SAFETY, HEALTH & ENVIRONMENT
TROLLEY CONTRACTORS HANDBOOK

WOOLWORTHS LIMITED
CONTENTS

<table>
<thead>
<tr>
<th>CONTENTS</th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>3</td>
</tr>
<tr>
<td>Contractors and Subcontractors</td>
<td>4</td>
</tr>
<tr>
<td>Work Requirements</td>
<td>5</td>
</tr>
<tr>
<td>Equal Employment Opportunity</td>
<td>8</td>
</tr>
<tr>
<td>General Hazards</td>
<td>10</td>
</tr>
<tr>
<td>Emergency Procedures</td>
<td>15</td>
</tr>
<tr>
<td>Safety Signage</td>
<td>16</td>
</tr>
<tr>
<td>Protecting Our Environment</td>
<td>17</td>
</tr>
<tr>
<td>Facilities</td>
<td>18</td>
</tr>
<tr>
<td>Acknowledgment– Service Provider Employee</td>
<td>19</td>
</tr>
<tr>
<td>Acknowledgment– Service Provider Manager</td>
<td>21</td>
</tr>
</tbody>
</table>

**Reference**

WA Code of Practice for the Safe Management of Shopping Trolleys.

**Disclaimer**

The views presented in this publication are solely those of Woolworths Limited. Not every procedure or condition has been covered in this handbook. Woolworths Limited has made every effort to present policy, requirements and rules based upon commonly accepted safety practices. However, due to the multiplicity of overlapping laws, regulations, codes of practice and standards, no assurance is expressed or implied here.

July 2007
Copyright © by Woolworths Limited, 1 Woolworths Way, Bella Vista, NSW 2153 Version 2
Welcome to Woolworths Limited.

This handbook applies to Woolworths Limited and its subsidiaries.

This handbook is provided by Woolworths to ensure Contractors, Subcontractors and Suppliers are aware of Woolworths Safety, Health and Environmental requirements as a condition of working in and around our premises. Safety is an integral part of work conducted in our business.

As a prior condition to commencing any work on our sites, Contractors are required to read through this handbook to ensure an understanding of Woolworths’ Safety, Health and Environmental requirements.

The Manager of the contract company shall train/induct their employees in the Woolworths’ safety procedures using this handbook. The Manager and their employees must sign-off the acknowledgement section at the back of this book.

The Manager must then send the signed “Manager Acknowledgement” sheet back to the Woolworths contact. It is the responsibility of the Manager to retain all employee sign-off acknowledgements within the Contractor’s own records.

Contractors to Woolworths Limited are responsible for compliance with these obligations. The same obligation applies to any Subcontractors used, with the overall responsibility for ensuring compliance remaining with the Contract company.

Prior to commencing any work on a new project, the Contract Manager will have briefed all Contractors on specific safety and Permit to Work requirements, or other items relevant to the job.

A risk assessment must be completed by the Contractor Provider for all jobs other than minor maintenance activities, where a Work Method Statement or Standard Operating Procedure may be available.

**Important:**

*Failure to follow these requirements may result in you and/or your company being removed from this site.*

*This handbook shall be available to all trolley management staff who are performing work at Woolworths sites.*
Contractors and Subcontractors

Contractors, Subcontractors and staff engaged to perform work at Woolworths premises or locations are required to comply with our Safety, Health and Environment policies, procedures and programs as specified in their contract and to observe directions on health and safety from designated officers of the organisation.

The requirements of relevant statutory Regulations and Codes of Practice must be met, including the provision of appropriate licences and insurances.

Security

Under no circumstances are contractors or visitors allowed to interfere with any Woolworths plant, equipment, facility or amenities unless they are authorised to use and undertake repairs or maintenance of such plant and equipment.

Trolley Collection staff must wear a company uniform and identification at all times. Uniform to be clean and well maintained at all times.
Work Requirements

- No more than 12 trolleys are to be nested together (or less if dictated by Centre Management requirements) and moved at any one time by an individual.

- Where the contour of the surface is inclined, rough, etc, careful judgement should be exercised.

- If two or more people are moving trolleys then the maximum number is 20. A person must be positioned at the front and the rear of the trolley chain.

- With one person using the ‘Muvit’ machine, a maximum of 20 trolleys can be moved at any one time. The person must stand at the front guiding the trolleys.

- When pushing trolleys onto a trailer, reduce the number of trolleys to suit the ramp gradient.

- Make sure the load and all other items are secured on the trailer prior to moving. This includes chains, ramps, trolleys, etc.

- Avoid public areas where possible.

- Nested trolleys must be secured together with a rope or leather strap. Elastic straps are prohibited, eg Oki straps.

- Contractors collecting trolleys must wear the following clothing:
  - High visibility (day/night) shirts or vests.
  - Suitable footwear with closed in uppers, preferably leather.
  - Suitable company uniform, including identification.
  - Personal Protective Equipment in hot weather conditions - which includes sunscreen, long sleeve shirts, wide brim hats, etc.
  - Wet weather clothing when working in wet weather.
• Tractors must meet the relevant Australian Standard AS 1631.1 especially in respect of roll over protection devices.

• Staff using the trolley collection vehicle must not ride on the trailers and the trailers must be suitably sign posted to this effect.

• All vehicles used for trolley collection must meet local road transport requirements for vehicle registration and be maintained to an acceptable safe standard.

• Contractors using trolley collection vehicles must possess a ‘P’ class license as a minimum. (Note: ‘L’ plate drivers are not allowed to drive trolley collection vehicles).

• The speed of collection vehicles must not exceed 10km/h within car parks and shopping centres, or lower as directed by Centre Management. (Note: Vehicle speed will be monitored periodically by store management).

• When unloading trolleys from trailers the trolley collection vehicle must be turned off, ignition keys removed, handbrake applied and the following areas must not be blocked—
  • Pedestrian crossings.
  • Disabled parking areas.
  • Vacant car parking spaces.
  • Entrances/exits from car parks/shopping centres and plant rooms.
  • Loading docks.
  • Emergency exits.
  • Fire Fighting Equipment.

• Tractors/vehicles used for trolley collection must be fitted with reverse buzzer/warning device, rear view mirrors and flashing hazard lights must be activated when unloading trolleys from the trailer. Headlights must be switched on at all times.
• Trolley collectors must be aware of and comply with formal shopping centre rules when operating in common areas and attend Centre Management induction programs as required.

• During periods of wet weather, trolley collection staff must not carry water into the store or shopping centre. This should be done by cleaning up water spillages immediately by placing mats in appropriate areas or the use of caution signs, etc.

• Car parks and associated areas must be patrolled periodically so that trolleys are not left in the open, unmanaged and thus become a hazard to customers and the public. A final sweep of the Centre and local streets etc, for those stores that are freestanding, is to be completed at the end of the trading day.

• All damaged trolleys must be isolated, danger tagged, compounded for repair and reported to Store Management.

• In Centres with travelators, any Woolworths’ trolleys without brakes are to be brought to the attention of Store Management i.e. trolleys from other Centres.

• Passenger lifts and escalators must not be used to transport trolleys. Some centres however, may authorise the use of a passenger/goods lift to transport trolleys. Authorisation should be given in writing.

• Where it is necessary to transport trolleys on a travelator, a Contractor staff member must be positioned at the front and one at the rear of the trolley chain. Some centres may preclude the use of travelators.

• All rubbish must be removed from the trolleys by the Contractor upon collection. All rubbish to be placed in the appropriate waste receptacle.

• Electrical devices such as mobile phones, MP3 players, Walkmans, etc are not to be used by Contract staff whilst collecting trolleys.

• Pre-start checks to be conducted on all vehicles using daily service and maintenance log.

• When removing trolleys from difficult areas (creeks etc), employees to assess risk to determine equipment, PPE and assistance required prior to removing trolley.

Example of travelator – only to be used if 2 people available. One at the front and one at the back.
Equal Employment Opportunity

Woolworths is an equal opportunity employer and strongly believes people from diverse backgrounds, including people with disability, should have the opportunity to be employed in jobs to which they are suited.

Equal Employment Opportunity does not mean that you treat everyone the same. If a person with a disability is the best person for the job and able to carry out the essential activities of the job, the law says that the employer should take into account a person’s disability and make appropriate changes or adjustments to the workplace and/or work practices.

While many employees with disability will have no specific requirements when they commence a new job, some employees with disability will need some level of support or assistance such as a workplace adjustment. The adjustment required will be determined on the basis of the particular needs of the individual.

Use of Disabilities Works Australia

Woolworths has a Memorandum of Understanding with Disability Works Australia (DWA) and we require the contractor to use the services of DWA when recruiting candidates with a disability.

DWA will engage a Disability Employment Network provider in your local area. The provider will then work with you to assess the suitability of candidates for your role. Candidates need to be at minimum assessed against the following areas:

- Physical fitness
- Communication skills
- Self care skills (including management of medication)
- Road safety skills
- Decision making ability

Care Plan

After a candidate has been assessed as suitable for the role, an appropriate Care Plan will be developed by the Disability Employment Network provider in consultation with the contractor.

The Care Plan will include at minimum:

- Any reasonable adjustments, such as specialised equipment
- Level of supervision required
- Provision of water and food
- Required breaks and allocated rest areas
- Specific, modified or specialised training documentation
- Prompts to remind employees to medicate
- Training of co-workers and supervisors
Supported Wages System (SWS)
The Contractor is to ensure the Supported Wage System is used to determine the employee’s wage. This is a legal, accredited, transparent and fair assessment tool that determines a wage for a person with disability who is unable to obtain and maintain employment at full rates of pay due to the effects of their disability on their workplace productivity. An assessment is made by a qualified assessor and arranged through the Disability Employment Network provider.

Store Manager Briefing
The contractor is to organise a meeting with the Store Manager and the Disability Network Provider prior to the employee commencing work on site to review and provide a copy of the Care Plan.

The purpose of this meeting is to ensure the store is aware of any specific needs or limitations of the employee which will allow the store to support the process.

Legislative Compliance
In Australia, employers must offer equal employment opportunities to everyone and are required to create a workplace that is free from discrimination and harassment. These responsibilities are set out in a range of state and federal laws which help protect people from unlawful behaviour.

More Information
Further detailed information on Woolworths’ expectations regarding the employment of people with disabilities can be found at:

Disability Works Australia Ltd:
National Office
PO Box 425
MORPHETT VALE
SA 5162

Telephone: (08) 8186 9900
Facsimile: (08) 8186 6744
Email: national@dwa.org.au
Web: www.dwa.org.au
GENERAL HAZARDS

WHAT IS A HAZARD? – “Anything that has the potential to cause injury, illness or damage to people, plant or the environment.”

Any hazard created as a result of your work, whether as an expected outcome of the work or not, must be eliminated, isolated or minimised. Hazards that are not able to be eliminated must be reported to the Store Manager.

Common Hazards with Controls

- Used syringes left in trolleys and carparks - appropriate gloves and equipment to be used along with sharps containers for disposal.
- Customer movements in and around the carpark – be alert and aware of surroundings.
- Damaged trolleys – attach danger tag and report fault to manager.
- Working in extreme wet weather - wear appropriate wet weather gear.
- Working in extreme heat – follow Sunsmart principles listed below.
- Manual handling – ensure a maximum of 12 trolleys is handled by 1 person at any one time. Always utilise appropriate straps to restrain trolleys.
- Review and communicate site specific hazards to employees.

Woolworths Customers

Work undertaken around our customers must be performed with customer safety and courtesy in mind.

Be Sunsmart

Working in hot conditions may result in a number of adverse health effects – ranging from discomfort to serious illness. What can you do to ensure your safety and the safety of others when the above conditions or situations might exist?

Drink water

An ongoing supply of water must be readily available to people when they require it. It is essential that people be encouraged to drink water regularly before, during and after working in the heat to prevent dehydration.
Rest breaks for working in heat

It is recommended that where the temperature at work exceeds 26 degrees Celsius, measures should be taken to prevent the onset of heat stress. Rest breaks should be introduced and modified by negotiation to suit local conditions, but it must be remembered that rest breaks are important preventative measures.

Don’t wait until you or someone else is showing signs of heat stress before implementing preventative measures. Ensure Personal Protective Equipment is used when working outdoors, this includes sunscreen and sun hat.

If you suspect someone maybe suffering from heat stress or dehydration call an ambulance or seek medical attention immediately.

Five tips for working outdoors

1. Slip on sun protective clothing
2. Slop on SPF30+ sunscreen
3. Slap on a hat
4. Seek shade
5. Slide on some sunglasses

Symptoms of heat stress

Some heat-related illness and common symptoms include:

- **Heat rash** – skin irritation caused by excessive sweating, looks like a red cluster of pimples or small blisters.

- **Heat cramps** – these include muscle pains or spasms, usually in the abdomen, arms or legs.

- **Dizziness and fainting** – can be a feeling of light-headedness before fainting occurs.

- **Heat exhaustion** – warning signs may include paleness and sweating, rapid heart rate, muscle cramps (usually in the abdomen, arms or legs), headache, nausea and vomiting, dizziness or fainting.

- **Heat stroke** – this is a medical emergency and requires urgent attention. Heat stroke occurs when the core body temperature rises above 40.5C and the body’s internal systems start to shut down. Most people will have profound central nervous system changes such as delirium, coma and seizures.
Housekeeping and Storage
Work areas are to be kept clean and orderly and scrap removed daily.
Contractor work areas will be subject to the regular housekeeping safety inspections conducted across the site. Results are used to determine future allocation of contracts.

Electrical
Electrical dangers are not always obvious. Contractors shall inspect their electrical equipment including portable leads before use. Inspection tags must be fitted on equipment. When connecting or disconnecting power make sure the power switch is OFF before inserting or pulling out a power cord. Only authorised people are permitted to open electrical enclosures.

Hazardous Substances/Dangerous Goods
Hazardous substances must not be introduced onto the site without Material Safety Data Sheets (MSDS) and prior approval of the Site Manager. This includes but is not limited to solvents, cleaning agents and flammable gases. The control measures recommended in the Material Safety Data Sheets (MSDS) must be applied. MSDS's must be current – no later than five years old.

Slips, Trips and Falls
Slips, trips and falls cause injuries. These injuries can be prevented by:
1. Good housekeeping (eg. Keep walkways clear at all times).
2. Reporting hazards.
3. Wearing appropriate PPE.
4. Good manual handling practices.
You can prevent these injuries by looking out for spills, keeping the floor clear of obstacles and by wearing safety shoes. If you see something which could potentially cause a slip, trip or fall injury don't walk past it, do something about it.

Personal Protective Equipment (PPE)
Appropriate personal protective equipment must be used and be provided by Contractors.
High Visibility Clothing
High visibility clothing to be worn while the Contractor is working external to the site/store eg. carparks, centre management areas, etc. High visibility clothing to be comply with Australian Standard AS/NZS 4602:1999 and be visible both day and night.

Drug & Alcohol Policy
No one is allowed to be under the influence of alcohol or any illegal drugs on a Woolworths’ site. Medication affecting your safety and well-being must be discussed with the Woolworths’ site manager before attending site.

Manual Handling
Always ensure that a risk assessment is completed for significant manual handling tasks. Staff should follow suitable precautions to prevent injuries (such as team lifting, use of lifting aids etc).

Materials Handling Equipment (MHE)
Contractors are not permitted to use Woolworths’ manual handling equipment (MHE). Typical MHE on site includes forklifts, electric pallet jacks and walkie stackers. Contractors should be constantly aware of the hazards surrounding MHE.

Plant & Equipment
Plant supplied or brought to the site by the Contractor, whether owned by the Contractor or hired from others, will be regularly serviced in accordance with Manufacturers instructions and/ or Australian Standards and where appropriate, tested and tagged.

Operators using the Plant will be properly trained, licensed (where appropriate) and competent to operate the equipment in a safe manner.

Danger or Out of Service Tags
If a danger tag is attached to equipment you must not use it. It is an offence to knowingly use equipment labelled with a danger tag. No Danger Tag shall be removed from isolated equipment without the express permission of the person identified on the tag. Unauthorised removal of a danger tag will lead to termination of the contract.
Maintenance and Repairs
Under no circumstances are contractors and visitors allowed to interfere with any Woolworths’ plant, equipment, facility or amenities unless they are authorised to utilise or undertake repairs and/or maintenance of such plant and equipment.

Parking
Vehicle parking is permissible in designated parking areas only.

Speed
Always adhere to the speed limit for the site. Sound vehicle's horn when approaching blind situations.

Visitors and Children
No visitors are allowed on site without permission from Store Management.

Occupational Violence
Woolworths will not tolerate violence and threats at work or work–related events by contractors against other people or property. For the purposes of this policy, violence includes, but is not limited to:

- Any act that is physically an assault
- Any threat or behaviour or action that is interpreted by a reasonable person as having the potential:
  - To harm or endanger the safety of others
  - To result in an act of aggression, or
  - To destroy or damage property
- Any contractor who commits a violent act or threatens to commit a violent act towards other persons or property at work or a work-related event will be removed from site and the future of the supply contract reviewed, exclusive of any other civil remedy or criminal penalty that might be pursued if appropriate.
Emergency Procedures

Each site and shopping centre has an evacuation procedure. There are nominated people in each site specifically trained in emergency situations who take charge during an evacuation. During an evacuation you must follow their instructions.

In the event of an emergency:
- Isolate plant and equipment if safe to do so.
- Leave the building by the nearest & safest exit.
- Remain in the assembly area unless you are instructed to do otherwise by the Chief Warden.
- Do not re-enter the site until the all clear has been given by the Chief Warden.

Fire Safety
Reduce the risk of the fire by maintaining good housekeeping and notifying a supervisor or manager of any hazards you come across.

You should only attempt to extinguish the fire if it is safe to do so. Fire extinguishers are only intended to be used on small fires or as a life saving device to enable escape.

Incident Reporting
All incidents (including Property damage) must be reported to Woolworths’ Store Management and also the Shopping Centres Management where such incidents occur outside Woolworths’ premises.

A Woolworths Incident Report Form must be completed detailing the circumstances of the incident.

All lost time incidents must also be immediately notified to the Woolworths Asset Services specialist. Within 5 working days of a lost time incident, the Contractor must provide the Asset Services Specialist with a report giving complete details of the incident, including results of investigations into its cause, and any recommendations or strategies for future prevention.

First Aid
Each site has First Aid equipment and trained First Aid Officers.

If you have an incident on site, report it immediately to a member of staff who will contact a First Aid Officer and a Supervisor.
There are a variety of signs in stores and on site. Some of these signs are cautionary whilst others are advisory. These signs are colour coded and are red, green, yellow or blue.

- **RED SIGNS** indicate Fire Equipment like fire extinguishers and hose reels.
- **BLUE SIGNS** indicate that mandatory Personal Protective Equipment is required when entering the area.
- **GREEN SIGNS** are for emergency equipment like eyewash stations, first aid kits and emergency exits.
- **YELLOW SIGNS** are cautionary signs, which may indicate a spill, a wet floor or sound horn areas.

A sample of signs found on sites are shown below:

<table>
<thead>
<tr>
<th>Red signs</th>
<th>Blue signs</th>
<th>Green signs</th>
<th>Yellow signs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do not block/obstruct Fire Doors.</td>
<td></td>
<td></td>
<td>Caution sign – use appropriate entry and exit methods.</td>
</tr>
<tr>
<td>Fire Door</td>
<td></td>
<td></td>
<td>Loading Dock awareness sign.</td>
</tr>
<tr>
<td>Red signs are for fire equipment eg hose reels &amp; extinguishes.</td>
<td>Green signs are for emergency equipment like first aid kits and emergency kits.</td>
<td>Area under Surveillance.</td>
<td>Reminder to keep your work area tidy.</td>
</tr>
</tbody>
</table>
Protecting Our Environment

Environmental Responsibilities
- All spills must be contained.
- Nothing is to be washed down storm water drains.
- All equipment is to be washed in designated areas only.
- In case of environmental contamination, immediately contact a Supervisor on site.

Spills
Spills must be cleaned as quickly as possible but only when it is safe to do so.

If you cause or find a spill, which is safe to clean up, stop it from spreading immediately. Use Woolworths spill kits for clean up.

Hazardous chemical spills must be disposed of correctly – see your Supervisor if uncertain of correct procedures.

Waste
Reuse material and sort material that is recyclable for disposal and place in the designated area.

Dangerous goods and hazardous substances must not be disposed of in normal waste bins. Check EPA requirements.

Noise
Many sites are surrounded by residential areas. For the sake of these communities and other workers, unnecessary noise should be kept at a minimum. Some sites have noise curfews.

Saving Energy
Where possible, turn off non-essential equipment that is not being used.

Storm Water Drains
You cannot use storm water drains to wash down or dispose of waste. Looking after the environment makes sense and we can all help.

It is an offence to dispose of certain wastes via stormwater drains. Check EPA requirements.
Facilities

Smoking
Smoking is not permitted whilst providing services. Smoking is only allowed during rest breaks and must be contained to the designated smoking area.
Acknowledgment – Employee

Acknowledgment – Service Provider Employee
(to be retained by Service Provider and presented as audit evidence to Woolworths Ltd Auditor.)

I

PLEASE PRINT FULL NAME

of

COMPANY NAME


I have read the handbook and have had the rules explained to me.

I understand that full compliance with these rules is a precondition for permission to work on any of Woolworths’ sites.

Signature: ____________________________________________

Date: ________________________________________________
Acknowledgment – Manager

Acknowledgment – Service Provider Manager
(to be sent to Woolworths Ltd.)

I

______________________________
SENIOR MANAGER - PRINT FULL NAME

of

______________________________
COMPANY NAME

Acknowledge receipt of a copy of the Safety, Health and Environment, Trolley Contractors Handbook..

I have read the handbook and have explained the contents to all appropriate contract staff employed by ________________________________

I understand and so do employees working for ________________________________

that full compliance with the contents of this handbook is a precondition for permission to work on any of Woolworths’ sites.

______________________________
Signature:

______________________________
Date:

______________________________
Vendor Number:

Woolworths Limited
INCIDENT AND INJURY FREE
SEE YOU TOMORROW

Woolworths Limited