This section of the store operations manual explains your rights and responsibilities under relevant Occupational Health & Safety laws as an employee of MaxSurf.

Being familiar with the content of this section will ensure that you:

- Are able to ensure the safety of MaxSurf’s customers whilst in the store
- Are able to reduce the risk of personal injury to your workmates
- Accurately report incidents according to legislative requirements
- Reduce the risk of personal injury through accident or mishap
- Can act appropriately during an emergency situation
- Contribute to the overall effectiveness of MaxSurf’s business operations

This module contains the following information:

- MaxSurf’s Occupational Health & Safety Policy for all stores
- The role of MaxSurf’s Occupational Health & Safety Committee
- Emergency and evacuation procedures
- Manual Handling procedures
- The Occupational Health & Safety store log
- Reporting procedures

Our Occupational Health & Safety Policy

At MaxSurf, each and every employee is responsible for maintaining a safe working environment for themselves and their customers.

We will make every reasonable effort to ensure that:

- Accidents are prevented
- Employees are protected from injuries
- Health is preserved and promoted
- Our products are displayed in a way that is safe to both staff and customers
- Hazards are removed or controlled
- Customers are protected from injuries
- Our store is clean and uncluttered at all times
- We work as a team to achieve our aim of a safe and healthy workplace

All staff are encouraged to contribute their ideas for improving store safety.

Should an accident or incident occur in the store, it must be reported according to store procedures.

By observing these guidelines, MaxSurf will continue to be a great place to work and shop.
**Your employer's responsibilities:**

MaxSurf is legally required to ensure that the workplace is safe for all employees and customers. Your manager has attended workplace safety training, as well as first aid training. You must remember, however, that the store’s safety is not the sole responsibility of your manager – every team member must remember that they are responsible for safety too.

For example, it is your manager’s responsibility to ensure that store fixtures and fittings are in good order – safe and stable. However, if you walk past a shelving unit and notice a sharp corner sticking out, you can’t just keep walking and think “oh well, if somebody hurts themselves on that, it will be my manager’s responsibility”.

We all have a part to play, and this is all part of MaxSurf's philosophy of working as a team.

**Your responsibilities:**

If you think something has the potential to be a safety hazard, let your manager and/or team mates know.

If you see a safety hazard – do something about it.

Be prepared to handle emergencies and/or incidents.

**The Occupational Health & Safety Committee – what is their role:**

Because MaxSurf has many stores across each state, we have elected to have an OH&S committee made up of members from the MaxSurf management team, including Store Managers.

This committee meets once per month to:

- Review the last month’s accident/incident reports
- Discuss any safety issues that have arisen since the last meeting
- Plan upcoming events such as safety training for staff, or evacuation/fire drills

If you have any concerns about the safety in your MaxSurf store, you should first try to discuss the matter with your Store Manager. However, if you are not satisfied with the outcome of the discussion, you are welcome to address your concerns to the Occupational Health & Safety Committee, who will discuss the issue at their next meeting.

You may be invited to join the OH&S committee – this is a great opportunity for you to develop your knowledge of safety issues in the workplace.

MaxSurf also takes part in regular safety audits. This is when OH&S consultants thoroughly check each of our stores, and all our procedures, to ensure that we are meeting with OH&S legislative requirements. Sometimes the audit identifies areas that we need to improve, and this usually has to be done within a specified amount of time, and is then checked again.
Store procedures to ensure workplace safety:

All safety policies and relevant information can be found in the Store Manager’s office, and will be shown to you during your first week on the job. Find out whom in your store has undertaken special training such as first aid. This is often the Store Manager, however each store may be different.

Be alert while you are working in the store. Always look out for potential safety hazards.

We follow the 3-step process:

♦  Spot the Hazard
♦  Assess the Risk
♦  Make the Changes

If you identify a hazard, follow these procedures:

✍ Can you remove the hazard? If yes – then do so.

For example, you notice that one of the hanging t-shirt displays is dangerously close to the eye level of a child. You take the display down to avoid an accident.

✍ Can you fix the hazard? If yes - then do so.

For example, you notice that there is a loose fixture in the surfboard section. Using a small screwdriver you are able to tighten up the structure.

✍ Can you make others aware of the hazard? If yes – then do so.

For example, a small child spills a drink on the floor, which you have mopped up. To avoid an accident occurring, you put “DANGER WET FLOOR” signs all around.

Always report all equipment breakdowns. For example, if the photocopy machine is playing up – don’t walk away and leave it for someone else. Faulty equipment (particularly electrical) can be a huge safety risk.

MaxSurf’s procedure is that you should firstly try to solve the problem yourself. There is an instruction booklet for each piece of in-store equipment – these are kept in the Store Manager’s office. Referring to the instruction booklet can solve most equipment problems. If you cannot fix it, you must advise your Store Manager, who will “log” the problem in our fault book (located in the Store Manager’s office), and call in the appropriate people to fix the faulty equipment.

Fire has the potential to completely ruin a MaxSurf store – particularly with the large amount of clothing that we stock which is highly flammable. You must always be on the lookout for potential fire starters. Don’t leave electrical appliances (e.g., the iron) switched on when not in use. Never block fire exits in any way.

MaxSurf doesn’t deal with many products that would be classed as dangerous goods and/or substances. However, you should always remember that plastic packaging (e.g., clothing & accessories) has the potential to suffocate – once you’ve unpacked the goods, dispose of the plastic immediately. In the store you may have cleaning chemicals – these must always be stored away from the shop itself – i.e., in the kitchen cupboard. Always make sure that bottles or containers are clearly marked so we know what’s inside!

Remember, whenever you identify a potential safety hazard, always tell your team mates.
Manual Handling.

Incorrect manual handling techniques cause more injuries in the retail industry than any other type of accident. Your Store Manager will demonstrate the correct manual handling techniques with you on your first day in the store, and posters that show the correct technique are located in the storeroom. The following is a chart showing the correct technique:

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

**Accident reporting.**

In the case of an accident, injury or illness, observe the following procedure:

- If a person is involved, ensure that they are looked after
- Can you handle the situation? If yes – handle it yourself. If not, notify the relevant person/s
- Can you apply first aid procedures? (only qualified people should apply first aid)
- Report the incident

You must attempt to attend to the person and help if you can – it is preferable however that you ask someone who has been first-aid trained to assist. If you believe that medical assistance is required, either contact the closest medical office (the phone number will be on the emergency contact sheet under the till), or ring 000 for an ambulance. Try to keep the person calm until assistance arrives. A first-aid kit is located in the manager’s office, but should only be accessed by trained staff.

It is very important that **ALL** accidents/incidents are reported. These reports enable MaxSurf to take steps to rectify the problem and prevent further accidents/incidents. Reports are also required in the event that a customer or staff member wishes to take legal action against MaxSurf regarding the incident that occurred and the resulting injury. We have an official accident report form that must be used. These are kept in the manager’s office. All reports are kept on file in the Store Manager’s office.

**Emergency procedures:**

When an emergency occurs at the store, it is important that you are able to apply the standard evacuation procedure, as detailed below.

1. **Identify the source of the emergency**  
   *Eg: what is causing the problem, where is it etc*

2. **Check all non-shop areas such as changerooms, storerooms etc**  
   *Make sure nobody is hiding in an area you can't see*

3. **Check the whole shop area for people**  
   *Make sure nobody is left in the shop*

4. **Remove all people from the store**  
   *Don't leave anyone behind!*

5. **Once outside, do a head count**  
   *Make sure that nobody has been left behind*

6. **Notify the relevant authorities**  
   *Set off the alarm, and/or ring police/fire/ambulance*
Fire.

Firstly, follow the evacuation procedure. Secondly, notify the fire brigade if you are unable to put out the fire. Do not under any circumstances attempt to put out the fire if it requires you to stay in the store under conditions that are unsafe (eg large amounts of smoke in the store, or close flames).

Alarms.

MaxSurf has not only intruder and security alarms (see the Security module), but also a smoke alarm and fire alarm. Should either of these activate whilst you are in the store, immediately check to see if a fire is present. In the case of a false alarm, please advise your manager that the alarm may be faulty. If the alarm is genuine, follow standard evacuation procedures. Your Store Manager will show you where the relevant alarms are in the store.

General Safety Procedures:

1. Spills.

Always look out for spillages in the shop area. Clear the spill immediately, using the mop/sponge and cleaning spray in the storeroom. If the floor is wet, arrange “Danger Wet Area” signs around the area.


There is no excuse for a messy store. A store that is untidy, or unorganised is a store that has a lot of safety hazards. Take pride in your store – keep it looking good, and as a bonus it will be a safe workplace.

3. Be Alert.

Be a good safety citizen! You will walk around the store many times a day – look out for potential hazards and always keep your eyes open for potential problems.

Finally, remember that most workplace accidents and/or injuries could have been avoided.

Follow these simple tips:

- Don’t lift things that are too heavy for you
- Don’t be scared to ask for help
- Always be on the lookout for potential safety hazards
- If you’re feeling tired, have a rest… accidents happen when we’re not alert
- Remain calm in emergency situations
- Work as a team, and care about each other’s safety
- Be responsible for your own safety
- Use your common sense
- Always advise your workmates of problems