work with study. In Western Australia, young people aged 15-19 years are predominantly employed in part time or casual positions in the retail sector. Roles for young people in the retail industry, include:

- sales assistants
- checkout operators
- stock fillers and product pricing
- store cleaners
- delivery person
- warehouse storeperson.

Manual Tasks

A 17-year-old worker collapsed with a sharp pain in his back after lifting a 20 kg box of produce. Her injuries left her unable to work.

Manual tasks are any activity or sequence of activities that require a person to use their body (musculoskeletal system) physically to perform work.

The most common injuries and health issues that can arise from performing manual tasks are musculoskeletal injuries.

Examples of musculoskeletal injuries are:

- sprains and strains of muscles, ligaments and tendons (e.g. back strain)
- joint injuries
- disc protrusion or disc herniation of the back
- nerve injury or compression
- muscular and vascular disorders (e.g. carpal tunnel syndrome or repetitive strain injury)
- soft tissue injuries.

How does performing a manual task result in injury?

Contrary to popular belief, it's not just the weight of an object that creates the risk of musculoskeletal injuries. Workers are at risk of suffering injuries due to overexertion, awkward positions, applying pressure on one part of the body, performing the same action quickly and repeatedly and lifting heavy objects.

What can your employer do to keep you safe?

Your employer has a responsibility to provide and maintain a safe workplace. If you are about to perform hazardous manual tasks and you are unsure how to go about it, ask your employer or supervisor for assistance.

Your employer should provide you with **risk management* and ***task specific training* where hazardous manual tasks have been identified at your workplace.

Risk management is the steps taken to manage workplace hazards described as **SAMM – Spot the hazard; Assess the risk; Make the changes; Monitor and follow-up.*

***Task specific training is the practicing of actual tasks that will be performed.*

Task specific training should be provided:

- during induction to a new task
- as part of your refresher training
- when work tasks are about to be changed or new ones introduced.

After the training, you should be able to:

- recognise the risks and the sources of those risks and, in discussion with your employer or supervisor, decide the best way to minimise them
- prepare the workplace layout and surroundings to perform manual tasks safely
- prepare the load for manual handling, where applicable
- organise the task and work flow to minimise the risk of injury
- use relevant mechanical aids and handling devices provided to you
- use tools or equipment provided to you.

There is a variety of ways you can be trained to perform hazardous manual tasks. Training methods include a buddy system, demonstrations, observation, staff meetings, toolbox talks and practice sessions.

Remember:

Speak up if you think the task is too much for you. The effects of injuries from manual tasks can last a lifetime.

Examples of manual tasks that may be hazardous

Stacking shelves

There are number of risks that may result in an injury associated with stacking shelves. These are when:

- items are stored above shoulder level
- items are lifted from below mid-thigh height
- items are too heavy, the weight of items is unknown or they are heavier than expected for their size or shape
- excessive forward reaching is required when lifting or placing loads on and off shelves
- the load is unstable or awkward to move
- there is not enough space to handle items safely.

How can you keep safe?

- Place stock in their cartons on the shelf, rather than unloading individual containers onto shelves.
- Organise light items on the highest shelves to reduce the risk of injury when reaching up to remove and to refill stock.
- Organise storage so that heavy or high turnover stock is stored at waist height.
- Place large awkward items at ground level.
- Learn the proper way to stack shelves to perform your tasks safely.
- Use tools or equipment provided to you to prevent manual handling injuries. If they are not provided, ask for them.

Sustained standing

Working in a standing position for long periods of time and regularly can cause sore feet, swelling of the legs, general muscular fatigue, lower back pain, and stiffness in the neck and shoulders.

These are common complaints among salespeople, checkout operators, and especially in fashion retail when wearing inappropriate footwear such as heels and slides can contribute to aching legs and feet and low back pain, as well as slips, trips and falls.

How can you keep safe?

- Wear comfortable footwear with a low heel and a firm grip to prevent slipping. If you are standing on a metal or cement floor, the foot should be cushioned with a shock-absorbing insole.
 - Use a seat whenever possible while working, or at least during rest breaks.
 - When working in a standing position, you should always face what you are working on, with your body close to the work.
 - You should use a foot rail or portable footrest to shift your body weight from both legs to one or the other leg.
-

Quiz – Manual tasks

1. The most *common* health problems that can arise from hazardous manual tasks are:
 - a. musculoskeletal injuries
 - b. cold and flu
 - c. bone cancer
 - d. food allergies
2. You are using a trolley to move a heavy load. Is this manual handling?
 - a. No, because the trolley is carrying the load.
 - b. No, only when the load is lifted onto the trolley.
 - c. Yes, you are still manual handling a load.
 - d. all of the above.
3. When should you receive task specific training to perform manual tasks?
 - a. During induction to the task
 - b. As part of your refresher training
 - c. When work tasks are about to changed or introduced
 - d. All of the above
4. What are the risks that may result in an injury associated with stacking shelves?
 - a. Items are stored above shoulder level.
 - b. Excessive forward reaching is required from mid-thigh height when lifting or placing loads on and off shelves.
 - c. It is not enough space to handle items safely.
 - d. All of the above.
5. What should you NOT do when working in a standing position for long periods of time?
 - a. Wear high heels.
 - b. Use a seat whenever possible while working, or at least during rest breaks.

- c. Always face what you are working on, with your body close to the work.
- d. If it is available, using a foot rail or portable footrest to shift your body weight from both legs to one or the other leg.

Case study

Gillian works part-time on weekends in an ice cream parlour. She usually works 7.5 hours on each of the days. Gillian has developed an aching right forearm and wrist. She is right handed.

Most of Gillian's work involves repetitively serving ice cream in cones to customers. On observation, she uses a metal scoop, awkwardly bends her back forward to reach into the display cabinet to the chosen tub of ice cream, and forcefully pushes the scoop through the hard ice cream a number of times (handling below mid-thigh height) to obtain the required size of scoop. She then stands up and places the scoop onto the top of a cone held in her left hand. Her other duties include refilling the display cabinet with 5 kg tubs of ice cream, and cleaning out the cabinet at the end of the day.

6. From your observation, what are some of the risk factors present in Gillian's manual tasks? Choose **three** correct options.
 - a. Repetitive and awkward bending of her back forward to reach and handle below mid-thigh height.
 - b. Working on the weekend.
 - c. Talking to customers.
 - d. Using a metal scoop that is usually cold.
 - e. Repeatedly forcefully pushing the scoop through the hard ice cream to obtain the required size of scoop.
7. Please suggest ways to assist Gillian to manage her manual tasks. Choose **three** correct options.
 - a. Put the most popular flavours close to her to reduce over reaching.
 - b. Ask her boss to invest in good ice cream scoops, such as scoops with an ergonomic handle design and a rubberised grip to reduce cold temperatures.
 - c. Do nothing as by speaking up she could lose her job.
 - d. Store the ice cream at a slightly higher temperature so it is not as hard.
 - e. Stop cleaning the cabinet at the end of the day.

Fatigue

Fatigue is the feeling of being very tired, drained and exhausted. It can result from little or poor sleep, working long hours, or doing work that is physically demanding or requires high concentration.

Fatigue reduces your ability to perform your work safely and effectively. You may experience tiredness even after sleep, having short term memory problems, an inability to concentrate and blurred vision or impaired visual perception. Fatigue may increase the risk of injuries and accidents and can contribute to your poor health.

Causes of work-related fatigue may come from:

- working extended or irregular shifts that are longer than eight hours
- working night shifts or very early in the morning
- working at irregular times
- inadequate rest time between shifts.

What can your employer do to reduce fatigue at the workplace?

- Provide time for a regular break.
- Have a roster that allows rest and recovery time between shifts.
- Avoid allocation of tasks that are high risk during the early hours of the morning (i.e. 3-5 am).
- Provide a work environment that has good lighting, a comfortable temperature and reasonable noise level.
- Vary your tasks by adding interesting tasks throughout the shift to help reduce fatigue.
- Allow you to sit down to do some jobs, preferably on a specially designed stool or chair.

Be aware!

Under some employment awards, penalties can be incurred if staff members are not provided breaks that are outlined in their award.

What can you do to reduce fatigue?

- Have enough sleep before work. You may need at least seven to nine hours sleep each night.
- Take regular breaks. Your employer should give time for rest breaks.
- Wear low heeled, comfortable shoes.
- Keep a healthy lifestyle. Having a good diet and exercise regularly.
- Avoid caffeine, eating or alcohol before bedtime.
- Talk to your employer if you think you're at risk of fatigue.

Remember:

Late nights combined with the use of drugs and alcohol can make you feel tired the next day and can impede your concentration and ability to work safely.

Quiz – Fatigue

8. What can you do to reduce fatigue?
 - a. Have enough sleep before work.
 - b. Avoid caffeine, tobacco and alcohol, especially before bedtime.
 - c. Wear low heeled, comfortable shoes
 - d. All of the above.
9. What causes work-related fatigue?
 - a. Inadequate rest time between shifts.
 - b. Working night shifts or very early in the morning.
 - c. Working extended or irregular shifts that are longer than eight hours.
 - d. All of the above.
10. Which of these is not a sign of fatigue?
 - a. Feeling tired, even after sleep.
 - b. Short term memory problems and an inability to concentrate.
 - c. Blurred vision or impaired visual perception.

- d. Feeling hungry most of the time.

Electricity

Jade was changing light fittings in a hardware store when she received a sudden jolt and her right hand began to twitch. She was unable to let go of the light fitting. There was no RCD (safety switch) and she was not supervised. The light fitting was faulty and had exposed live wires. Jade received third-degree burns on her right hand.

Electric shocks happen when a person becomes part of an electrical circuit and the current flows through their body. Electricity passing through the body can cause convulsions (involuntary contractions of the muscles), the heart to stop beating and internal and external burns.

It can also cause secondary injuries resulting from falls or collisions and fire hazards resulting from electrical fault.

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) and lack of testing of RCDs
- a lack of experience, training or supervision.

Residual current devices (RCDs) are safety switches or circuit breakers that operate to disconnect their circuit whenever they detect current leaking out of the circuit that exceeds safety limits. It is a life-saving device designed prevent you from getting a fatal electric shock if you touch something live, such as a bare wire.

If you are using portable electrical equipment, power tools and extension leads at work, there must be an RCD installed at the switchboard, built into a fixed socket or through a portable RCD outlet. This is a legal requirement.

Lockout procedure

When cleaning, maintaining or adjusting machinery and equipment, a lockout procedure is required to safeguard the workers who carry out the tasks. Lockout is a safety procedure to ensure that dangerous machines and equipment are properly shut off and are not able to be started up again prior to the completion of the maintenance or repair work.

The lock procedure is used when:

- servicing or repair work places in danger
- a machine guard is removed for servicing.

There are three specific steps involved in locking out machines and equipment. These steps are: lock, tag and test.

Step 1: Lock

This means the electrical circuits must be shut down and locked. There are a wide range of locks that can be used in this process. These can be: switches with a built-in lock; chains and jaws or hasps.



Step 2: Tag

Tag refers to the information tag attached to a power source or piece of equipment warning others not to operate it. Tags have information about the name of the person working on the equipment, the time and date of the work and the equipment that's being isolated. Types of tags are commonly used in the lockout procedure are danger tags and out of service tags.



Step 3: Test

This means that all power sources need to be checked with proper test instruments to make sure everything is right before going ahead with work.



How can you keep safe around electricity?

- Do not operate or use machinery and equipment that is locked and/ or tagged.
- Always switch off electrical equipment at the power point before you pull out the plug.
- Use equipment properly. Regularly check and clean the equipment that you use and follow the equipment's operating instructions.
- Report any breakdowns or faulty equipment to your employer. It is the responsibility of your employer to make sure equipment is in good working order.

Remember:

Your employer must provide residual current devices (RCDs) or safety switches to reduce the risk of electric shock and electrocution.

Never use a machine that has a lock or a tag on it, which means someone is maintaining or working on it or it is unsafe.

Quiz – Electricity

11. There are three steps in locking out machines and equipment. These steps are:

- Lock, look and tag
- Lock, tag and test
- Tag, do and test
- Lock, test and try

12. A residual current device (RCD) _____

- can be a circuit breaker
- is a safety switch to prevent electrical shock
- is required to be installed at the switchboard when using portable electrical equipment, power tools and extension leads at work
- all of the above.

13. A lockout procedure is:
- a safety procedure to ensure that dangerous machines are properly shut off and not able to be started up again
 - used whenever the service or repair work to be done places workers in danger
 - used whenever a machine guard is removed for servicing
 - all of the above.

Machinery and equipment

A 16 year old apprentice butcher suffered terrible injuries to his left hand and had to have it amputated when his hand got caught in a meat mincing machine. The machine did not have a guard on.

Many young workers injure themselves using machinery and equipment in the retail industry. The most common injuries are to hands and fingers, which may be cut, sprained, dislocated, broken, crushed or severed.

Types of machinery and equipment widely used in the retail industry are:

- compactors and carton crushers
- conveyors
- lifting devices such as forklifts, pallet lifters, adjustable platforms and hoists
- dough mixers, meat mincers and meat slicers.

What can your employer do to protect you from harm?

- You need to be trained to use machinery and equipment properly and safely. This includes knowing what to do in emergency situations such as if someone (or you) gets caught in a machine, and where to find its emergency stop button.
- You must be supervised when first using the machine and until you are competent. If you are unsure about how to use the machine or you think the machine is not working properly, talk to your employer. Further information on the machines and equipment can be found in the manufacturer's instruction which contain information for safe use and cleaning.
- Have adequate ***guarding** on each machine to protect operators from moving parts, pin points and splattering oil. The guard should always be on when the machine is in operation and only removed when the machine is off for cleaning and maintenance.

A guard may be any shield, cover, casing, or physical barrier intended to prevent contact between a hazardous machine part and any part of a person or a person's clothing. For example, splatter guards installed around deep fryers and guards around hot surfaces.

Working with sharp equipment and tools

You may need to use sharp knives, scissors, tools and equipment at work. For example, carton trimmers are used to cut open cardboard boxes, knives and food slicers are for food preparation, and trimmers and saws are to cut materials to length in hardware stores.

Tips to use sharp equipment and tools safely.

- Learn how to use sharp equipment and tools safely.
- Keep cutting tools clean and sharp, well maintained and in a good working condition.
- Cut away from your body when using knives or trimmers.
- Cut on a suitable cutting board placed on a firm surface.
- Always put sharp knives and tools away after use.
- Avoid placing knives near the edge of the table or with the blade facing outwards.

- Wash knives separately. Knives should not be washed together with other utensils or instruments.
 - Wear cut-resistant mesh gloves to protect knife hand and non-knife hand.
-

Quiz – Machinery and equipment

14. Ali is an apprentice butcher. He is about to use a meat slicer for the first time. Suggest the best approach for him.
- a. Ali has been trained to use the meat slicer properly and safely.
 - b. Ali is supervised when first using the meat slicer and until he is competent.
 - c. Ali has made sure that the meat slicer is guarded and the guard switch is on.
 - d. All of the above.
15. A guard on a meat slicing machine was removed during cleaning. Before using the machine again, the safe procedure is to:
- a. turn the machine on and make sure it is running correctly before replacing the guard
 - b. replace the guard after testing the machine on a few slices of meat
 - c. replace the guard by an authorised person before operating the machine
 - d. check the machine is properly cleaned before testing it on a few slices of meat.
-

Slips, trips and falls

A teenager working in a supermarket tore the ligaments in her right knee after slipping at work. A customer had spilled some liquid and the teenager stepped into the puddle while walking down the aisle. She had to have surgery to repair the damage to her knee.

Slips, trips and falls are a common cause of injuries of young workers in the retail industry. They can result in serious injuries and lengthy time off work. These types of injuries also mean the young worker is unable to play sport and do their normal social activities and hobbies.

A slip, trip and fall may cause injuries, including:

- broken bones when colliding with an object or hitting the ground
- cuts if it occurs near sharp objects
- Burns if it occurs near hot surfaces or while handling hot liquids
- sprains or strains.

What cause slips, trips and falls?

Common causes include:

- slippery floors from mud, oil or water spills
- unstable, loose or uneven surfaces like broken tiles or torn carpet
- wearing unsuitable shoes
- objects on the floor such as boxes, bag or equipment left in walkways
- poor lighting
- stairs or steps, especially when carrying items that obscures the view of the floor
- incorrect use of steps or ladders
- being hit by falling objects

What can your employer do to prevent slips, trips and falls?

Your employer should:

- allow safe movement in the workplace, including entries and exits that are free of obstructions
- ensure floors and surfaces in the workplace are well-maintained and installed with task appropriate surfaces
- provide adequate lighting for safe movement
- ensure sufficient space to work
- maintain workplaces to keep them in a clean and tidy condition
- provide tools and equipment to assist you to work safely
- ensure workers wear suitable footwear with appropriate treads that are kept clean
- provide information, instruction, training and supervision so that workers are not exposed to slip, trip and fall hazards.

How can you prevent slips, trips or falls at work?

Understand the risks associated with slips, trips and falls and try to minimise them. For example, you should:

- wear suitable shoes with treads that are kept clean – incorrect footwear can cause slips and trips
- clean up spillages straight away and dry the floor to ensure the surface is not left wet – don't leave spills for someone else to clean up
- remove waste/rubbish regularly from work areas
- keep walkways clear of obstacles especially during busy work times
- Keep your work area tidy so there is nothing to fall over (e.g. power cords, trolleys)
- do not use items such as flattened cardboard boxes as floor mats
- carry items only at a height that you can safely see over to avoid trip hazards and bumping into things
- attend training on how to prevent slips, trips and falls in your workplace.

Quiz – Slips, trips and falls

16. You are less likely to slip if you wear shoes with non-skid soles and flat heels.

- a. True
- b. False

17. What can your employer do to prevent slip, trip and fall at work?

- a. Store boxes of goods near entries and exits.
- b. Use ambient lighting in high activity areas.
- c. Ensure floors and surfaces in the workplace are well-maintained and installed with task appropriate surfaces.
- d. None of the above.

18. What are the hazardous conditions faced by workers in the retail industry?

- a. Working with sharp tools such as knives, box cutters and pallet jacks.
 - b. Slip, trip and fall hazards.
 - c. Handling heavy boxes and cartons.
 - d. All of the above.
-

Being hit by falling objects

Young workers are injured each year by falling objects such as crates, cartons and boxes. In a storeroom or warehouse, objects are often placed at heights that are hard to reach. Workers are often in danger of being hit by objects falling from heights, objects falling by reaching and bending into shelving to get to a product, or materials that fall from over stacked shelving.

How can you keep safe from being hit by falling objects?

- If you cannot see the top of what you are retrieving, use a stepladder to get up higher to be more level with the item. Don't reach above your head to retrieve items. There could be things on top of the item and out of your sight which could fall on you.
 - Follow a maximum height at which items may be stored. Objects or items being stacked too high could be unstable and fall on you.
 - Hidden objects or items stored on top of other items can fall when the lower item is removed. Remove items on the top first.
 - Only a qualified and licensed worker can use a forklift to retrieve or move items from height. Unless you are qualified and licensed, leave the tasks to workers who are qualified.
-

Quiz – Being hit by falling objects

19. Which of the following situations can cause objects to fall?
- a. Retrieving items from heights that are hard to reach.
 - b. Objects or items being stacked too high.
 - c. Heavy items being stacked on top.
 - d. All of the above.
20. Which of the following statements is correct?
- a. Use a stepladder when retrieving items above shoulder height.
 - b. Hidden objects or items stored on top of other items can fall when the lower item is removed. Remove items on the top first.
 - c. Follow a maximum height at which items may be stored.
 - d. All of the above.
-

Falls from a height

On her first shift at the supermarket, a nightfiller was given a ladder by the checkout supervisor to access stock stored on the higher shelves. She noticed that other nightfillers were standing on three milk crates stacked together for the same task.

Two days later, she was given three plastic milk crates by the nightfiller's manager to use as a ladder. She stacked the crates in the same way that she had seen the other employees use. That evening she fell when one of the crates cracked and caused her to lose her balance. The nightfiller lost consciousness for a few seconds. She injured her back, sprained her left knee and fractured a rib.

Falls from a height are major workplace hazards in the retail industry. Many falls are from inappropriate use of ladders, step stools and work platforms.

Falls from a height can be reduced by:

- using secured elevating work platforms or other types of safe work platforms to access areas where is risk of a fall
- using ladders and steps that are suitable for the task and well maintained.

Keeping safe

Many falls occur from inappropriate use of ladders. Your employer must provide ladders that are suitable for the task and make sure they are looked after.

This includes making sure that:

- ladders are only to be used for light work or easy to reach places
- you must be supervised when you first use ladders and until you are competent

Before using a ladder, conduct safety checks. Check that the ladder is:

- industrial rated. Do not use a domestic ladder (see markings for standard and duty rating, such as AS/NZS 1892.1 Industrial)
- able to handle the weight of both worker and objects being carried
- appropriate to the height required and has a large standing platform at the top
- there is no damage to the ladder, including loose or missing parts
- properly put up, secure and located on a firm footing.

Quiz – Falls from a height

21. Before using a ladder, you should conduct safety checks, include checking that the ladder:
- a. is industrial-rated
 - b. is properly erected and secured
 - c. has no damage, including loose or missing parts
 - d. all of the above

Hazardous substances

A 15 year old worker received second degree burns while washing a cool room floor. A 21 litre container was filled to capacity with hot water and a cleaning chemical. The bucket was too heavy for the 15-year-old worker to lift, so he dragged the container along the floor.

The container tipped, causing the contents to spill into his shoes, resulting in burns to his feet. The bucket provided was not suitable for the task, the hot water was not regulated to a safe working temperature and the worker did not wear PPE to protect him from the heat hazard.

A hazardous substance can be any substance, liquid, solid, dust or gas that may cause you harm. In the above example, the hazardous substance is the hot water mixed with the cleaning chemical. To prevent an injury:

- workers must be trained and supervised in safe work procedures
- a bucket must be provided that is designed for the task
- PPE, such as rubber boots, is provided by the employer and worn by the worker
- hot water is regulated to a safe working temperature.

Burns are the most common injuries from hazardous substances.

Chemical burns

A chemical burn happens when skin or eyes come into contact with a corrosive chemical such as an acid or a base.

Some common cleaning agents include corrosive chemicals like bleach, toilet or ammonia, and these can be found in oven, sink, drain, glass or metal cleaning products.

Be aware!

Corrosive chemicals can “eat through” clothing, metal, and other materials.

You must be trained and supervised when using corrosive chemicals.

You must wear protective gear and clothing when using corrosive chemicals.

First aid should be given for chemical burns as soon as possible.

Strong acids and strong bases react very dangerously when mixed together – they can boil and splash anything nearby.

Cold burns

Cold burns can happen when skin comes in contact with object or substances that is very cold. Some chemicals can cause frostbite-like injuries, for example:

- liquefied petroleum gas (or LPG) is commonly used in heating and cooking
- dry ice is widely used in cooling applications such as food freezing and displays.

Be aware!

Wear thermally resistant gloves when handling those chemicals.

*It is important **not** to remove clothing which has frozen onto the skin until flushing with lukewarm water has allowed it to thaw completely. Removing frozen clothing will remove the skin with it.*

How can you keep safe from hazardous substances?

- Follow safe work procedures. A safe work procedure is a step-by-step description of the safest and most efficient way to perform a task.
- Read the label and look for warning pictograms and signs. Always follow the danger safety warnings.
- Read the safety data sheet (SDS) for more information about the product and how to use it safely. Your employer must provide (or have available) safety information documents for any substances or products that are hazardous.
- Check the hazardous substance register at your workplace. It is a legal requirement that your employer keeps a current register of each hazardous substance that may be used or stored in the workplace.
- Don't eat, drink or smoke when you are using or near to a hazardous substance and dangerous goods.
- Always use the PPE and clothing provided by your employer.
- Know what to do and where to go if you are affected by a substance. If you don't, check with your employer.
- Maintain good housekeeping standards. Declutter and avoid build-up of combustible materials like wood pallets, cardboard boxes, dry leaves, etc. around any chemical storage.

Quiz – Hazardous substance

22. What are the documents that provide information about hazardous substances called?
- Safety data sheet
 - Label
 - Hazardous substance register
 - Read me sheet
23. Select **three** correct actions you would take to keep yourself and others safe from hazardous substances.
- Read the product label.
 - Read the product SDS
 - Follow safe work procedures
 - Smell the substance
24. Which of the following is NOT a potential hazardous chemical substance?
- Room temperature water
 - Oven cleaner
 - Toilet and drain cleaners
 - Paint thinners

Violence and aggression

A service station worker was attacked with pepper spray at 11:30 pm. The same night, money was snatched from another service station and the worker was also attacked with the pepper spray. Two hours later, a third worker was threatened and cash and cigarettes taken from another service station.

Workplace violence and aggression are any actions or incidents in which workers and other people are abused, threatened or assaulted at work. Working in customer service puts you at a higher risk of being involved in a violent situation. You are most at risk if you:

- handle money
- provide a face-to-face customer service
- deal with complaints
- work alone or have fewer workers on site
- work late or early (unsocial hours)
- open and close premises (often lone worker).

Armed hold-ups and cash handling

The majority of armed hold-ups occur in premises that are isolated, easy to enter and leave, and where the cashier will offer the least resistance. A junior cashier working alone is particularly at risk.

Retail shops that are classified as high risk of armed hold-ups are:

- liquor shops
- chemists
- service stations operating early, late and 24 hour and staffed by a single worker.

On average, a hold-up can take less than 90 seconds. However, the robber will usually take the time to check out the premises prior to the crime. Be aware of people coming into the shop and browsing at length and then purchasing a cheap and obvious item from the counter. Also look out for a car driving slowly past more than once. If you believe that a hold-up might be about to take place, advise your manager so that police can be notified immediately.

Remember:

If you work in a high risk retail environment, you must be trained for armed hold-up situations.

What can your employer do to keep you safe?

- Avoid rostering young people alone at night and don't leave young people alone to close the business.
- Have safe work procedures which may include minimising the handling of money and opening and closing the store.
- Install security lighting and/or video surveillance.
- Advise workers to report incidents of violence.
- Provide training for aggression emergency situations. Training should be non-generic and tailored for the specific environment.
- Provide information, training and supervision to help workers deal with security issues and aggressive or violent customers.

What do you do if a hold-up occurs?

During the armed hold-up

Survival is the first rule. Follow the steps listed below during an armed hold-up.

Stay Calm

- Remain calm and quiet.
- Identify the situation. Keep your hands where they can be seen and do not make any sudden or quick moves. If you have to move, let the offender know.
- Do not use a telephone, PA or audible alarm. These could panic the armed robber and make the situation more dangerous. If it is safe to do so without detection, activate the silent robbery alarm if one is available.

Act passively

- Speak only when spoken to.
- Be submissive and avoid drawing attention to yourself.
- Let the offender know about possible surprises such as another employee who is expected to return.
- Do not invade the offender's personal space, do not physically struggle with the offender and never try to grab a weapon.

Follow instructions

- Do exactly what you are told, but don't give them money or goods they didn't ask for.
- Allow the robber(s) to leave, the sooner they leave the safer you are.

Evidence gathering

- Unless otherwise ordered, watch and make mental notes about the offender. Particularly note the voice, height, hair colour, words used, mannerisms, clothing, physical description and any distinguishing features such as scars, moles or tattoos.

After the armed hold-up

- Stay where you are. Do not chase.

- Observe the direction of departure and get-away car details, only if safe to do so.
- When it is safe call the police on 000 and then notify your employer.
- As soon as the offender leaves, close and secure the scene and lock all entrances. Do not continue trading.
- Evidence must not be touched. Any interference may destroy vital clues.
- Write down what you can remember as soon as possible after the offender has left.

(Source: WA Police, Hold-ups precautions factsheet).

Remember:

Protect yourself, not the money or goods. Don't be a hero.

Quiz: Violence and aggression

25. What is the most important thing to remember if the arm hold-up occurs?
- a. Attack the villain/s
 - b. Protect the property
 - c. Protect yourself, not the money or goods
 - d. All of the above
26. What does SAFE meant during an armed hold-up?
- a. Stay calm, Act passively, Follow instructions, Evidence gathering (✓)
 - b. Stay down, Adjust position, Fearless, Exit immediately
 - c. Stay quiet, Aim for safety, Ferocious defend, Extreme danger
 - d. None of the above
-

Spot the hazards

Tegrat

There are 6 hazards in this area. Try and find them all.



Hazard notebook

Fill in the hazard notebook.

#	Spot the hazard	Assess the risk	Make the change	Monitor and follow-up
1	Workplace aggression. Customer at the counter screaming at the staff member.	Medium	Report to supervisor immediately.	Observe whether the situation has been defused.
2				
3				
4				
5				
6				

Retail trade industry – Knowledge quiz

1. The most *common* health problems that can arise from hazardous manual tasks are:
 - a. musculoskeletal injuries
 - b. cold and flu
 - c. bone cancer
 - d. food allergies

2. You are using a trolley to move a heavy load. Is this manual handling?
 - a. No, because the trolley is carrying the load.
 - b. No, only when the load is lifted onto the trolley.
 - c. Yes, you are still manual handling a load.
 - d. all of the above.

3. When should you receive task specific training to perform manual tasks?
 - a. During induction to the task
 - b. As part of your refresher training
 - c. When work tasks are about to changed or introduced
 - d. All of the above

4. What are the risks that may result in an injury associated with stacking shelves?
 - a. Items are stored above shoulder level.
 - b. Excessive forward reaching is required from mid-thigh height when lifting or placing loads on and off shelves.
 - c. It is not enough space to handle items safely.
 - d. All of the above.

5. What should you NOT do when working in a standing position for long periods of time?
 - a. Wear high heels.
 - b. Use a seat whenever possible while working, or at least during rest breaks.
 - c. Always face what you are working on, with your body close to the work.
 - d. If it is available, using a foot rail or portable footrest to shift your body weight from both legs to one or the other leg.

Case study

Gillian works part-time on weekends in an ice cream parlour. She usually works 7.5 hours on each of the days. Gillian has developed an aching right forearm and wrist. She is right handed.

Most of Gillian's work involves repetitively serving ice cream in cones to customers. On observation, she uses a metal scoop, awkwardly bends her back forward to reach into the display cabinet to the chosen tub of ice cream, and forcefully pushes the scoop through the hard ice cream a number of times (handling below mid-thigh height) to obtain the required size of scoop. She then stands up and places the scoop onto the top of a cone held in her left hand. Her other duties include refilling the display cabinet with 5 kg tubs of ice cream, and cleaning out the cabinet at the end of the day.

6. From your observation, what are some of the risk factors present in Gillian's manual tasks? Choose **three** correct options.
- Repetitive and awkward bending of her back forward to reach and handle below mid-thigh height.
 - Working on the weekend.
 - Talking to customers.
 - Using a metal scoop that is usually cold.
 - Repeatedly forcefully pushing the scoop through the hard ice cream to obtain the required size of scoop.
7. Please suggest ways to assist Gillian to manage her manual tasks. Choose **three** correct options.
- Put the most popular flavours close to her to reduce over reaching.
 - Ask her boss to invest in good ice cream scoops, such as scoops with an ergonomic handle design and a rubberised grip to reduce cold temperatures.
 - Do nothing as by speaking up she could lose her job.
 - Store the ice cream at a slightly higher temperature so it is not as hard.
 - Stop cleaning the cabinet at the end of the day.
8. What can you do to reduce fatigue?
- Have enough sleep before work.
 - Avoid caffeine, tobacco and alcohol, especially before bedtime.
 - Wear low heeled, comfortable shoes
 - All of the above.
9. What causes work-related fatigue?
- Inadequate rest time between shifts.
 - Working night shifts or very early in the morning.
 - Working extended or irregular shifts that are longer than eight hours.
 - All of the above.
10. Which of these is not a sign of fatigue?
- Feeling tired, even after sleep.
 - Short term memory problems and an inability to concentrate.
 - Blurred vision or impaired visual perception.
 - Feeling hungry most of the time.
11. There are three steps in locking out machines and equipment. These steps are:
- Lock, look and tag
 - Lock, tag and test
 - Tag, do and test

- d. Lock, test and try
12. A residual current device (RCD) _____
- can be a circuit breaker
 - is a safety switch to prevent electrical shock
 - is required to be installed at the switchboard when using portable electrical equipment, power tools and extension leads at work
 - all of the above.
13. A lockout procedure is:
- a safety procedure to ensure that dangerous machines are properly shut off and not able to be started up again
 - used whenever the service or repair work to be done places workers in danger
 - used whenever a machine guard is removed for servicing
 - all of the above.
14. Ali is an apprentice butcher. He is about to use a meat slicer for the first time. Suggest the best approach for him.
- Ali has been trained to use the meat slicer properly and safely.
 - Ali is supervised when first using the meat slicer and until he is competent.
 - Ali has made sure that the meat slicer is guarded and the guard switch is on.
 - All of the above.
15. A guard on a meat slicing machine was removed during cleaning. Before using the machine again, the safe procedure is to:
- turn the machine on and make sure it is running correctly before replacing the guard
 - replace the guard after testing the machine on a few slices of meat
 - replace the guard by an authorised person before operating the machine
 - check the machine is properly cleaned before testing it on a few slices of meat.
16. You are less likely to slip if you wear shoes with non-skid soles and flat heels.
- True
 - False
17. What can your employer do to prevent slip, trip and fall at work?
- Store boxes of goods near entries and exits.
 - Use ambient lighting in high activity areas.
 - Ensure floors and surfaces in the workplace are well-maintained and installed with task appropriate surfaces.
 - None of the above.

18. What are the hazardous conditions faced by workers in the retail industry?
- Working with sharp tools such as knives, box cutters and pallet jacks.
 - Slip, trip and fall hazards.
 - Handling heavy boxes and cartons.
 - All of the above.
19. Which of the following situations can cause objects to fall?
- Retrieving items from heights that are hard to reach.
 - Objects or items being stacked too high.
 - Heavy items being stacked on top.
 - All of the above.
20. Which of the following statements is correct?
- Use a stepladder when retrieving items above shoulder height.
 - Hidden objects or items stored on top of other items can fall when the lower item is removed. Remove items on the top first.
 - Follow a maximum height at which items may be stored.
 - All of the above.
21. Before using a ladder, you should conduct safety checks, include checking that the ladder:
- is industrial-rated
 - is properly erected and secured
 - has no damage, including loose or missing parts
 - all of the above
22. What are the documents that provide information about hazardous substances called?
- Safety data sheet
 - Label
 - Hazardous substance register
 - Read me sheet
23. Select **three** correct actions you would take to keep yourself and others safe from hazardous substances.
- Read the product label.
 - Read the product SDS.
 - Follow safe work procedures.
 - Smell the substance.

24. Which of the following is NOT a potential hazardous chemical substance?
- a. Room temperature water
 - b. Oven cleaner
 - c. Toilet and drain cleaners
 - d. Paint thinners
25. What is the most important thing to remember if the arm hold-up occurs?
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