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| Risk Assessment Name: xx IGA Store Risk Assessment Date:08/12/2022 Completed by: Harry Kane/ Eric Dier |

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| **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 breah 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 legiation, low risk of fines** | | | **Moderate breach of legislation, risk of fine** | | **Breach of legislation risk of fines and prosecution** | | **Possible majpr fines, prosecution or jail** | | **Compliance** |
| **Community tolerace minimal compliants** | | **Possibility of compliants low risk of publicity** | | | **External complaints risk of medium coverage** | | **Likely media attention, local and state** | | **National or internatonal 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** | | **Concequence** | | | | | | | | | | |
| **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** | **Possble (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 |

Risk Levels

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| 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?** | **Risk Level** (Residual) | **What further action do you need to take?** | **Who needs to carry out the action?** | **By when?** | **Done** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Manual handling** Deliveries including break down of stock, stacking shelves, moving general rubbish & recycling to refuse bins | Staff may suffer strains or bruising injuries to their back or elsewhere, from handling heavy/bulky objects. | * All staff undertake the online Metcash manual handling training module. This is on induction and as part of a refresher program. * New staff are allocated a buddy * High shelves for light goods only. * Trolley available for moving loads and staff trained how to use it safely. * Aisles and corridors kept clear. | 2+2  4 Med | * Remind staff that all heavy lifting including deliveries (except for stock that can be very easily carried) should always be moved using the trolley. | Store Manager | Ongoing |  |
| * Regular checks to be undertaken to make sure that high shelves are not used to store heavy stock. | Store Manager  SHE Specialist/Store Manager | Ongoing  TBA |  |
| * SWP for Manual Handling * Staff trained and sign on to SWP |
| **Slips, trips, and falls**  Doorways (rain), oil in deli area, 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. | * Staff ‘clean as they go’. * Wet floor warning signs always used. * Good lighting in all areas. * Staff wear sensible closed shoes. * Floor matting in deli area. | 2+2  4 Med | * Staff to keep an eye on the area around the freezer/refrigerator and immediately clear away any meltwater. * Staff to keep an eye on the floor condition to ensure no trip hazards * House Keeping SWP * Staff trained and sign on to SWP | All Staff  All Staff  SHE Specialist/Store Manager | Ongoing  Ongoing  TBA |  |
| * Remind staff stocking shelves not to leave boxes of stock in the middle of aisles, if suddenly called to help on the till. | Store Manager | Ongoing |  |
| **Violence** Threatening behaviour | Staff may suffer assaults, threats and abuse from members of the public | * Staff trained on what to do in the event of a robbery including not to resist a robbery. * CCTV installed and clearly visible. * There are always two staff on duty to open and close. * 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). * Pop up box on till to confirm sight of proof of age on age-restricted sales. | 2+2  4 Med | None |  |  |  |
| **Working at height**  Accessing/stacking stock and promo displays | Falls from any height can cause bruising and fractures. | * All stepladders are 1.1m, are available and in good condition. * 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. All shoes must be closed toes. * Manager to regularly check the condition of the stepladder. | 2+2  4 Med | * Remind staff to always use the stepladder when working at height and not to stand on milk crate. * Use of ladders SWP * Staff trained and sign on to SWP | Store Manager | Ongoing |  |
| SHE Specialist/ Store Manager | TBA |  |
| **Deliveries** Unloading. | Staff or members or the public could be injured by being struck by a vehicle. | * Deliveries arrive at the rear of the store * Delivery unloading is undertaken by trained operators using a pallet jack or forklift. | 2+1  3 Low | * Pallet Jack and Forklift SWP to be developed. * Staff trained and sign on to SWP * Verification of competency check for Forklift and Pallet Jack | SHE Specialist/Store Manager | TBA |  |
| **Food handling** | Frequent hand washing can cause skin damage. | * 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 provided * Where handling cannot be avoided, hands are rinsed promptly after finishing the task * All Staff entering the food area must wear a hat to cover hair * Cross contamination must be avoided by changing gloves. | 2+1  3 Low | * 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. | Store Manager  Store Manager | Ongoing  Ongoing |  |
| **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. | * Mops, brushes and strong rubber gloves are provided and used. | 2+3  5 Med | * Chemical storage and handling to be assessed in consultation with TIR * Eliminate unnecessary chemicals. Safely dispose of unwanted chemicals and chemicals that are out of date. * Ensure the register of hazardous chemicals is up to date. The register must include a list of the hazardous chemicals kept or used on site, as well as their current SDS. * Ensure there is a suitable way to clean up any chemicals that spill. * Ensure staff are trained on the SDS and know what to do if there is a spill. | Store Manager/TIR | Feb 2023 |  |
| **Electrical**  Faulty building wiring, faulty electrical appliances | Staff could get electrical shocks or burns from faulty electrics, including portable electrical equipment – heaters, fans etc. | * All electrical items are tagged and tested in line with Australian Standards * Staff encouraged 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. * Senior Staff know where the fuse box is and how to safely turn the electricity off in an emergency. * Clear access to the fuse box. | 2+1  3 Low | * Manager to do visual check of plugs, sockets, cables and on/off switches every three months. | Store Manager | Ongoing |  |
| **Fire**  Faulty electrics, arson. | If trapped, staff could suffer from smoke inhalation/burns | * Testing of firefighting equipment in line with Australian Standards. * Evacuation plan in place * Annual testing of the Store Evacuation Plan undertaken * Trained Fire wardens appointed. | 2+1  3 Low | None |  |  |  |
| **Work Environment**  Cold temperatures, freezer work | Staff may suffer discomfort whilst stocking the freezer at work | * Freezer gloves, jacket provided for use when restocking freezer. | 2+1  3 Low | * Replace gloves when they are showing signs of wear and tear | All Staff | Ongoing |  |
| **Powered and non-powered equipment**  Knives and machinery (Inc. knives, deli slicer, cryo-vac, oven) | Staff risk deep cuts or amputations from contact with blades or other machinery parts | * 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. * Benches/cutting board secured in place * Warning signs displayed at machines. Sufficient space provided for operator around machines. * First aiders are trained in stab wounds. | 2+3  5 Med | * Risk assessment to be completed on all butchery tasks * 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. * Train staff on all relevant SWP and record attendance | SHE Specialist/Store Manager  Store Manager  Store Manager  Store Manager | TBA  Ongoing  Ongoing  TBA |  |
| **Deep fryer**  Using, filling, draining & cleaning | Staff at risk from fire; burns from hot oil; contact with hot surfaces; fumes from cleaning chemicals; eye injuries from splashes; slips from oil spillage | * The Open Fryer is well maintained, and any attachments used are suitable for their purposes, as recommended by the manufacturer * The operator removes the cooled oil directly from the fryer through a filter into an appropriate metal container * Staff are trained in a safe system of work for using, emptying, and cleaning. * Spillages are cleaned immediately * Staff are trained in reporting procedures if they find the equipment is faulty and Equipment is tagged out. | 2+3  5 Med | * Develop safe work procedures for using, emptying and cleaning the deep fryer. * Train deli staff on the safe work procedures and record attendance | SHE Specialist/Store Manager  Store Manager | TBA  TBA |  |
| **Use of forklift onsite**  Use for deliveries/loading/ unloading | Serious injuries to Operatives, can be caused by:   * the forklift crashing into other objects * staff or delivery operators being hit * objects falling from forklift * forklift toppling over on gradients or overloaded * being crushed by the tynes or mast * Poor work methods or human error. | * All operators must be licenced and authorised by IGA to use * Rating plate checked prior to use and Pallet assessment made to ensure weight does not exceed limits * Forklift is serviced regularly and examined by suppliers every six months. * Gangways and aisles big enough for forklift to load and unload * Routes kept clear of spillages and waste. * System in place to separate vehicles and pedestrians. * PPE worn including boots and hi-vis * Faults are reported immediately, and equipment tagged out. | 2 + 4  6 Med | * Develop Safe work procedures for operating Forklift * Develop forklift pre check inspections * New Operators to undertake Verification of Competency (VOC) check prior to using forklift. * All operators to be trained and sign on to Forklift SWP * Floor/ surfaces are regularly checked to ensure they remain satisfactory. | SHE Specialist with Store Manager  Store Manager | TBA  Ongoing |  |
| **Electric Pallet Jack** | Serious injury to Operatives, others cause by:   * truck failure/run away, * bad load distribution, uneven floor surfaces * Musculoskeletal | * Only trained and authorised operatives to use electric pallet jack for approved tasks * Pallet assessment made to ensure weight does not exceed limits * Housekeeping exercises are undertaken, and waste removed on a regular basis. * A good standard of illumination is provided and maintained. * PPE worn including boots and hi-vis * Faults are reported immediately, and equipment tagged out. * Service is carried out 6 monthly | 2 + 4  6 Med | * Develop Safe work procedures for use of Electric Pallet Jack and loading/moving of pallets * All operators to be trained on electric pallet jacks using a VOC checklist * Floor/ surfaces are regularly checked to ensure they remain satisfactory | SHE Specialist/Store Manager  Store Manager  All Staff | TBA  TBA  Ongoing |  |

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| Any Licences, Training required? | Fire warden & First Aid Training  Pallet Jack verification of competency  Forklift licence and verification of competency |

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| **Team Member Name** | **Team Member Position** | **Date** | **Signature** |
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