MaxMart is committed to providing a safe and healthy environment for customers, staff, and visitors. This is achieved by following OH&S procedures that are implemented and regularly reviewed to ensure best practice and to take into account changes in legislation.

Optimum OH&S standards are of prime importance for the successful functioning of this business. Prevention of accidents is of greatest importance. Management and staff must ensure that safety has priority at all times.

**MaxMart objectives:**

- To provide safe and healthy stores for all our customers, visitors and staff.
- To provide safe and healthy work procedures.
- To provide an effective occupational health and safety training program

**Responsibilities:**

**Company responsibilities**
The company is responsible for the development, implementation, promotion and maintenance of safe and healthy work environments and work practices.

**General Manager of Risk Management**
The Manager and the Risk Management Team are responsible for formulating the MaxMart OH&S policies and procedures with respect to current legislation. This Team will also ensure that Store Managers are fully advised of current OH&S policies and procedures.

**Management at Store Level**
Risk Managers are responsible for the implementation, promotion and maintenance of OH&S procedures for employees, visitors and customers within their store. Risk Managers will pro-actively promote OH&S responsibilities within the store. Store Managers work in conjunction with Risk Managers to promote a safe working environment.

**Department Managers**
Department Managers are required to provide supervision and guidance to ensure that safe and healthy procedures are identified and practiced within their department.
Employee Responsibilities
All employees must follow OH&S policies and procedures and attend training as required by management. Employees should ensure that their behaviour contributes to a safe and healthy environment for other staff, customers and visitors. Employees may make recommendations for improving work methods or work procedures to the OH&S Committee.

Company Visitors
All visitors who come to perform work on the Company's premises are required to comply with the OH&S policies and procedures of MaxMart. Visitors must report at Reception to register before commencing work. A “visitor’s badge” will be issued and must be worn by the visitor whilst in the store.

OH&S Committee
MaxMart’s OH&S Committee is made up of a store’s Risk Manager, a management representative and elected general staff. This committee meets monthly to review reports of health and safety issues within the store and to review all safety procedures including fire and evacuation systems. The OH&S Committee will undertake regular hazard inspections and notify management of issues where action is needed.

OH&S Hazards
In the Retail Industry injuries are most likely to occur from:

- manual handling eg pushing trolleys, stocking shelves
- working environment eg floor and counter surfaces
- machinery and equipment
- hazardous substances eg chemicals
- harassment
- emergencies eg, first aid, hold up, fire

Every employee must be given training and guidance in handling and housekeeping procedures prior to commencing a job. Eg correct manual handling, lifting or carrying techniques, proper use of machinery and equipment, dangers of hazardous chemicals etc.
Manual Handling:

Staff should refer to company charts for correct techniques for manual handling procedures – there is a copy of the chart at the back of this manual. These charts are displayed in the staff room and the reserve.

Points to remember when lifting and carrying:-

♦ Keep object close to the body and feet apart for balance.
♦ Bend the knees with the back as straight as possible.
♦ Pick up object and straighten the knees to lift.
♦ Turn your feet, don't twist, before you walk.

If the object to be moved is very heavy, you should move it with a partner and also a trolley, if available.

Working Environment:

Staff should follow the ‘Clean as you Go’ housekeeping procedure to ensure a safe and healthy working environment. This especially applies to point of sale areas, the reserve, aisle ways, and the coffee shop kitchen and eating area.

Access to aisle ways:

♦ Keep aisles clear of obstacles that can cause staff, customers or visitors to trip and fall. eg, trolleys, stock, rubbish, packaging, and boxes.
♦ Store exits, fire exits and stairs must be accessible at all times.
♦ Stock must not extend from shelving into aisles where people may trip or damage themselves.
♦ Check for sharp, dangerous edges on fixtures
♦ Ensure steps are not slippery.
♦ Spills and dropped food must be cleaned immediately, according to store OH&S procedure. Use the ‘Wet Floor’ sign.
♦ All floors and floor coverings must be maintained to company standards to ensure people can’t trip or slip.
♦ Take care when entering/exiting doorways – do not rush, watch for other people, especially if carrying goods.
♦ Safe, sensible footwear can prevent a fall.
Bench and counter tops

- Point of sale areas should be clean and tidy to prevent accidents.
- Area around cash drawer should be free to ensure staff are not knocked when drawer extends.
- Kitchen benches, including under machinery, and must be cleaned and sanitised according to current health standards.
- Kitchen equipment must be cleaned thoroughly according to current health standards.

Food Handling Area

- Wash hands with soap after visiting the toilet, blowing your nose or smoking.
- Avoid touching your face, hair or other body parts while working. If you do, wash your hands afterwards.
- If you have an infectious disease like a cold or diarrhea ask your manager for work in a non-food area.
- All open wounds and skin diseases must be properly bandaged and covered.
- Hair must be short or tied back. The MaxMart cap must be worn at all times.
- Minimal jewellery is allowed, and a clean apron must be worn daily.
- Wear disposable gloves when serving or handling food, and food should be handled with utensils, eg tongs.
- Utensils, cutting boards and hands should never touch raw food then cooked food. Separate utensils and cutting boards should be used. Change disposable gloves before touching cooked food.
- Cold food must be refrigerated below 10 degrees Celsius. Warm food should be kept above 60 degrees Celsius.

Machinery and Equipment

Machinery and equipment should not be used prior to training and guidance in its use. Personal damage from cuts, burns and knocks will result from experience and thoughtlessness.

Special areas with equipment which requires staff to be trained:

- Kitchen: coffee machine, meat slicer.
- Reserve: trolley jack, fork lift, ladders, cardboard compactor.

In the case of equipment malfunction, report to your manager. It may be possible to fix the problem by referring to the equipment manuals that are kept in the Store Manager's office.

If this does not solve the problem the Department Manager will authorise for a professional technician to be called.
Hazardous Substances

All hazardous cleaning substances should be stored away from customer access. Cleaning substances are kept in the Cleaning Cupboard in the reserve. A smaller supply is kept in the Cleaning Cupboard of the kitchen.

If a spillage of any hazardous substance occurs, special precautions need to be taken eg. gloves, to avoid personal injury or damage to stock, fixtures or fittings. Floors that are wet or slippery must be guarded with signs. Remove the warning signs only when the area is safe.

Emergencies

Most common emergencies are first aid assistance, fire, hold up and bomb threat.

WHAT TO DO IN THE CASE OF...........

First Aid Assistance

In the case of minor illness or injury to staff, customers or visitors, report the incident to your manager, using the appropriate report forms and procedures.

All accidents in the work place must be reported and documented. The Accident/Injury Report Book and the first aid kit are kept in the Risk Manager's office.

In the case where a person needs professional aid:-

♦ Assist the person to a comfortable position  ♦ Advise your manager if possible
♦ Dial the switchboard for the store nurse  ♦ Stay with the person until help arrives

Fire

Potential fire hazards in the store are:

♦ The kitchen/cooking area  ♦ Blocked emergency exits
♦ Flammable materials or liquids.  ♦ Rubbish bins used as ashtrays.
♦ Electrical points eg overloaded left on all night.

Be aware of these and report all potential dangers to your Manager.

If there is a fire in your department:-

♦ If practical, report fire to your manager
♦ Locate nearest fire extinguisher and use.
♦ If the fire is too big, phone switchboard to call the fire brigade and commence evacuation procedures.
Points to observe during fire evacuation procedures:-

♦ Keep customers calm
♦ Walk, don’t run, to your staff assembly point outside
♦ Take customers with you
♦ Use stairs, not lifts, when escaping from fire

**Bomb Threat**

If you receive a bomb threat by phone, stay calm and try to collect as much information as you can. Write the information as you listen.

Ask your caller these questions:

♦ Where is the bomb located?
♦ What does the bomb look like?
♦ When will it go off?
♦ Why has the bomb threat been made?

Notify the store’s Risk Manager immediately without telling other staff.

If you discover a suspicious looking package, DON’T TOUCH IT! Immediately notify your manager.

**Evacuation Procedure**

In the event of fire, bomb threat or major disaster, all personnel may be required to evacuate the store. Evacuation will commence with these signals....

First warning: BEEP BEEP BEEP

The evacuation warning is three long beeps on the alarm.

Evacuation signal: Continuous bells for 30 seconds

Evacuation will commence with this alarm - continuous bells for 30 seconds. The evacuation alarm will be repeated at two minute intervals until the store is evacuated. There will also be a message over the public address system announcing a store-wide evacuation.

**Steps for Evacuation**

1) The store Safety Wardens will supervise the evacuation of all personnel within the store.

2) There is one Safety Warden nominated by management for each departmental group. Safety Wardens must wear their yellow hard hat when undertaking evacuation duties. This will ensure they can be recognised and provide protection in extreme circumstances. Safety Wardens will be the last to leave the store after ensuring complete evacuation by all other staff, customers, visitors.

3) Safety Wardens must check all toilets and fitting rooms (male and female), offices, reserves and around all fixtures.
No staff member is required to take unnecessary risks. If there is any danger they must leave the scene immediately.

All other staff must know how to safely evacuate the store and leave the building as soon as the order to evacuate is given.

If evacuation is due to fire never shout “FIRE” as this may create a panic.

- Ask all customers to please leave the store and direct them to the nearest safe exit.
- Do not run - move calmly to the nearest safe exit.
- Do not retrieve bags and personal items from the lockers.
- Use stairways. Never use elevators during an evacuation.
- Assist, if necessary, any customers you meet on the way. Especially be aware of children and people who are elderly, disabled, in wheel chairs or wheeling prams.
- Staff must proceed to the nominated assembly point and remain there until advised what to do. Your nominated assembly point is the furthest car park next to the main road.
- Remain at this assembly point until advised otherwise by police officers, fire brigade officers or the store Safety Wardens. During this time an attendance check of all staff and registered visitors to the store will take place by a Human Resources staff member.
- All injuries, even minimal, should be reported to Safety Wardens or ambulance staff.

Re entry to the building is forbidden until the fire officers or police gives clearance.

**Personal Health**

Sometimes you may have a problem that you need to discuss with somebody. In this case you can speak to your Human Resources Manager or your Risk Manager privately. Even if the matter is not work-related, they are there to listen and will give you practical help and advice, including putting you in touch with outside organisations if necessary. All such discussions will be held in confidence.

**Smoking**

Staff are not permitted to smoke within the store, even during breaks. There are areas allocated outside at the rear of the store for smoking. Organisations such as Quitline and the Anti Cancer Council provide assistance for those who’d like to change their habit. The store management will provide appropriate information and support.

**Drugs and Alcohol**

If you have a problem with drugs or alcohol you can also speak to your Human Resources Manager or Risk Manager confidentially. They will do their best to help you, or put you in contact with people who can assist.

**Your Healthy, Happy Body**

Retail work can be physically and emotionally demanding at times. You will manage your work day better by ensuring you have adequate sleep and appropriate nutritional needs. Eating a variety of fresh natural foods, with only an occasional intake of highly processed food, will enable your body to function more effectively. You may like to attend the store workshops on ‘**Your Healthy, Happy Body**.’ These sessions are held regularly by the store Training department. Please ask the Human Resources Manager when the next workshop is due to commence.
**Manual Handling Procedures**

<table>
<thead>
<tr>
<th>Step 1:</th>
<th><strong>ASSESS THE LOAD</strong> – how heavy is it? Move it around, or check the box to see if the weight is written on there – eg 12 kilos.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2:</td>
<td><strong>GET CLOSE TO THE LOAD</strong> – move your body as close as possible.</td>
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<tr>
<td>Step 3:</td>
<td><strong>FEET APART FOR BALANCE</strong></td>
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<tr>
<td>Step 4:</td>
<td><strong>RELAX YOUR KNEES</strong></td>
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<tr>
<td>Step 5:</td>
<td><strong>LOWER YOUR BODY AND BEND YOUR KNEES</strong> – let your back bend if it wants to.</td>
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<tr>
<td>Step 6:</td>
<td><strong>LOWER YOUR HEAD</strong></td>
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<tr>
<td>Step 7:</td>
<td><strong>GET A FIRM GRIP</strong></td>
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<tr>
<td>Step 8:</td>
<td><strong>RAISE YOUR HEAD</strong> – look ahead to where you’re going.</td>
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<tr>
<td>Step 9:</td>
<td><strong>STRAIGHTEN YOUR LEGS</strong></td>
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<tr>
<td>Step 10:</td>
<td><strong>LIFT, THEN TURN YOUR FEET BEFORE YOU WALK</strong> – don’t twist your body around.</td>
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