My Department Stores
Work Health and Safety Policy and Procedure



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Policy Statement

My Department Stores is committed to providing a safe and healthy environment for its staff, customers and visitors.

Safe Work Practices

Staff are required to use safe work practices when designing and producing documents, presentations, spreadsheets and completing other computer based tasks.

Workstation Pre-Start Checks

Workstation equipment should be checked before it is first used, then intermittently afterwards (every 3-6 months).

Workstation Pre-Start Check Procedure

The following steps should be completed when completing a workstation pre-start check:

1. Check computer plugs and cables
2. Check equipment ventilation
3. Check security measures
4. Check for floor hazards
5. Correct any identified issues
6. Record findings on the My Department Stores Workstation Pre-Start Checklist

Ergonomics

Before beginning any process to produce documents, presentations, spreadsheets or complete other computer based tasks, staff must complete the My Department Stores Ergonomics Checklist from www.myworkplaces.com.au.

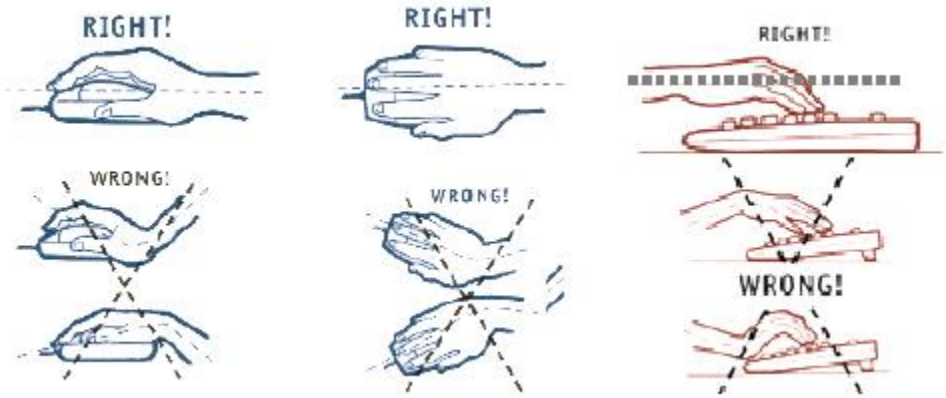
Workstations should be set up and used as follows:

- **Chair** is adjusted so that:
  - Elbows can rest at right-angles
  - Arms are slightly higher than your desk
  - Legs are square at the knees
  - Feet are flat on the floor
  - Chair backrest is adjusted so that back is straight and lower back is well supported
- **Desk** height is adjusted so that:
  - Arms, when seated and held at right angles, are just above the desk.
  - There is good clearance between the bottom edge of the desk and your legs
- **Monitor** is positioned:
  - At least half a metre away from your seated position
  - With the top of the screen in line with your eyes or just below
- If a **document holder** is used, it is positioned below or to the side of the monitor (but not between the monitor and keyboard)

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- **Keyboard** is positioned:
  - As close as practical to the front of the desk
  - So that when typing the top of the hand, wrist and forearm are in a straight line
- **Mouse** is positioned:
  - Directly next to your keyboard
  - So that when using the mouse wrists are straight and supported by the desk

Hand Positioning[1]*:*



Work Organisation

Staff are expected to manage their time and tasks when using computers for long periods to ensure they reduce their risk of injury and strain.

Staff should use the following work organisation techniques:

- Organise tasks to ensure there is a break from computer use computer for at least 10 minutes every hour (for example leaving your computer to copy a document, make a phone call, etc.)
- Look away from the computer to rest the eyes every 10-15 minutes
- Take work breaks (e.g. lunch) at least every four hours

Emergencies and Evacuation

In the event of a fire or bomb threat, all staff are required to evacuate the building immediately. Current evacuation plans are displayed throughout My Department Stores which show the emergency exits, evaluation pathway and assembly point.

[1] *ergonomic-mouse-position « ERGOhealthy. (2018). Retrieved from http://www.ergohealthy.com/ergonomics-in-the-office/ergonomic-mouse-position/*

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Emergency exists must be kept clear at all times. Any obstructions should be removed immediately by staff, if it is safe to do so, or reported to a supervisor.

Emergency evacuation drills are conducted regularly and coordinated by the Fire Warden.

Emergency Evacuation Procedure

The following steps should be completed when evacuating in an emergency:

1. Identify the sound of the alarm
2. Immediately stop and look for signs of smoke or fire, or a fire warden
3. Proceed as quickly as possible to the nearest exit
4. Identify the assembly area
5. Go to the assembly area and wait there until rolls are called and it is safe to leave

Consultation

Management are required to conduct regular consultation sessions with staff to facilitate discussion of health and safety issues. Staff are encouraged to raise any concerns about health and safety, incidents or near misses and potential improvements to health and safety practices.

Consultation Feedback Procedure

Following consultation sessions, management must:

1. Document the feedback received from staff
2. Review the feedback to investigate:
    - whether it reflects actual circumstances
    - what processes, equipment or other factors are contributing to the safety issues
    - what actions can be taken to reduce health and safety risks
3. Plan improvement actions (where the issues is confirmed as valid) to respond to the results of the investigation
4. Communicate improvement actions to staff
5. Implement the planned improvements

First Aid Kits

First Aid kits are provided in My Department Stores work areas and should be checked regularly to ensure they are complete.

First Aid kits should always contain:

- A First Aid guide/booklet
- Adhesive dressings (band aids)
- Alcohol swabs
- Antiseptic swabs
- Bandages (standard crepe, and triangular)
- Combine and non-stick dressing pads
- Eye pad (sterile)
- Gauze swabs
- Gloves (disposable)
- Resuscitation face shield (disposable)
- Safety pins
- Saline
- Scissors (stainless steel)
- Tape (hypoallergenic)
- Thermal (shock) blanket
- Tweezers (stainless steel)

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Checking First Aid Kits Procedure

The following steps should be completed when checking the contents of First Aid Kits:

1. Access each First Aid Kit
2. Check the contents of the First Aid Kit against the list in the policy (above)
3. Record each item that is in the First Aid Kit (e.g. on a checklist)
4. Report any missing items to the supervisor to be ordered/replaced

Personal Protective Equipment

Staff may be required to wear personal protective equipment (PPE) to ensure their own safety or the safety of others. Staff are expected to wear PPE in the following situations:

- Gloves must be used when handling emptying bins, using chemical based cleaning products, or handling biological waste
- Steel cap boots must be worn in the loading bays when stock is received

Glove Use Procedure

The following steps should be completed when using gloves:

1. Put on gloves before handling any contaminant or chemical
2. Complete the required task
3. Remove gloves from the wrists, pulling down over the hand
4. Wash hands following the Hand Washing Process

Infection Control

Infection control is a critical responsibility of staff. Hands must be washed immediately after:

- Coughing, sneezing or blowing the nose
- Eating or drinking
- Touching hair, scalp or any wound
- Using the toilet
- Handling urine or faeces
- Handling raw food
- Handling dirty clothes
- Smoking

Staff may be required to apply other infection control processes during all activities in which they are exposed to bodily fluids, food, or personal items which could spread disease.

Hand Washing Process

The following steps should be completed when washing hands:

1. Wet hands
2. Apply and lather soap
3. Scrub hands for (approx.) 20 seconds, including:
    - Backs of hands
    - Between fingers
    - Under your nails
    - Wrists
4. Rinse hands using warm, clean, running water

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5. Turn off tap
6. Dry hands using:
    - Single use towels
    - Other means of effectively drying hands that are not likely to transfer pathogenic microorganisms to the hands (e.g. hand drier)

Hand Sanitiser Process

The following steps should be completed when applying hand sanitiser:

1. Apply alcohol based hand sanitiser to your hands.
2. Rub the sanitiser over your hands thoroughly, including your:
    - palms
    - backs of hands
    - fingers (including between the fingers)
    - around/under your nails
    - wrists

Simple Surface Cleaning Process

The following steps should be completed when cleaning simple surfaces:

1. Select and prepare the cleaning equipment that is suitable for the surface that you are cleaning. Use:
    - A cleaning detergent.
    - A disinfecting solution.
    - A variety of cloths or brushes that are suitable for the type of surface that you are cleaning.
2. Clean the surface to remove any dirt, grime or other build-up using the cleaning product that you have selected and a cloth, sponge or brush:
    - Some products can simply be sprayed on a surface and wiped with a cloth.
    - Some products will need to be diluted the water before they can be used.
    - Some products will need to be applied to a surface and work into a lather with a sponge in order to be effective.
3. Apply a disinfectant after the surface has been cleaned.
    - Some disinfectants can simply be sprayed onto a surface and left.
    - Most disinfectants are sprayed onto a surface and wiped with a cloth to remove any residue.
    - Ensure that the disinfectant covers every part of the surface.

Hazardous Chemicals

Hazardous chemicals should be handled with care. Staff using chemicals for cleaning or other duties must following the instructions outlined on Material Safety Data Sheets and product/supplier instructions.

Incidents and Accidents

Incidents and accidents should be documented and reported to a supervisor immediately after the event. Workers should make an immediate verbal report (when possible), and then document the

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details of the incident/accident using the My Department Stores Accident or Incident Report and submit it to a supervisor/manager via email.

Report Incidents and Accidents Procedure

The following steps should be completed when reporting incidents and accidents:

1. *When a serious injury has occurred,* call 000 and request and ambulance
2. Report the incident/accident to a supervisor immediately
3. Record the details of the incident/accident using the My Department Stores Accident or Incident Report
4. Email the completed My Department Stores Accident or Incident Report to a supervisor

Incidents and Accidents Report Instructions

The following instructions should be followed when completing the My Department Stores Accident or Incident Report:

1. Record the date of the incident
2. Record the name of the person completing the report *(your name)*
3. Record the location of the incident *(store name, section and address when possible)*
4. Record a short, clear summary of the incident. Describe what you saw, heard, said and did, without any conclusions or embellishment
5. Record the full names of any other witnesses to the incident
6. Record any injuries that resulted from the incident *(if specific details are unknown, note that there were injuries and medical reports should be referred to)*
7. Save the report to the My Department Stores server using the My Department Stores file naming conventions *(Refer to the My Department Stores Document Production Policy and Procedure www.myworkplaces.com.au/a7g4w)*

Disposing of Hazardous Substances

Sharps Disposal Procedure

The following steps should be completed when disposing of sharps:

1. Put on heavy or leather gloves
2. Use tongs to pick up the syringe by the barrel (not the needle)
3. Drop the sharp into a Sharps Container, facing the needle into the container, immediately (do not walk with sharps; do not push into containers)
4. Close the sharps container

Spills Clean Up Procedure

The following steps should be completed when cleaning up spills of chemicals or other hazardous substances (with the exception of biohazards):

1. *When spilt substances are hazardous,* turn off any ignition sources
2. Put on gloves and eye protection
3. Review the MSDS to identify the absorbent or neutraliser which should be applied
4. Use absorbent or neutraliser to absorb the spill; use cloths to wipe up any residue
5. Place cloths and any remaining absorbent or neutraliser into a bag and label with the name of the chemical spilt

Biohazard Disposal Procedure

The following steps should be completed when disposing of biohazards:

1. Put on gloves and eye protection

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2. Use mop, tongs, cloths, or other cleaning items (as appropriate to the waste type) to remove the waste
3. Place any clothes or collected biological waste into a bag and label as a biohazard
4. Clean the area with a disinfectant

Hazard Inspections

Hazard inspections should be completed regularly to identify any hazards which could pose a risk to staff or customer health and safety.

Conduct Hazard Inspections Procedure

The following steps should be completed when conducting inspecting work areas for hazards:

1. Walk through the area to be inspected, checking for hazards
2. Document each hazard found
3. Report hazards to a supervisor
4. Complete a risk assessment after the inspection

Assessing Risks

Risks should be assessed following hazard inspections. Risk assessments should be documented, including the risk, risk likelihood, risk consequence, (total) risk level, and selected risk controls.

Assessing Risk Likelihood

When assessing the likelihood of risks, the following rating scale should be used:

Rating	Likelihood	Description
1	**Rare**	May occur in exceptional circumstances
2	**Unlikely**	Could occur
3	**Likely**	May occur
4	**Almost certain**	Is expected to occur
5	**Very Likely**	Will probably occur

Assessing Risk Consequence

When assessing the consequence of risks, the following rating scale should be used:

Rating	Consequence	Description		
		Injury/Illness	**Environmental and Property Damage**	**Estimated Loss**
1	**Insignificant**	First Aid required	Negligible damage; property of environmental damage up to $500	Less than $500
2	**Minor**	Medical attention; one or more days off work	Minor damage; property of environmental damage between $500 and $5,000	$500 - $5,000

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3	**Moderate**	Medical attention; several days off work	Moderate damage; property of environmental damage between $5,000 and $20,000	$5,000 - $20,000
4	**Major**	Serious injury or illness/hospitalisation	Major damage; property of environmental damage between $20,000 and $100,000	$20,000 - $100,000
5	**Catastrophic**	Fatality/permeant disability	Extensive damage; property of environmental damage over $100,000	More than $100,000

Overall Risk Level

The overall risk level is calculated by multiplying the Likelihood Rating by the Consequence Rating.

Likelihood		**Rare**	**Unlikely**	**Likely**	**Very Likely**	**Almost certain**
Consequence	**Rating**	**1**	**2**	**3**	**4**	**5**
Insignificant	**1**	**1**	**2**	**3**	**4**	**5**
Minor	**2**	**2**	**4**	**6**	**8**	**10**
Moderate	**3**	**3**	**6**	**9**	**12**	**15**
Major	**4**	**4**	**8**	**12**	**16**	**20**
Catastrophic	**5**	**5**	**10**	**15**	**20**	**25**

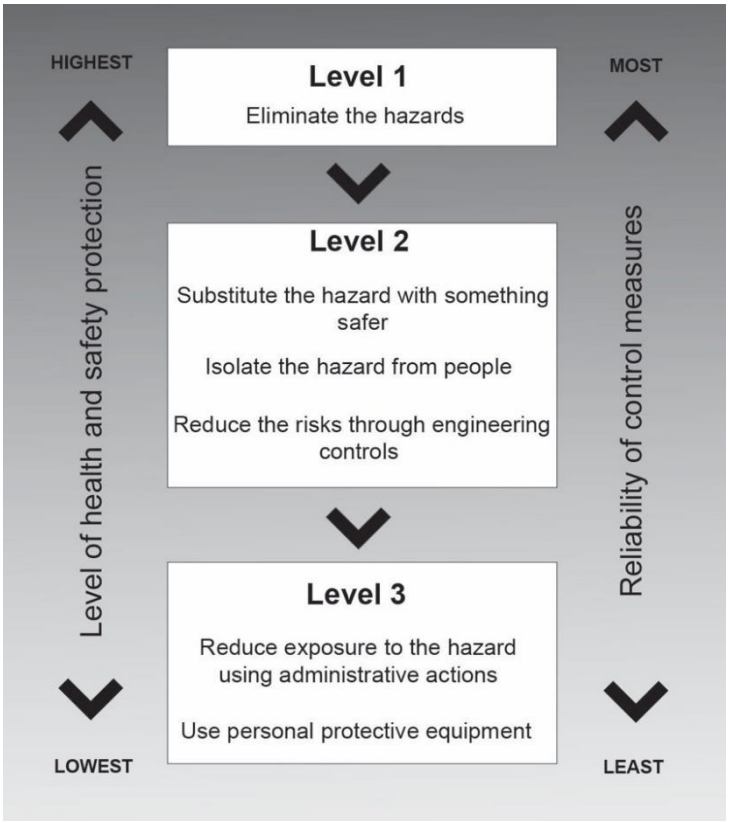
Risk Controls

Risk controls are actions which will be taken to remove or reduce the risk to staff and/or customers. Risk controls should be selected using the hierarchy of control outlined in the Model Code of Practice: How to manage work health and safety risks.

Image 1: Hierarch of Control (Safe Work Australia, 2017[2])

[2] Safe Work Australia (2017). Figure 2 The hierarchy of risk control. [image] Available at: https://www.safeworkaustralia.gov.au/risk [Accessed 11 Jul. 2018].

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Seeking Advice or Reporting Hazards

When the person who identified the hazard and completed the risk assessment is unsure of how to manage the risk, they should seek advice and assistance from their direct supervisor.

Conduct Risk Assessments Procedure

The following steps should be completed when conducting risk assessments:

1. Record the hazard
2. Assess the risk likelihood and record the risk likelihood score/rating
3. Assess the risk consequence and record the risk consequence score/rating
4. Calculate the risk level/score by multiplying the risk likelihood score/rating by the risk consequence score/rating
5. Select a risk control and record it

Reporting Non-Compliances

When staff identify non-compliances or WHS issues, they should be reported to the WHS Committee, using the email address whscommitte@mydepartmentstores.com.au

Reporting Non-Compliances Procedure

The following steps should be completed when reporting non-compliances:

5. Prepare an email to whscommittee@mydepartmentstores.com.au
    - Explain what the non-compliance is
    - Explain what the possible health or safety impacts on staff and/or customers
    - Explain what WHS obligations have not been met by My Department Stores
    - Insert a link to copy of the factsheet or guide about My Department Stores legal WHS obligations or the practice which can be used to resolve the non-compliance

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    - Give a short summary of the factsheet or guide
6. Send the email
7. Answer any follow up questions the WHS Committee may have

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