

General WHS + Trolley Induction

الصحة والسلامة في العمل العام + تحريض العربّة

सामान्य कार्य स्वास्थ्य और सुरक्षा + ट्रॉली इंडक्शन

일반 작업 보건 및 안전 + 트롤리 유도

一般工作健康与安全 + 手推车感应



General Work, Health and Safety Induction

For our contractors



Welcome to Woolworths Group

We are committed to putting your safety, health and wellbeing at the centre of what we do

Why are we asking you to complete this induction module?

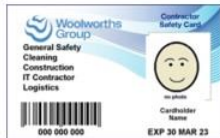
Any contractor providing a service to Woolworths is required to complete the relevant online inductions. This is to ensure that upon arrival at a Woolworths location, our health and safety expectations are already known and consistently understood by everyone who works with us.

What happens once you have completed your required induction modules?

Once you have completed this induction and the assessments you will be able to generate a **Woolworths induction card**. This can be printed or you can save an electronic copy of the induction card to your mobile phone or device.

If you are working with us as a trolley collection or cleaning contractor you will be required to obtain a **plastic Woolworths induction card**. Further details will be provided on completion.

When working with us, **you are required to follow the requirements** detailed in the Woolworths inductions at all times.



Why is the induction card important?

All contractors **must** be able to present their induction card when signing in at Woolworths Group Limited Sites

An example of an induction card is shown above

Our safety, health and wellbeing policy

Our policy sets out our expectations when it comes to safety, health and wellbeing

Woolworths 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.

We care about the physical and psychological safety and health of our customers, our team and those we work with.

We need your help to ensure that everyone goes home safely every day. Why? Because our families and friends depend on it.

We believe:

- Being proactive is better than being reactive
- Nothing is so important that you cannot take the time to do it safely
- It is okay not to feel okay, and it's absolutely okay to ask for help
- We are all accountable for a safe work environment

As one of our valued contractors, we ask that you help us deliver on these items when working with us. You can read our policy in detail on the [Woolworths website](#).



Arriving at a Woolworths site or store

Our requirements of you when you first arrive



A Woolworths site may include a supermarket, distribution centre, customer fulfillment centre, Woolworths property, or a construction site for a brand new Woolworths site build.

Whichever site you are arriving at, we always require our contractors to:

- Report to the site or store service desk, reception or security area before commencing work
- Use the visitor management system to sign in on arrival and sign out when departing. This may include signing into an online system such as **Vistrak** or **Sine**. Instructions on how to sign into these systems will be provided at the site
- Where an electronic system is not in place you may need to physically sign in and out using a visitors book
- **Don't forget**, all contractors **must** be able to present their induction card when signing in at Woolworths Group Limited sites



Will you arrive outside of normal operating hours?

Yes?

Then on arrival you must make yourself known to the Woolworths team member onsite

You must never work on site alone

Before starting work at a Woolworths site/store

Our requirements of you before you start your work activity



Depending on the type of work you will be undertaking, a work authority form (WAF) and work permit (WP) may need to be completed, signed by you and approved by the site access controller (typically the site or store manager) prior to the commencement of works.

In addition, a safe work method statement (SWMS) is required for all works.

- The SWMS must include a description of the task(s) and how they will be undertaken
- It must be task specific and include a risk assessment to identify hazards and eliminate/control the risks unique to the site
- It must be presented to the site access controller prior to the commencement of any works requiring a work permit or deemed high risk
- It must be available to the site access controller upon request for any work not deemed high risk
- The SWMS must be complied with at all times when undertaking works

The completion of this documentation is required before starting any work and is the responsibility of the contractor.



Before you start work...

Remember to consider if a work authority form and work permit needs to be completed and approved by the site access controller

Personal protective equipment

Also known as PPE is equipment worn or used to help protect you from harm



Personal protective equipment, commonly referred to as PPE, is equipment worn or used to help protect you from hazards that have the potential to harm you. Some examples include gloves, safety glasses, hearing protection, hard hats and masks.

When working with us, always remember that:

- Contracting companies and their workers are responsible for assessing and implementing PPE requirements. When assessing site needs, workers should take note of signage and ensure compliance
- Contractors must provide PPE to their workers with appropriate instruction and training on its use in accordance with manufacturer's instructions
- Any PPE used must meet relevant Australian Standards, undergo regular maintenance and be fit for use
- Some Woolworths areas or sites require high visibility clothing to be worn at all times. Examples include distribution centres and when working in car parks. Contractors should confirm exact PPE requirements before attending a Woolworths site



Make sure you know what PPE is required

Contractors should confirm exact PPE requirements before attending a Woolworths site

Housekeeping

Keeping your work area and our sites and stores clean and orderly



A clean and tidy workplace helps to make it a safer and healthier workplace for everyone. Contractors are required to keep their work areas clean at all times.

Some suggested activities include:

- Keeping all walking and working areas clean and clear of debris and rubbish
- Removing waste and scrap from site on a regular basis
- Disposing of dangerous goods and hazardous chemicals in the proper manner - **not** in the general use waste bins. They 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
- If you see something that may cause someone to slip, trip or fall, **don't walk past it, do something about it**. Fix or isolate the problem or report it to the site or store manager for action



Maintaining a clean and orderly work area is everyone's responsibility

Work areas will be subject to regular housekeeping inspections

Manual handling

Is a common task that many of us undertake each day and needs to be done safely at all times



Most jobs involve some form of manual handling. Things like lifting, pushing, pulling and carrying things are part of everyday life.

That's why we need all contractors to ensure that manual handling is done safely.

Manual tasks are to be identified and controls documented in your risk assessment. Alternatives should always be considered. **Some examples include:**

- Rotating manual handling tasks between workers to reduce the strain from repetitive movements
- Changing the design or layout of work areas to eliminate or minimise manual handling
- Redesigning tasks to minimise manual handling and use mechanical aids where possible
- Providing training for your workers on correct manual handling procedures



Always ask:

Is there an **alternate way** of doing a manual task?

If not, what is the safest way to do this task?

Food safety

When working in our facilities and around food



When working in and around food, we ask that you take care to avoid damaging or contaminating food items that may be in the area. One of the easiest ways to do this is to focus on your personal hygiene and cleanliness.

Our recommendations include, but are not limited to:

- Thoroughly and regularly washing your hands
- Wearing clean and appropriate footwear
- Wearing hair nets or caps
- Removing or covering any exposed jewellery



Always speak up

If you think you may have contaminated food, speak with the site or store manager or your Woolworths Representative

Safety signage

Is used in many Woolworths locations and everyone is expected to observe it at all times



Across our sites and stores you will see signage relating to your health and safety.

Our safety signage communicates important information and instructions. It helps to reinforce our safety messaging and provides instructions in the case of emergency situations.

Our signage is in place for your health and safety - you are required to observe it at all times.



Danger tags and out of service tags may be used for isolating equipment during cleaning, servicing, repair or maintenance. Equipment or plant labelled with these tags must **not** be used or have the tag removed.

Who can remove the tag?

- The **repairing contractor** that attached the tag is permitted to remove it once the equipment has been repaired and returned to normal operation
- Removal of the tag by **another repairing contractor** is also acceptable after consultation with the **person named on the tag**, or after consultation with the **site supervisor** who has confirmed that the equipment is repaired and is safe to use



Signage is in place for your health and safety and must be **observed at all times**

Traffic and pedestrian movements

Making the movement of people and goods safe and efficient



Woolworths sites and stores are busy places with a lot of people and traffic movement.

Traffic management requirements are to be observed at all times. Contractors must ensure:



- All speed limits, traffic flows and other specific traffic management rules and signage are followed
- Vehicles are immobilised prior to loading or unloading
- Vehicles are parked only in designated parking areas. Parking in other areas will not be tolerated
- When working in, or moving equipment in the vicinity of pedestrians, consideration should be given to the separation of moving equipment and pedestrians. For example, barricading may be required to prevent unauthorised or accidental contact



Remember!

When moving around any Woolworths site or store, always use pedestrian zones (where they are available)

Plant and equipment

Must be compliant and meet the relevant codes, standards and guidelines



Any plant and equipment used on site or in stores must comply with work, health and safety regulations, the relevant Australian code(s) of practice, standards and guidelines. This is the responsibility of the contractor.

Contractor's must ensure that plant and equipment used:

- Is in good working condition at all times and is appropriate for its intended use
- Has up to date maintenance records, including electrical testing and tagging
- Secured when not in use, to prevent unauthorised access or use
- Is only operated by trained, licenced and competent people with adequate supervision in place when required

Woolworths plant and equipment is not to be used by contractors. The only exception to this is for accredited contractors who are deemed competent to use equipment and have evidence of the competency and appropriate approvals.

Similarly, contractor plant and equipment is not to be used by Woolworths personnel.



Remember:

Contractors are responsible for ensuring that any plant or equipment used is in good working condition at all times and appropriate for its intended use

Hazardous chemicals

Hazardous chemicals must not be used without approval



Hazardous chemicals are substances that can cause adverse health effects such as poisoning, breathing problems, skin rashes, allergic reactions and other health issues. This is why they cannot be used in sites or stores without thorough planning and approvals.

Contractors must ensure that:

- An assessment is completed to identify if a less hazardous chemical may be used to complete the task
- If not, a risk assessment is completed with documented controls in place
- The relevant and current (not older than 5 years) safety data sheets (SDS) are available at the work site

Contractor planning must consider how:

The secure storage, decanting, and labelling of the hazardous chemicals will be undertaken as well as how the chemical will be safely removed from site. Access to spill kits is imperative, as is the thorough training and instruction for use by workers.



Hazardous chemicals must not be disposed of in general use waste bins

They must be removed from site and disposed of in accordance with regulatory requirements

Depending on the type of waste, proof of disposal methods or certificates may be requested

Asbestos

Managing and controlling asbestos in our sites and stores



Asbestos is a hazardous material that poses a risk to health by inhalation if the asbestos fibres become airborne and people are exposed to these fibres. Inhalation of asbestos fibres is known to cause mesothelioma, asbestosis and lung cancer.

Asbestos registers are available at Woolworths sites/stores and **must be checked by the contractor** prior to commencing any work.

Specific **areas within a site/store that contains asbestos are labelled.** These must be identified in your risk assessment (if applicable).

When working in or around designated asbestos areas or materials, contractors must adhere to the following requirements:

- Only appropriately licenced contractors can perform work on asbestos containing materials and workers must be trained to identify ACM
- Work involving grinding, drilling or cutting may not be carried out unless the status of the material being worked on is known and appropriate controls implemented



Important!

Any works proposed to be undertaken on asbestos containing material (ACM) must be approved by Woolworths

Restricted access areas and construction zones

Requirements relating to these areas will be clearly signed and need to be observed at all times



In some sites and stores, it is necessary to set up restricted access areas and zones. These areas are necessary to protect staff, contractors and customers from the activities being undertaken in them. Contractors are required to observe the requirements of these areas at all times.

Restricted access areas:

- Restricted areas will be clearly signed and are not to be entered without permission from the site or store manager, unless authorised to do so
- If you are required to enter a restricted access area, your work is in a geographically remote location or an isolated area of the site, then these factors are to be considered in your risk assessment, along with the relevant risk controls

Construction zones:

- Construction zones will be clearly marked with hoarding, barricading and signage and are not to be entered without approval from the principal contractor or site controller



Important!

Contractors are required to observe the requirements of restricted access areas and zones at all times, unless authorised to enter

Our facilities

Woolworths have a number of areas available for your use when working with us

We aim to provide our staff and contractors with clean and tidy facilities for their use when working with us.

Some examples include:



Kitchens and lunch rooms:

- Kitchen and lunchrooms facilities are available at most sites and stores. We thank you for helping to keep these areas clean at all times by cleaning up after yourselves so that everyone can enjoy them



Hand washing and bathroom facilities

- Bathroom and hand washing facilities are available to you when working with us. These facilities are to be kept clean and tidy and any issues reported to the site or duty manager



Children and pets are not permitted in our facilities

When engaged as a contractor, your children and pets are not permitted on site whilst you are working

This is for their safety and the safety of staff, contractors and our customers

In case of an emergency

We all need to be ready to respond quickly and calmly



In the unlikely case of an emergency, we all need to be ready to respond. Every Woolworths site or store has emergency information that you need to be familiar with.

- This information is displayed or located at each site on notice boards. This includes evacuation diagrams. On arrival at a new site or store, please ensure you familiarise yourself with this information
- 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**
- All sites and stores have first aid equipment, trained first aiders and access to offsite medical treatment. Your site or store manager can assist you with any first aid query you may have



Remember:

During an emergency or evacuation, you must follow instructions given to you by the wardens

Always be prepared to move quickly and calmly

What if there is an incident?

Make sure it is reported as this can help us to prevent it from happening again



Should a health and safety incident occur when you are working with us, it is essential that this is reported to the site or store manager or your Woolworths representative.

Some key things contractors need to know about our incident process:

- If requested, contractors are to assist to complete necessary incident notification forms and participate in incident investigations
- Following a serious incident, external reporting to a work, health and safety regulator such as Safe Work may be required
- If external reporting to a work, health and safety regulator is required, the area where the incident occurred may need to be preserved to allow for an investigation to occur
- This area is often called a **non-disturbance area** and works may not commence until cleared by the regulator



Was there an incident
Yes?

Make sure the incident is reported to the site or store manager or your Woolworths representative

Examples of things we want reported include any injuries or hazards you identify

Security processes and equipment

When working in our facilities



Providing a safe and secure environment for our staff, contractors and customers is essential.

Given this, Woolworths have a number of processes in place, as well as dedicated equipment that assist with providing staff, contractors and customers with a safe and secure environment in which they can work and shop.

Some important reminders:

- Contractor company uniforms and any relevant identification is worn by contractors (as agreed between your company and Woolworths)
- Under no circumstances are contractors to interfere with any Woolworths plant, equipment, facility or amenities, unless authorised to undertake repairs or maintenance
- Like many places in the wider community, Woolworths sites and stores use closed circuit television (CCTV) video surveillance equipment



Remember:

Contractors are not to interfere with any Woolworths plant, equipment, facility or amenities, unless authorised to undertake repairs or maintenance

Centre management

Are responsible for the overall management and control of the wider shopping centre



In many instances, Woolworths sites and stores are located in shopping centres. Typically, these shopping centres operate under centre management who are responsible for the overall management and control of the wider centre.

- This induction outlines the requirements when working on a Woolworths site, however, if your work is to be conducted outside the Woolworths tenancy, or will impact areas outside of the control of Woolworths, **centre management is to be consulted prior to the commencement of works**. This is the responsibility of the contractor.
- Examples include work that may impact the infrastructure such as air conditioning, fire and sprinkler, smoke detection systems, roof, plumbing etc.
- Contractors may also be required to complete additional induction modules if specified by centre management as well as follow any of their specific health and safety requirements.



Will your work be undertaken outside of the Woolworths tenancy?

Yes?

Then make sure centre management is consulted prior to starting work

Drugs, alcohol and smoking

Woolworths does not permit anyone to work under the influence of drugs or alcohol on location



You are not permitted to be under the influence of alcohol or drugs whilst at a Woolworths site. We take this very seriously.

- Any person suspected to be under the influence of alcohol or drugs will not be permitted to commence or continue working
- Some medications can affect individual judgement and usually carry warnings on the packaging such as “do not operate equipment for 12 hours after taking this medication”. Contractors must monitor this and report to their managers
- Some Woolworths locations provide a designated smoking area, these are the only locations smoking is permitted



Woolworths will review the contractual relationship held with any contractor suspected to have been under the influence of drugs or alcohol whilst at a Woolworths location

Your health and wellbeing

We care about your physical and mental health



We understand that life can be challenging for us all sometimes. But we never want you to feel alone. There are a number of free services available to support you when times may be tough.

- You are encouraged to reach out to your employer directly for assistance. In some instances, your employer may have free and confidential services available to you through their Employee Assistance Programs (sometimes known as EAP).
- Additionally, in Australia, there are many other options available to you. They often provide counselling, information and support for anyone experiencing mental health issues.



Phone – 13 11 14
Available 24 hours
Visit their website for a variety of support options



Phone – 1300 224 636
Available 24 hours
Visit their website for a variety of support options



Phone – 1800 737 732
Available 24 hours
Visit their website for a variety of support options



Phone – 1300 78 99 78
Available 24 hours
Visit their website for a variety of support options

Working in a respectful workplace

We all have a responsibility to treat others with dignity and respect

We all want to feel safe and respected in the workplace, and here at Woolworths we are no different. That is why we are committed to a working environment free from harm. Some unacceptable behaviours include, but are not limited to:

Bullying

What is it?

Workplace bullying is repeated unreasonable behaviour towards another person or group which creates a risk to health and safety.

Harassment

What is it?

Harassment is conduct that makes a reasonable person feel offended, humiliated or intimidated and relates to a protected attribute, such as sex, race, disability or age.

Sexual harassment

What is it?

Sexual harassment is any unwanted or unwelcome sexual behaviour where a reasonable person would have anticipated the possibility that the person harassed would feel offended, humiliated or intimidated.

Unlawful discrimination

What is it?

Unlawful discrimination is where a person or group is treated less favourably because of a protected attribute, such as sex, race, disability or age. Discrimination can occur directly or indirectly.

Victimisation

What is it?

Victimisation means treating someone unfairly on the grounds that the person has made, plans to make, or provides information in relation to a complaint.

Violence

What is it?

Workplace violence and aggression is when a person is abused, threatened or assaulted at the workplace or while they're working. It can cause both physical and psychological harm.

Working in a respectful workplace

We all have a responsibility to treat others with dignity and respect

Bullying	Harassment	Sexual harassment	Unlawful discrimination	Victimisation	Violence
<p>Some examples:</p> <ul style="list-style-type: none">• Abusive, insulting, or offensive language or comments• Spreading misinformation or rumors• Behaviour which belittles or humiliates	<p>Some examples:</p> <ul style="list-style-type: none">• Offensive or demeaning comments or jokes• Sending or showing offensive pictures or messages (including by phone or on social media)	<p>Some examples:</p> <ul style="list-style-type: none">• 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	<p>Some examples:</p> <ul style="list-style-type: none">• Gender, marital or relationship, pregnancy, breastfeeding, parental status or carer/family responsibilities• Sexual orientation, gender identity, intersex status or gender expression• Race, colour or nationality	<p>Some examples:</p> <ul style="list-style-type: none">• Making derogatory comments• Ignoring a team member or otherwise creating a hostile working environment	<p>Some examples:</p> <ul style="list-style-type: none">• Punching, pushing, fighting or other physical violence• Threats of violence

Woolworths will review the contractual relationship held with any contractor that commits or threatens to commit an act that is in violation of our respectful workplace policy and code of conduct. The contractor will be removed from site and any other civil or criminal penalty may be pursued if appropriate

Our Supplier Speak Up service

Providing our contractors with an independent avenue to report an issue they are concerned about

At Woolworths we aim to have open and positive relationships with all of our contractors and suppliers. You are part of our team after all.

However, we understand that situations may arise where you feel that an important issue can't be discussed or dealt with by your Woolworths contact or other members of our team.

You may feel more comfortable discussing or reporting it through an independent and confidential avenue which has processes in place and impartial people to listen.

To help you do this, 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** could 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
- Violation of human rights, underpayment, modern slavery



To get in touch:

Australia - 1800 334 319

New Zealand - 0800 393 76736

WoolworthsGroup.com.au/SpeakUp

Or scan this QR code



You can remain anonymous if you wish

Reporting and communication

At Woolworths, we encourage respectful and open conversation about health and safety

When health and safety issues come up at work, it's important to have a respectful and open conversation to resolve them. It's best to raise any concerns or problems as soon as possible. This helps prevent small issues from becoming bigger ones later on.

Everyone has a responsibility to communicate effectively in the workplace when it comes to health and safety matters. We encourage you to follow this process:

- You should raise health and safety issues or concerns immediately and initially with your respective contracting company supervisor, team leader or manager. Contracting companies are responsible for responding reasonably to health and safety matters
- Of course, if you are on site or in a store and a Woolworths related health and safety matter occurs, please reach out to the site/store manager or your Woolworths contact
- Always remember to advise your employer as soon as possible



Remember

Everyone has a responsibility to communicate effectively in the workplace when it comes to health and safety matters

Trolley Induction

This module is for our contractors who undertake trolley collection activities



Our trolley types

We have a number of different trolley types for use by our customers

At Woolworths, we have multiple trolley types available to our customers.

Some important things to remember:

- Specialty trolley types have limited numbers so need to be returned to the store as a priority
- Baby capsule trolleys have usable straps and capsules are to be clean
- Toddler trolleys must also have usable straps 2 sets on double seat trolleys
- Special needs trolleys are not to be used on travelators



Large trolley



Small trolley



Wheelchair trolley



Single baby capsule trolley



Dual baby capsule trolley



Special needs trolley

Collecting and transporting trolleys

Some important things to be aware of when undertaking this activity



Name tags

Ensure that you wear your name tag at all times when collecting and transporting trolleys



Electronic devices and earphones/headphones

Electronic devices such as mobile phones and earphones/headphones are not to be used by trolley collection contractors whilst collecting and transporting trolleys



Damaged trolleys

Trolleys that are damaged must be isolated, quarantined for repair and reported to the site or duty manager for danger tagging



Trolley retrieval

When retrieving trolleys from difficult areas, trolley collection contractors are required to assess the situation for risks and determine the equipment and/or personal protective equipment (PPE) that is needed to retrieve the trolley safely. Always ask for assistance if it is required



Your safety is important to us

If at any time you feel uncomfortable or threatened, return to the store and report it to the site or store manager immediately

Collecting and transporting trolleys

Some important things to be aware of when undertaking this activity



Customer movements

Always be alert to the movement of customers. This is important in car parks and when moving trolleys through doorways



Rubbish removal

Clean trolleys are important to our customers. Please ensure that any rubbish is removed from trolleys and placed in the appropriate waste bins



Trolleys owned by other retailers and stores

Trolleys from other retailers in the area are to be removed, isolated, and reported to the site or store manager for action



Syringes

Be aware of used syringes that may have been left in the area of work. If syringes need to be removed, always ensure that appropriate personal protective equipment (PPE) is used and make use of a sharps container for disposal



Remember

Always watch out for traffic when working in and around car parks to ensure your safety, and the safety of others in the area

Collecting and transporting trolleys

Some important things to be aware of when undertaking this activity



Be aware of uneven surfaces

Always ensure you exercise judgement where the surface is uneven, inclined or rough



Nested trolleys must be secured together with a rope or leather strap that is fit for use

Nothing should be used to secure trolleys that can damage trolley handles. Elastic straps such as octopus or occy straps are not permitted to be used at any time



Care must be taken not to track water into stores or shopping centres

Any water spillages must be contained, cleaned up and not carried into the store. Please use mats and caution signs supplied by the store if water needs to be contained



During hot and humid weather ensure you take appropriate care of wellbeing

This includes the use of sunscreen, adequate hydration, adequate rest breaks as well as reducing the number of trolleys that you push



Nested trolleys must be secured together with a rope or leather strap

Elastic straps such as octopus or occy straps are not permitted to be used

How many trolleys can I move at once?

The answer depends on how many trolley collectors are present

Only 1 trolley collector?

Do not handle more than 12 trolleys whilst they are nested together. In some instances, centre management may dictate a lower number than dictated by Woolworths, which is to be observed if in place

A maximum of 20 trolleys can be moved at any one time when using a powered moving machine such as a Muvit machine. You must stand at the front when 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. In some instances centre management may not permit the movement of trolleys on a travelator

2 or more trolley collectors working together?

Do not handle more than 20 trolleys whilst they are nested together. In some instances, centre management may dictate a lower number than dictated by Woolworths, which is to be observed if in place

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. In some instances centre management may not permit the movement of trolleys on a travelator

Collection vehicle safety

Requirements for the safe use and maintenance of collection vehicles



Trolley collection contractors are responsible for the preparation of a site specific risk assessment and the safe use of collection vehicles.

Trolley collection operators and drivers must always ensure:

Pre-start safety checks are completed

Pre-start safety checks are to be conducted on all equipment/vehicles being used and recorded on the appropriate documentation. This must be completed daily

Current and appropriate licenses are held

The driver of the trolley collection vehicle must hold a current drivers licence for the vehicle being driven. They must have their licence with them at all times

A 10 kilometre per hour speed limit is adhered to

The speed of collection vehicle must not exceed 10km/hour within car parks and shopping centres. In some instances, centre management may dictate a lower speed limit. Store management periodically monitor vehicle speed to ensure safe limits are being observed

The vehicle safety system is maintained

Contractors must provide and maintain an adequate vehicle safety system at all times whilst under operation

Visibility is adequate at all times

Drivers must have adequate visibility, particularly when turning and reversing. A site specific risk assessment is to consider appropriate controls including options such as a spotter or reversing camera

Collection vehicle safety

Requirements for the safe use and maintenance of collection vehicles



Trolley collection contractors are responsible for the safe use of collection vehicles at all times. They must ensure that:

All vehicles used for trolley collection must meet local road transport requirements

The vehicles need to be registered and maintained to the required standards at all times

They must meet the relevant standards (Australian Standard AS1636.1)

Which outlines the requirements with regards to roll over protection

Have adequate rear view mirrors

Which are in full working order, and free from damage

Vehicles are fitted with audible reversing buzzers and warning devices

Which are in full working order, and free from damage

Flashing hazard lights are installed

All hazard lights must be activated when unloading trolleys from the trailer

Headlights are used at all times

Headlights must be on at all times, and in full working order, and free from damage

Trailers are only used to transport trolleys

Trailers are not be used to transport people under any circumstance and trailers must be signed to ensure this requirement is visibly clear

Unloading trolleys

Safety requirements

When unloading trolleys from trailers, the trolley collection vehicle driver must:



Always ensure the ignition is turned off

When unloading trolleys, always ensure that the ignition is turned off



Always ensure the keys are removed

After turning the vehicle off, ensure that the keys are removed from the ignition



Always ensure the handbrake is applied

Ensure that the handbrake is applied before exiting the vehicle to unload the trolleys



Always ensure the flashing hazard lights are activated

Ensure that the flashing hazard lights are activated during the trolley unloading process



Keep the following areas clear when unloading trolleys. Never block:

- Pedestrian crossings
- Disabled parking areas
- Vacant car parks
- Entrances and exits from car parks, shopping centres and plant rooms
- Loading docks
- Emergency exits
- Fire fighting equipment

Trailer safety

Requirements for the safe use of trailers



When using a trailer to collect trolleys, collection contractors must ensure that:

The number of trolleys being transported is appropriate to the gradient of ramp

The number of trolleys transported at any one time may need to be reduced depending on the gradient of the ramp (if applicable)

The trailer load is appropriately secured at all times

It is essential that trolleys and any other items included in the trailer load are secured prior to moving to avoid damaging the trolleys during transportation



Working in car parks and surrounding areas

Requirements for the safe collection of trolleys from car parks and surrounding areas



Trolley collection contractors must ensure that **during the trading day**, car parks and surrounding areas are patrolled periodically for trolleys that need to be collected.

It is important to ensure that trolleys are:

- Not left unattended in car parks or surrounding areas
- Not left unmanaged and are collected as soon as possible
- Not protruding from the trolley corral (the trolley storage area) as this can cause a hazard for both motorists and pedestrians
- Not left in corridors or allowed to block fire exits

At the end of trolley coverage, a final sweep of the car parks, shopping centre and local streets (for freestanding stores) is to be completed to collect any stray trolleys.



Travelators

Requirements for the safe use of shopping centre travelators



Trolleys can safely be used on travelators if they are fitted with appropriate brakes that are in good working order

Always ensure that you check that the trolley casters have engaged immediately after entering the travelator

In shopping centres with travelators, any trolleys owned and operated by Woolworths **that do not have brakes** are to be isolated and reported to the store management team to be danger tagged



Remember these numbers from earlier in the module?

Only 1 trolley collector?

Where it is necessary to transport trolleys on a travelator, no more than 5 trolleys can be transported at any one time. In some instances centre management may not permit the movement of trolleys on a travelator

2 or more trolley collectors working together?

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. In some instances centre management may not permit the movement of trolleys on a travelator

Passenger lifts

Requirements for the safe use of shopping centre passenger lifts



Generally, shopping centres **do not permit passenger lifts to be used for the transportation and movement of trolleys.**

There may be some shopping centres that do permit passenger lifts to be used for this use. Where this is permitted, written permission is to be received from the shopping centre.

If you are using the lift during trolley collection:

- Always ensure that you **provide right of way to customers** if using a shared lift
- Always enter and exit the lift with caution **by checking the path is clear of passengers**
- Take care to **avoid damaging** the lift and the surrounding area in any way



Damaged trolleys

Trolley collection contractors responsibilities

Trolley collection contractors are responsible for:

- Checking the fleet continuously for any trolleys that do not belong to the store
- Look for any signs of damage, the trolley/s must be removed, isolated and store manager informed
- The store manager will raise a work order for any trolleys that have been danger tagged and isolated
- These trolleys must remain danger tagged and isolated from customer use until repairs are completed
- Damaged trolleys must not be put back into circulation for customer usage
- Assist in identifying rogue trolleys if they are making their way into the store trolley fleet
- Check child restraints to ensure they are in working order, if not then inform the store manager



Standard trolleys

The following slides will outline what good looks like

Standard trolley wheels

What good looks like

- Check the wheels are free from debris
- Wheel is aligned and stable
- Check rubber wheel has minimal tread wear
- Twin trolleys should have 1 wheel with a foot brake. Check that the brake is operating correctly



Standard gatekeeper perimeter locking wheel

What good looks like

- Locking wheels must be free running (no obstruction)
- Wheel is aligned and stable
- Wheel has minimum tread wear
- Locking wheels must be free from debris



Standard trolley handles

What good looks like

- Check that the handle is secured correctly with the plastic sleeve fully covering
- Check that the handle is **white** with the correct Woolworths logo
- Make sure that there is no damage to the handle
- If they have a coin lock, check they are in good working condition



Standard trolley baskets

What good looks like

Broken wires and divider lugs can be very sharp and potentially cause our customers injury.

- Check that the basket is in good condition, no broken wires
- Check that the basket is secured to the frame
- Check the front divider is securely in place and in good condition, no broken lugs



Standard trolley gates

What good looks like

- Check that the gates are in good working order
- Test that the gate is inside the trolley



Standard trolley child restraints

What good looks like

- Check that the child belt is fitted to the trolley, twin trolleys must have 2 sets of belts in place
- Check the belt clips to make sure that they are still in good working order
- Check the toddler seat for any damage
- Make sure signage is clear and visible on the plastic seat



Standard trolley baby capsule

What good looks like

- Check the baby capsule belt clips to ensure the buckles and straps are secured
- Check the capsule is fitted and secured to the trolley and in good condition
- Check to see that it has the correct signage on the top of the capsule
- Look for any cracks or damages to the capsule



Travelator trolleys

The following slides will outline what good looks like

Travelator trolley wheels

What good looks like

Travelator trolleys have a wheel called a dual disc centre brake wheel. To inspect these wheels correctly, the trolley needs to be turned over so the brake and discs can be inspected correctly.

- Travelator wheels must be free from debris
- Brake has minimal wear and no damage
- Wheel is aligned and stable
- Wheel discs are in good condition



Travelator gatekeeper perimeter locking wheel

What good looks like

- Locking wheels must be free running (no obstruction)
- Wheel is aligned and stable
- Wheel has minimum tread wear
- Locking wheels must be free from debris

Note: Travelator trolleys will have 3 x dual disc centre brake wheels and 1x gatekeeper wheel.



Travelator trolley handles

What good looks like

Travelator trolleys now have green handles. Woolworths has done this so it is easy to identify a rogue trolley in the fleet. You will be able to clearly see a white handle.

- Check that the handle is **green**
- Check that the handle is secured correctly and in good condition
- Check coin lock is in good condition (if installed)



Travelator trolley baskets

What good looks like

Broken wires and divider lugs can be very sharp and potentially cause our customers injury.

- Check that the basket is in good condition, no broken wires
- Check that the basket is secured to the frame
- Check the front divider is securely in place and in good condition, no broken lugs



Travelator trolley gates

What good looks like

- Check that the gates are in good working order
- Test that the gate is inside the trolley



Travelator trolley child restraints

What good looks like

- Check that the child restraint is fitted to the trolley, twin trolleys must have 2 sets of belts in place
- Check the belt clips to make sure that they are still in good working order
- Check the toddler seat for any damage
- Make sure signage is clear and visible on the plastic seat



Travelator trolley baby capsule

What good looks like

- Check the baby capsule belt clips to check the buckles and straps are secured
- Check the capsule is fitted and secured to the trolley and in good condition
- Check to see that it has the correct signage on the top of the capsule
- Look for any cracks or damages to the capsule





Plastic standard trolleys

The following slides will outline what good looks like

Plastic standard trolley wheels

What good looks like

- Check the wheels are free from debris
- Wheels are aligned and stable
- Check rubber wheel has minimal tread wear
- If manual foot brake is present, check that it is operating correctly



Plastic standard gatekeeper perimeter locking wheel

What good looks like

- Locking wheels must be free running (no obstruction)
- Wheel is aligned and stable
- Wheel has minimum tread wear
- Locking wheels must be free from debris



Plastic standard trolley handles

What good looks like

- Check that the handle is secured correctly with the plastic sleeve fully covering
- Check that the handle has the correct Woolworths logo
- Make sure that there is no damage to the handle



Plastic standard trolley gates

What good looks like

- Check that the gates are in good working order
- Test that the gate is inside the trolley



Plastic standard trolley child restraints

What good looks like

- Check that the child belt is fitted to the trolley
- Check the belt clips to make sure that they are still in good working order
- Check the toddler seat for any damage
- Make sure signage is clear and visible on the plastic seat





Plastic travelator trolleys

The following slides will outline what good
looks like

Plastic travelator trolley wheels

What good looks like

Travelator trolleys have a wheel called a dual disc centre brake wheel. To inspect these wheels correctly the trolley needs to be turned over so the brake and discs can be inspected correctly.

- Travelator wheels must be free from debris
- Brake has minimal wear and no damage
- Wheel is aligned and stable
- Wheel discs are in good condition



Wheel discs



Plastic travelator gatekeeper perimeter locking wheel

What good looks like

- Locking wheels must be free running (no obstruction)
- Wheel is aligned and stable
- Wheel has minimum tread wear
- Locking wheels must be free from debris

Note: Travelator trolleys will have 3 x dual disc centre brake wheels and 1x gatekeeper wheel.



Plastic travelator trolley handles

What good looks like

Travelator trolleys now have green handles. Woolworths has done this so it is easy to identify a rogue trolley in the fleet. You will be able to clearly see a white handle.

- Check that the handle is **green**
- Check that the handle is secured correctly and in good condition



Plastic travelator trolley gates

What good looks like

- Check that the gates are in good working order
- Test that the gate is inside the trolley



Plastic travelator trolley child restraints

What good looks like

- Check that the child belt is fitted to the trolley
- Check the belt clips to make sure that they are still in good working order
- Check the toddler seat for any damage
- Make sure signage is clear and visible on the plastic seat



Special needs trolleys

The following slides will outline what good looks like

Special needs trolleys

What good looks like

These trolleys **must** be secured when not in use.

These trolleys are for customer use inside our store. They are **not** suitable for use on a travelator.

Important: When we unlock and provide the trolley to the customer, advise the customer that they are not to be used on the travelator.

- Wheels must be free from debris or damage
- Wheel is aligned and stable
- Check straps for fraying or any damage
- Check the warning signage is in good condition



Damaged trolleys

Remember: trolleys are to be in good working order at all times

Trolley collection contractors play an important role in identifying any damage or potential issues with our trolleys. By identifying any issues, we can maintain a safe and healthy environment for our customers, staff and those we work with.

If you identify any damaged trolleys, the trolleys must be danger tagged and isolated immediately.

- Isolate trolleys and secure in designated storage area
- Inform the store manager who will place a danger tag on any trolleys that are damaged, have incorrect handles, toddler or baby capsule belts/straps missing etc
- Only Woolworths trolleys should be located in the stores' trolley bay

