

Risk Assessment (RA) SHE05-02

Risk Assessment Name: XX IGA Store Risk Assessment

Assessment Date:

Completed by:

DETERMINING THE RISK LEVEL:

For each Hazard determine the residual risk level (controls in place)

Risk Level = Consequence Level + Likelihood Level

One visit first aid only	Requires medical or repeat treatments	Permanent disability	Serious Injury or long term illness	Multiple or single fatalities	Injury/Harm
Zero minimal Impact	Minimal breach of legislation	Breach of legislation a noticable environmental impact	Detrimental effect less than 1 year to remediate	Remediation requires >5 years to recover	Environmental
Threat only or hoax	Genuine threat managed internally	Resolved with outside assistance	Situation controlled by outside agency	Successful attack, civil unrest	Security
No impact on business	Loss of production for half a day	Loss of production for less than 1 day	Loss of production capability for greater than 1 day	Risk of site closure	Business
No breach or minimal breach	Minor breach of legislation, low risk of fines	Moderate breach of legislation, risk of fine	Breach of legislation risk of fines and prosecution	Possible major fines, prosecution or jail	Compliance
Community tolerance minimal complaints	Possibility of complaints low risk of publicity	External complaints risk of medium coverage	Likely media attention, local and state	National or international media coverage	Reputational
Up to \$10,000	Greater than \$10,000 up to \$50,000	Greater than \$50,000- up to \$200,000	Greater than \$200,000 up to \$500,000	Greater than \$500,000	Finance

Likelihood		Consequence									
		Insignificant		Minor		Moderate		Major		Catastrophic	
		1		2		3		4		5	
5	Almost Certain (>90%)	Medium	6	High	7	High	8	V.High	9	V.High	10
4	Likely (65-<90%)	Medium	5	Medium	6	High	7	High	8	V.High	9
3	Probable (35-<65%)	Medium	4	Medium	5	Medium	6	High	7	High	8
2	Possible (10-<35%)	Low	3	Medium	4	Medium	5	Medium	6	High	7
1	Unlikely (>10%)	Low	2	Low	3	Medium	4	Medium	5	Medium	6

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Risk Levels

Score	Risk Level	Description
2-3	Low	No additional controls are required unless they can be implemented at very low cost (in terms of time, money and effort). Actions to further reduce these risks are assigned low priority. Arrangements should be made to ensure that the controls are maintained.
4-6	Medium	Consideration should be given as to whether the risks can be lowered, but the costs of additional risk reduction measures should be taken into account. The risk reduction measures should be implemented within a defined time period. Arrangements should be made to ensure that the controls are maintained, particularly if the risk levels are associated with harmful consequences.
7-8	High	Substantial efforts should be made to reduce the risk. Risk reduction measures should be implemented urgently within a defined time period and it might be necessary to consider suspending or restricting the activity, or to apply interim risk controls, until this has been completed. Considerable resources might have to be allocated to additional controls. Arrangements should be made to ensure that the controls are maintained, particularly if the risk levels are associated with extremely harmful consequences and very harmful consequences.
9-10	Very High	These risks are unacceptable. Substantial improvements in risk controls are necessary, so that the risk is reduced to an acceptable level. The work activity should be halted until risk controls are implemented that reduce the risk so that it is no longer very high. If it is not possible to reduce risk the work should remain prohibited.

What are the Hazards?	Who might be harmed and how?	What are you already doing to control the risks? EXAMPLE CONTROLS	Risk Level (Residual)	What further action do you need to take? EXAMPLE ACTIONS	Who needs to carry out the action?	By when?	Done
Manual handling Deliveries, stacking shelves.	Staff may suffer strains or bruising injuries to their back or elsewhere, from handling heavy/bulky objects.	All staff are trained how to lift properly. <ul style="list-style-type: none"> High shelves for light goods only. Trolley available for moving stock such as newspaper deliveries, and staff trained how to use it safely. Stairs and corridors kept clear. Newspaper returns bundles kept to manageable sizes. 	6	<ul style="list-style-type: none"> Remind staff that deliveries (except for stock that can be very easily carried) should always be moved using the trolley 	M. Axford	May 22	Complete
				<ul style="list-style-type: none"> Regular checks to make sure that high shelves are not used to store heavy stock. 	M. Axford	Ongoing	

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Slips, trips, and falls Doorways (rain), spillages, stock on floor, uneven surfaces.	Staff and customers may suffer sprains, fractures or bruising if they trip over objects, such as stock, or slip-on spillages and fall.	<ul style="list-style-type: none"> Staff 'clean as they go'. Wet floor warning signs always used. Shop floor is only mopped when shop is closed. Door mats at entrance in wet weather. Floor in good condition. Good lighting in all areas. Staff wear sensible shoes. 	6	<ul style="list-style-type: none"> Staff to keep an eye on the area around the freezer and immediately clear away any meltwater. 	M. Axford	Ongoing	
				<ul style="list-style-type: none"> Remind staff stocking shelves not to leave boxes of stock in aisles, if suddenly called to help on the till. 	M. Axford	Ongoing	
Violence Threatening behaviour	Staff may suffer assaults, threats and abuse from members of the public	<ul style="list-style-type: none"> Staff trained not to resist a robbery. CCTV installed and clearly visible. Usually always two staff on duty. Panic alarm located out of sight of customers, near the till. Staff provide good, polite service and are told not to confront customers. Staff report incidents of abuse etc and manager discusses with them (on a no-blame basis). 		<ul style="list-style-type: none"> Contact local police station to get advice on what else can be done, e.g. safe procedures for opening and closing 	M. Axford	June 22	Complete
				<ul style="list-style-type: none"> Manager to talk to staff about coping with disputes, eg shoplifting and age-restricted sales. 	M. Axford	July 22	

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Working at height Accessing/stacking stock and promo displays	Falls from any height can cause bruising and fractures.	<ul style="list-style-type: none"> Strong stepladder, in good condition, provided. Staff shown by the manager how to use stepladder safely, e.g., not to overreach, not to work on uneven floor etc. Staff wear sensible shoes with good grip. 	7	<ul style="list-style-type: none"> Remind staff to always use the stepladder when working at height and not to stand on chairs. 	M. Axford	April 22	Complete
				<ul style="list-style-type: none"> Manager to regularly check the condition of the stepladder. 	M. Axford	Ongoing	
Deliveries Unloading.	Staff or members or the public could be injured by being struck by a vehicle.	<ul style="list-style-type: none"> Most deliveries tend to arrive either very early, or between 9.30 am and 3.30 pm, when road is less busy 	3	<ul style="list-style-type: none"> Monitor deliveries to ensure they continue to arrive at less busy times. 	M. Axford	Ongoing	
Food handling	Frequent hand washing can cause skin damage. Some foods can cause some staff to develop skin allergies.	<ul style="list-style-type: none"> Where possible and sensible, staff use tools (cutlery, tongs scoops etc) to handle food rather than hands. Food grade, single- use, non-latex gloves are used for tasks that can cause skin problems e.g fish filleting. Where handling cannot be avoided, hands are rinsed promptly after finishing the task. 	3	<ul style="list-style-type: none"> Staff reminded to thoroughly dry hands after washing. Remind staff to check for dry, red or itchy skin on their hands and to tell manager if this occurs. 	M.Axford	May 22	Complete

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Chemicals Contact with bleach and other cleaning	Staff doing cleaning risk skin irritation or eye damage from direct contact with cleaning chemicals. Vapour may cause breathing problems.	<ul style="list-style-type: none"> ■ Mops, brushes and strong rubber gloves are provided and used. ■ Staff shown how to use cleaning products safely, e.g. follow instructions on the label, dilute properly and never transfer to an unmarked container. 	6	<ul style="list-style-type: none"> ■ Replace 'irritant' chemicals with milder alternatives, where possible. 	M. Axford	June 22	Complete
				<ul style="list-style-type: none"> ■ Staff reminded to wash gloves before taking them off carefully and storing in a clean place. 	M. Axford	June 22	Complete
Electrical Faulty building wiring, faulty electrical appliances	Staff could get electrical shocks or burns from faulty electrics, including portable electrical equipment – heaters, fans etc.	<ul style="list-style-type: none"> ■ All electrical items are tagged and tested in line with Australian Standards ■ Staff trained to check equipment before use and to report any defective plugs, discoloured sockets or damaged cable and equipment. ■ Plugs, sockets etc suitable for kitchen environment. ■ Residual current devices (RCDs) installed on supplies to hand-held and portable appliances. ■ Staff know where the fuse box is and how to safely turn the electricity off in an emergency. ■ Clear access to the fuse box. ■ Qualified electrician does safety check of building electrics every five years. 	3	<ul style="list-style-type: none"> ■ Manager to do visual check of plugs, sockets, cables and on/off switches every three months. 	M, Axford	May	Ongoing

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Fire Faulty electrics, arson.	If trapped, staff could suffer from smoke inhalation/burns	<ul style="list-style-type: none"> Fire risk assessment completed, and necessary actions taken. Evacuation plan in place and tested annually. 	3	<ul style="list-style-type: none"> Remind staff to keep backyard gate locked out of hours to stop intruders getting in. 	M. Axford	June 22	Complete
Work Environment Cold temperatures, freezer work	Staff may suffer discomfort whilst stocking the freezer at work	<ul style="list-style-type: none"> Freezer gloves provided for use when restocking freezer. 	3	<ul style="list-style-type: none"> Replace gloves when they are showing signs of wear and tear 	M. Axford	Ongoing	
Powered and non-powered equipment Knives and machinery	Staff risk deep cuts or amputations from contact with blades or other machinery parts	<ul style="list-style-type: none"> Risk assessment completed on Butchery tasks All machines guarded according to manufacturers' instructions. Staff trained in using machines and knife safely, including keeping knives sharp, pre-use checks and safe systems of work for clearing blockages. PPE provided included slash proof gloves, apron and staff know to wear it Safe work procedures are in place for all knives, machinery in operation and review as per schedule Blade carriers are always used when a blade is removed, and staff are trained to use them safely. 	8	<ul style="list-style-type: none"> Develop safe work procedures for all powered and non-powered tools Remind staff not to distract colleagues who are using machinery. Remind staff to do pre-use checks on machinery guards and to follow the safe system of work for clearing blockages, being especially sure to turn off the machine before doing so. Plan a closely supervised programme for the apprentice in how to use and clean machinery Ensure shop first aiders are trained in stab wounds. 	M. Axford	July 22	

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		<ul style="list-style-type: none"> ▪ Benches/cutting board secured in place ▪ Warning signs displayed at machines. Sufficient space provided for operator around machines. ▪ Mincer worm provided as necessary. ▪ Apprentice not to use or clean machinery where there is access to moving parts. 					

Any Licences, Training required?	Fire warden & First Aid Training

Team Member Name	Team Member Position	Date	Signature