

**EMPLOYMENT INDUCTION
OH&S MANUAL**

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SECURITY NOTIFICATION



SURVEILLANCE CAMERAS OPERATE IN ALL CHAMPIONS IGA SUPERMARKETS

You may be recorded whilst performing workplace duties within Champions IGA premises

Welcome to Champions IGA Supermarket

Congratulations on your appointment and welcome to the Champions IGA Supermarket Group.

Champions has been established since 2004 and is a well-respected, well known business, employing more than 600 people.

It is important that you read this document fully. It clearly sets out your rights and responsibilities in carrying out your specified duties.

Champions is keen to ensure that your employment delivers a safe and happy working environment, to achieve this your support of the principles outlined in this document is extremely important. To be a meaningful document, it is critical to your safety and security at work that you always adhere to the company policies. Safety in Champions starts with you.

You will play a vital role in maintaining our high standards and a successful Licensed Supermarket operation.

Champions are an equal Opportunity Employer and operate an Affirmative Action Policy.

Over the next weeks, you will be receiving training to properly equip you in meeting our Customer needs. We expect a high level of commitment and Customer Service levels. If at any time you require clarification, or help, to understand any aspect of your training, please speak to Management.

Our Company is made up of individuals like you, who joined Champions and through their dedication, ability to work hard, and above all, honesty, have been able to achieve various levels of promotion. We encourage promotion from within our Company.



Michael Zervakis – CEO

Champions Mission Statement

To provide our customers with an attractive and competitive offer that continues to improve utilising our people's strengths and commitment to succeed

Champions Goals

Champions goals are to:

- To champion the best practice in retailing.
- To champion our customers with quality, consistency and excellence in customer service.
- To champion the personal growth and development of all our personnel.
- To champion honesty, integrity and trust in all aspects of our business.
- Enhance shopping experience by establishing a closer partnership with the community, through service quality and financially supporting the community through our Community Chest Fund.
- Recognize high achievers with both monetary and personal development rewards.
- Empower staff to take more control of the day to day running of the company
- Ensure all activities undertaken by staff and customers fulfill Occupational Health and Safety requirements, as set down by the law.
- Continue to remain proudly independently by operating in a cost-efficient manner.
- Carefully plan expansion and take advantages of opportunities for growth in the future.
- Provide a convenient store layout offering easy access.
- Promote a wider selection of goods in all departments to meet our consumers expanding needs.
- Provide quality and freshness in our perishable and fresh food departments. We pledge to source only the freshest fruit and vegetables daily from markets and maintain strict policies on hygiene and cleanliness in all food handling areas. We will offer a money back guarantee on all meat, fruit and vegetable, bakery and delicatessen purchases.
- Meet the challenges of change in society, by continually monitoring and implementing improvement in technology, affecting the retail industry. As a result, we will respond quickly to trends in customer buying patterns.
- Ensure all employment opportunities will be based on criteria such as merit, performance and reliability. We pledge to eliminate discrimination against women and men in the workplace. Your Champions Store is an Equal Opportunity Employer.

Champions OH&S Management Representatives:

The Chief Executive Officer and Directors are responsible for OH&S within Champions.

The HR Manager provides assistance and resources as needed to promote and maintain the OH&S program.

The **Store Manager** at each store is the key OH&S management representative and has ultimate responsibility for their store.

Every **Department Manager** also has a legal and moral responsibility to ensure their staff work in an environment that is without risk to their health and safety. They are assisted by staff as required.

Report any dangerous or unsafe practices to the above management representatives immediately.

Champions IGA Policies

A separate **WORKPLACE POLICY BOOKLET** has been supplied providing full detail of the following Champions IGA Policies that are applicable to all employees, agents or contractors within our stores:

- Code of Conduct
- Complaints and Grievance Policy
- Information Technology Policy
- Discrimination, Harassment and Bullying Policy
- Performance & Misconduct Policy
- Social Media Policy
- Drugs & Alcohol Policy
- Mobile Phone Policy

It is important that staff understand the content of these policies and have acknowledged such on the signoff page provided.

If you have queries surrounding any Company Policy or procedure, please discuss with your direct or Store Manager promptly.

Breach of Company Policy may lead to disciplinary action up to and including termination of employment.

Occupational Health and Safety Policy

The Board of Champions IGA recognises its moral and legal responsibilities in particular to Occupational Health and Safety legislation and is committed to providing a healthy and safe work environment for employees, customers and visitors. This commitment extends to ensuring the supermarkets operations do not place the local community at risk of injury or illness.

Champions Senior Management believes that all employees have the right to a workplace that is as far as practicable safe and without risk.

While it is a Management responsibility for OH&S, employees have a role to play in achieving a safe and healthy work environment.

In order to achieve this common goal, employees will be provided with a genuine opportunity to participate in decision making on matters with potential to affect the OH&S at their workplace.

The Senior Management together with OH&S Representatives will implement strategies in line with various OH&S legislation aimed at continuously improving the health and safety of the work environment.

Information instruction and training will be provided to enable all personal to carry out their responsibilities and effectively participate in the OH&S program.

Everybody within Champions has a personal responsibility to work safely – all staff have a duty of care to ensure they work in a manner that is not harmful to their own health and safety or the health and safety of others.

Management and employees must recognise that no task is so important that time cannot be taken to find a safer and healthier way to work.

This OH&S policy will be displayed prominently and will be brought to the attention of staff, contractors, suppliers and visitors.

Michael Zervakis - CEO

Return to Work Policy

In the event of a work-related injury occurring, Champions SUPA IGA management is committed to providing a safe and early return to work in the best interests of all employees. This will be done in consultation with employees, doctors, rehabilitation coordinators, insurers and relevant representative groups as necessary.

Champions management will ensure primary care and return to work rehabilitation for employees having a work-related injury, compensable under and in accordance with relevant legislation.

The objectives of this rehabilitation policy/procedure are to:

- To ensure that return to work is the normal course of action following a work-related injury or illness.
- To initiate, as soon as possible, the return to work process following a work-related injury or illness.
- To assist injured employees to return to meaningful, productive work as soon as possible.
- To maintain a network of support internally and externally to ensure that rehabilitation of injured employees is initiated, monitored, and progressed to a satisfactory conclusion.

Michael Zervakis - CEO

Champions IGA Return To Work Coordinator

Misha Wright-Rodionov

0400 377961

Please see the store notice board for our Occupational Rehabilitation and Risk Management Program.



Whistleblower Policy / Service

Champions IGA are committed to providing a workplace with a culture of proper and ethical behavior. We expect all our employees will feel safe and be treated fairly at work. If you believe that you or a work colleague are unsafe, or you become aware of any illegal or unethical behavior a Whistleblower Service is accessible in conjunction with independent provider STOPLINE.

We want staff to ask themselves: *Is it right? Is it lawful? Do you feel comfortable?*
If not, please speak up, report, feel safe and help others feel safe.



Champions IGA Whistleblower service offers staff the opportunity to disclose suspected: Theft, Fraud, Dishonesty, Policy Breaches, Workplace Safety Hazards, Bullying and Harassment or Unethical Behaviour.
Anonymity can be maintained via this disclosure service if desired.

The Champions IGA Whistleblower Policy and full details of the service including how to report, and Frequently Asked Questions can be found on the dedicated website:

<http://championsiga.stoplينereport.com>

If you do encounter inappropriate behaviour in the workplace, please speak up and report it promptly.

No Smoking Policy

Champions IGA have a No Smoking policy in accordance with its obligations as an employer for the health of its employees.

The main objectives of this policy are to:

- Reduce passive smoking (i.e. exposure to environmental tobacco smoke);
- Protect the health of both non-smokers & smokers; and
- Reduce the risk of a disaster in the event of a fire or explosion.



All exposures through passive smoking are potentially hazardous to individual health. Smoking cigarettes, tobacco etc., is **NOT PERMITTED anywhere in Champions premises.**

All Staff should note that this is a firm policy and smoking in our premises will not be accepted in any way, shape or form. Failure to observe this policy may result in termination.

*Smoking is **NOT** permitted in any of Champions Company vehicles. Smoking directly in front of the Supermarket is **NOT** permitted*

Michael Zervakis – CEO

Champions IGA Operational Procedures

The following operational procedures are the minimum acceptable standards required for all staff when working with Champions IGA.

Annual Leave

Every employee, other than a casual employee, is entitled to four [4] weeks paid leave at the completion of each twelve-month period of employment.

Annual leave must be taken within six [6] months of becoming due. Leave is to be taken at a time that is mutually acceptable to both the business and the employee and will exclude the week immediately prior to Easter and Christmas due to business pressures.

You will need to speak with your Department Manager or appropriate Management who will supply a Leave Form for you to complete, you must also apply for Annual Leave through our rostering system, WFS Online. Your leave will be either approved or denied through this online system within two weeks.

No employee should accumulate annual leave in excess of four weeks. Ideally, if you require time off this must be requested at least two (2) weeks prior.

Dress Standard - Body Piercing, Workwear

The wearing of facial and body piercing jewellery or accessories **is not allowed under any circumstances**, whilst at work at Champions IGA.

You should consider before having any piercing carried out that this may be contradictory to current health regulations for persons working in food preparation environments. Therefore, you may not be able to continue working in areas of food preparation.

Champions IGA require staff to present themselves in professional business attire whenever they are at work or otherwise representing the Company. In addition, staff must ensure their attire does not present a safety issue and meets departmental standard requirements.

Champions IGA have a preferred dress range which is available for purchase. The cost of ordering preferred dress items will be deducted from staff members pay when items are received. Items can be ordered at any time, please ask your Manager for an order form if required.

Dress requirements include:

- Wearing the preferred dress or professional business attire
- Wearing appropriate protective or safety garments as required across various departments
- Wearing a Champions IGA name badge at all times
- Ensure apparel / presentation meets Food safety requirements in Fresh Departments
- Jewellery and make-up to be kept to a minimum (specific jewellery requirements in fresh)
- No visible facial or body piercing jewellery other than earrings
- Appearance to be clean and tidy with good personal hygiene and grooming
- Shoes must be covered in, preferably black leather e.g. School shoe style
- Long hair tied back in accordance with Health regulations across applicable departments



Entry and Departure

- All staff must enter and leave via the front door. At no time are you permitted to enter or leave via any other entrance apart from emergency evacuation.
- If you are required to commence work before store hours, your Department Manager will explain entry details.
- All personal belongings are not permitted in work areas. They must be put into your locker, including mobile phones. Bags must be made available for checking either by management or cashiers upon your departure.
- All staff must clock ON at the commencement of their shift and clock OFF upon completion of their shift to ensure they are paid for shifts worked, and to meet OH&S requirements. Also, if you leave the store for medical, personal or other reasons, you must CLOCK OFF when leaving, and CLOCK ON when returning to work.

Food Consumption

- All food is to be consumed in designated eating areas only i.e. Staff Room. Under no circumstances is any food to be consumed within the Store (with particular attention drawn to the chewing of gum or lollies).
- You may have your own bottle of water with you however it must be consumed discreetly and not in front of, or while serving customers

Food Safety/Handling

In compliance with Federal Law all Champions employees involved in the preparation of fresh foods i.e. Bakery, Delicatessen and Meat Department will be required to undergo a Food Safety Training Program.

Food Safety Requirements for Bakery, Delicatessen, Meat and Fruit & Vegetable Departments

The following must be applied in all fresh food Departments:

- The only acceptable jewellery is sleeper earrings and wedding rings – if set with stones must be taped.
- Mandatory Personal Safety Equipment must be worn and used as instructed in Departmental Policies and Procedures e.g. gloves, goggles, safety visors and safety footwear.
- Hats (or hair nets) and aprons are to be worn in Deli and Meat Departments.
To avoid contamination these must be removed if leaving the store.
- Shoes must be completely closed in – no open toe, no sandal style or any cut out decorative style are to be worn at any time in fresh food Departments.

The following personal items are also not permitted in fresh food areas:

- False/stick on nails
- Nail varnish/polish or decorations such as diamantes
- False eyelashes
- Tie clips/pins/brooches – unless used as a name tag in accordance with business policies
- Hair clips/pins or beads – unless fully protected or covered with a hat and/or hair net

Other fresh food handler requirements:

- Band-aids –If a band-aid is worn on the hand, it must be covered with a food handling glove. Only **blue** or fluorescent- **coloured** band-aids are permitted
- Fingernails – must be kept short to avoid bits of nails contaminating food and to allow easy cleaning.



In-Store Purchases

- **NO** employee is to serve him or herself, either by the pricing or weighing of goods, or the ringing up of goods.
- Employees must refrain from serving relatives or personal friends.
- All Staff purchases **MUST** be checked through the registers **BEFORE** consumption. For example, food you purchase for your tea break must be check sealed before it is opened. There are no exceptions. Staff authorised to countersign check seals are Front End Manager / Supervisor or any Duty Manager.

- Any staff using a Staff Discount Card must abide by the associated & supplied Terms and Conditions.

Lockers

- Lockers are provided for Staff. If you require a locker, notify your Department Manager. Staff are urged not to bring valuables to work. If it is necessary for you to have valuables at work, please organize with the Front-End Supervisor to lock these into the safe.

Pay Day

- The working week is Monday to Sunday. Pay for those seven days is on the following Wednesday. Wages are paid directly into a nominated staff bank account by way of Electronic Banking.

Personal Property

Staff need to ensure that their personal property is always secure. Champions IGA management do not accept responsibility for personal belongings of staff.

Punctuality

- **All staff** are required to commence their working duties at their exact roster times and finish their working duties at their roster times. In other words, walking into the store at your roster commencement time is not acceptable. You should be properly attired, groomed and have your cash float [if you work on registers] and be at your workstation at roster commencement time.
- If you are sick or cannot attend a rostered shift for any reason, you are required to ring in personally and speak to your Store Manager or Department Manager as early as possible.
- Absence of 2 consecutive days or more will require a Doctor's Certificate.
- If you are sick on a day prior to or after a public holiday a Doctor's Certificate must be produced.

Rest Periods and Meal Breaks

- A shift under 4 hours, there is no entitlement to any breaks
- If working 4 – 5 hours, you are entitled to a 10-minute paid tea break.
- Shifts more than 5 hours worked up to a maximum of 7 hours, you are entitled to a 10-minute paid tea break, as well as an unpaid meal break (1/2 to 1-hour duration).
- Shifts more than 7 hours worked, you are entitled to two 10-minute paid tea breaks, as well as an unpaid meal break (1/2 to 1-hour duration).
- Shifts more than 10 hours worked, you are entitled to two 10-minute paid tea breaks, as well as two unpaid meal breaks (1/2 to 1-hour duration each).

Roster - Hours of Work

Champions reserve the right to roster staff into hours that most suit our business. Staff may be required to work evenings, weekends and Public Holidays in accordance with rostering requirements within the Champions IGA Supermarket Enterprise Agreement.

Rosters are generally confirmed and published on a Thursday for the following week. Your roster can be viewed at WFS Online: <https://scheduling-au2.wfs.cloud> using your individual login details that have been supplied to you during your induction. If you have supplied an email address, you will also receive an email when rosters are published providing your shift details for the following week.

Please ensure your weekly availability for work is kept updated in the WFS online system as per instructions provided in your induction. This will ensure you are rostered for any available shifts at a convenient time for both yourself and the Business. If you need any assistance with this, please speak to your Manager.

Selling of Liquor, Cigarettes, Tobacco & Tattsлото

The selling of liquor, cigarettes, tobacco and Tattsлото to any person under the age of 18 years is illegal. The onus is on the Customer to prove that they are 18 years or older.

The only acceptable form of identification is:

- Passport
- Driver's license
- Police Authorised Key Pass
- Proof of Age Card

All the above forms of Identification are photographic.

It should be noted that people around this age may not normally carry such Identification. Therefore, if there is any doubt as to whether the person is 18 years old, **DO NOT** serve them and call the Store Manager or any other Senior Member of Staff.

You must be 18 years or over to serve in the liquor department and have completed RSA training.

NO PROOF – NO SERVING!

Champions Supermarket, the Licensee and **YOU** the employee are **ALL** liable for prosecution if found guilty of serving a person under the age of 18 years with alcohol, cigarettes or tobacco.



Staff Notice Board

The Staff Notice Board is situated in the tearoom. The notice board provides notices from Management regarding a range of issues. Please ensure you read weekly. (Please note: there may be alternate locations for staff notices to be displayed dependent on individual stores, please ensure you are aware of your stores process)

Store Intercom

Customers and staff alike hear the public address system throughout the store. Please use it carefully and ensure that the messages are well thought out and will deliver the message in a professional manner. Please try and use the internal phone intercom to communicate between departments as much as possible. Please take note of the following codes when called over the PA system, which we use for the following messages:

- Service 2 – Register change required
- Service 3 – Change required at the register immediately.
- Service 5 – Customer Assistance (Customer needs to use staff toilets)
- Service 10 – Register Assistance required
- Service 12 - First Aid Required
- Service 14 – Duty manager required
- **Service 15 – Emergency ALL Staff must go to designated area**
- Service 20 – Mop and bucket
- Service 50 – Supervisor to the front end
- **Service 100 – Emergency Evacuation – Please move to designated area**

Tea Room

- Champions provide tea, coffee, sugar and milk for Staff Room use.
- Staff are always reminded to keep the Staff Room tidy. If you use any equipment and or cooking facilities in the staff room, you must clean up after yourself.

Telephone Calls

The correct procedure for answering the telephone in Champions Supermarket or Office is in the format:

“Thank you for calling Champions IGA. This is (your name), how may I help you today?”

- Answer the phone promptly, before the fourth ring if possible. Discontinue any other conversation or activity that may be heard by the caller. Speak clearly, in a friendly tone and do not rush.
- When making outside work calls in particular long distance or mobile calls keep conversation as brief as possible. If possible, have Company Reps ring you.
- In-coming personal phone calls will only be accepted in cases of emergency [a message may be left]. Company phones are not to be used for personal calls unless prior permission has been given.
- Mobile phones are not to be carried on you. In exceptional circumstances, if you must receive a call from your mobile (therefore requiring you to carry your mobile on you), you need permission from your Department Manager.

Theft and Dishonesty

Champions Policy is very simple: -

“CRIME DOES NOT PAY”

Thieves will be caught, terminated and prosecuted

Champions is unrelenting in catching thieves, whether they be Customers or Staff. Thieves will not affect the future and the Standards of this Company, as we will catch them and prosecute them under the law without hesitation.

Under no circumstances is any person authorised to take money or property belonging to Champions. A code of conduct is expected and under no circumstances is any employee allowed to accept any form of inducement in their business dealings.

In the case of ‘samples’ given to Staff by Company Representatives, these samples must be marked ‘sample’ authorised and signed by the Store Manager before the goods leave the Store.

If you suspect a fellow employee or a Customer of stealing or dishonesty, it is in all our interests to notify your Store Manager or disclose via our Whistleblower Service immediately. **No one should protect a thief** either legally or morally.



Each Champions IGA store is protected by a surveillance system that operates and records 24 hours a day.

Safety Induction Manual

Introduction

This Safety Induction Manual section is designed to ensure that all staff who work for Champions IGA are aware of and understand the Occupational Health and Safety aspects of their jobs and the associated equipment and the environment in which the job is conducted.

This induction manual outlines the health and safety standard expected of all employees and contractors who work for or with Champions IGA.

These safety rules are not matters of choice; they are mandatory requirements consistent with the requirements of the Victorian Occupational Health and Safety Act, applicable Regulations and Codes of Practice.

Safety Responsibilities

Owners/Site Management shall:

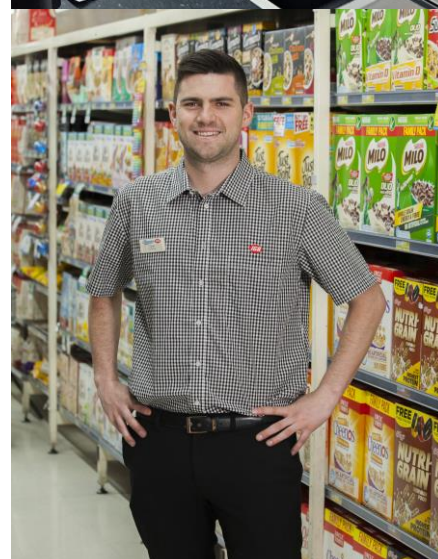
- Be responsible for the effective implementation of the company health and safety policy,
- Observe, implement and fulfill its responsibilities under the Acts and Regulations which apply to operating a Supermarket,
- Ensure that the agreed procedures for regular consultation between management and staff with safety responsibilities are followed,
- Make regular assessments of health and safety performance and resources in co-operation with those with designated health and safety functions,
- Ensure that all specific policies are periodically revised and consistent with company health and safety objectives,
- Provide information, training and supervision for all employees in the correct use of plant, equipment and substances used throughout the company,
- Be informed of incidents and accidents occurring in the Supermarkets to employees so that health and safety performance can accurately be gauged.

Staff:

- Have a duty to take the care of which they are capable for their own health and safety, and of others affected by their actions at work,
- Should comply with the safety procedures and directions agreed between management and employees,
- Must not willfully interfere with or misuse items or facilities provided in the interests of health, safety, and welfare of company employees, and
- Must in accordance with agreed company procedures for accident and incident reporting, report potential and actual hazards to their Supervisors/Management.
- Management seeks co-operation from all employees in realising our health and safety objectives and creating a safe work environment. All employees will be advised, in writing, of agreed changes and arrangements for their implementation.

Visitors:

- All visitors who perform work on Champions premises are required to comply with the OH&S policies and procedures of Champions IGA
- Visitors must report to the registers on arrival and departure and sign the visitor's book.



General Safety Requirements

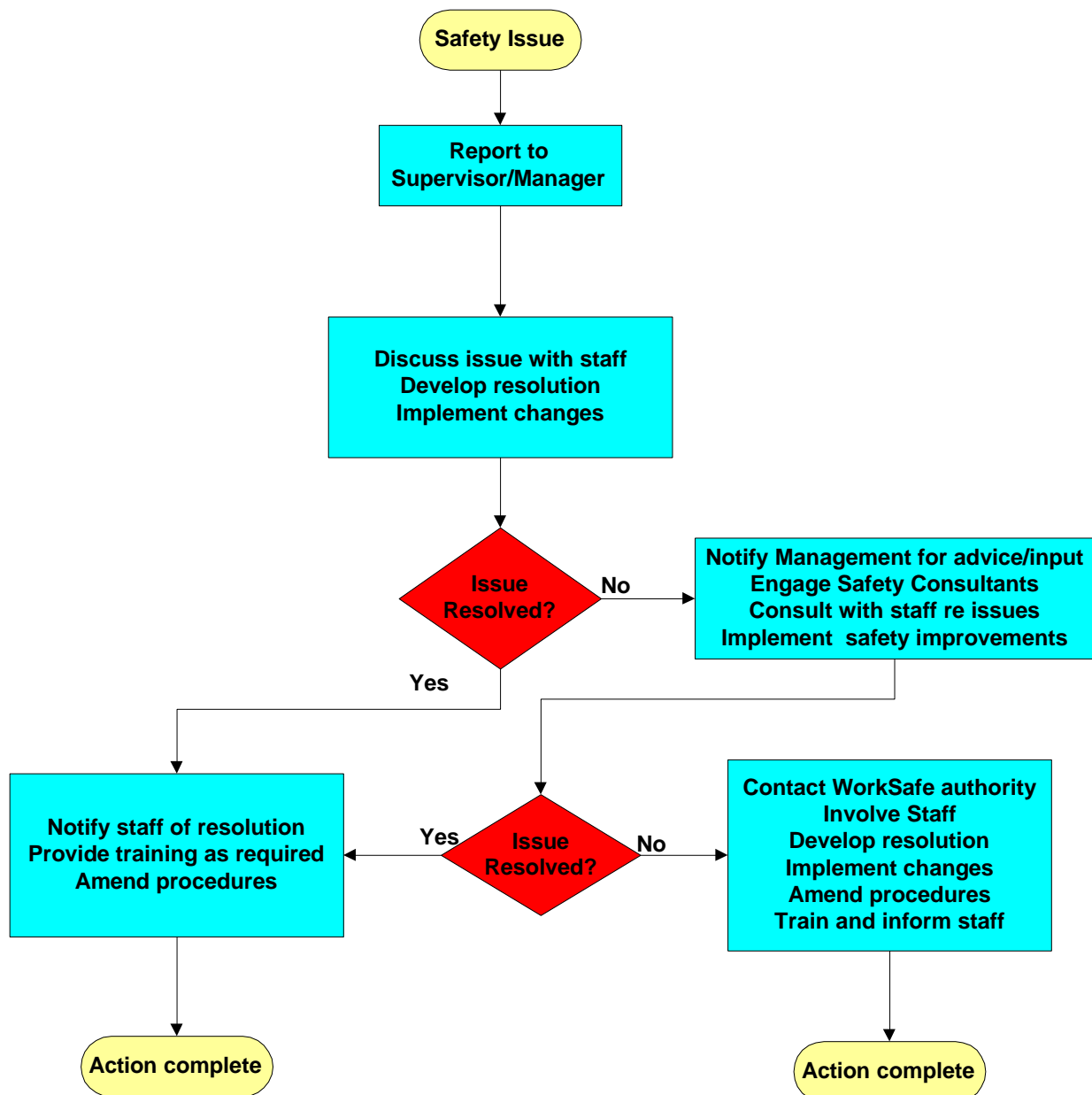
All staff will be consulted in safety aspects of their workplace and will receive generic and specific safety training depending on their duties.

Specific Safety Training

You will be trained within your department of Safe Working Practices. Under no circumstances is any person authorised or permitted to use hazardous equipment or machinery without the appropriate training, signed off as to your competency.

Safety Issue/Incident Resolution

If a safety issue or incident arises within Champions IGA the flowchart below is to be followed:



Accident/Incident/Near Miss Reporting

- **If you have an accident or are injured at work**, you must report this to your department supervisor or manager immediately. Even a minor incident or injury must be reported on a Register of Injuries form. Your supervisor or department manager will seek first aid attention or whatever appropriate care is needed in consultation with our Return to Work Coordinator. The table below shows the steps to immediately take if an injury occurs at work.
- If you get 'out of hours' medical treatment for a work-related injury or illness, you must notify your Supervisor at the start of the next shift/workday.
- All reported accidents/incidents will be assessed by the relevant OH&S officer & recorded on IM-Doc004 Champions IGA Register of Injuries.
- **A near miss** (circumstance or action that nearly or could cause injury) must immediately be reported to your department supervisor or department manager. (all reported incidents will be assessed by OH&S officer & recorded on SF-01 Accident/Incident/Near Miss Report Form.)
- **If you witness another staff member or customer injury** you must raise an alert to inform department or senior management, give any help within your capability and do whatever is necessary to protect others from injury.
- Senior management will complete appropriate forms, you will be needed to sign as a witness

Injury Reporting Process

- The following steps must occur immediately following any Workplace injury:

✓	Report the injury / incident to your first aid officer or manager immediately
✓	If it is an emergency, an ambulance is to be called
✓	Report injury details to RTW Coordinator on 0400 377 961
✓	RTW Coordinator will assist you in documenting details of the incident, organizing medical appointments if required and assisting injured workers.
✓	Complete Injury Register
✓	If medical treatment required Injury Information Pack to be completed.

Reporting Hazards

A hazard is anything that has potential to cause harm to a person, or our property.

All hazards including a near hit, when someone almost gets injured, must be reported to your supervisor.

SPOT THE HAZARD	ASSESS THE RISK	MAKE THE CHANGE
------------------------	------------------------	------------------------

You may be required to complete a SF-06 Hazard Alert Form.

Emergency Management

Workplace emergencies may include:

- Forklift accident
- Medical emergency
- Flooding or severe storm damage
- Plant or vehicle fire or accident
- Major injury/electrocution

If there is an emergency, you should consider the following:

- Stop what you are doing and ensure your safety.
- If safe to proceed, turn off and make safe any plant or electrical equipment.
- Request first aid/medical assistance (if required) on site and advise your Department Manager and workmates of the emergency.
- If possible, without placing yourself in danger, attempt to control or contain the situation.
- Assist emergency services or other officials as requested.
- If required to do so, evacuate to a designated area and wait on further instructions.

Safety Alerts

Whenever there is an emergency in the store the **senior managers** will take the appropriate action depending on the emergency.

Remember, at no time should any staff member place themselves or any other person at risk.

“NO HEROES PLEASE”

Fire Wardens

- The Chief Fire Warden is the nominated Duty Manager and wears a white helmet during emergencies.
- The list of fire wardens is on the safety notice board in the tearoom. Review this list to see who your area warden is.

Marshalling Area / Evacuation Points

- **Area 1:** These can be found on your store map in the staff room
- **Area 2:** These can be found on your store map in the staff room

Fire Drills

Please make yourself familiar with all store Exits and the designated assembly area. Details of Fire Warden and the assembly area are available on the safety Notice Board in the Staff Tea Room.

Fire Safety Measures

The following fire safety measures operate within the store:

- Clear access should be maintained to all fire extinguishers, exit doors and fire alarm panels.
- Fire extinguishers must be identified with appropriate signage.
- Aisles must be kept clear and free of obstructions.
- Emergency exit lights must always be functional.
- Store flammable liquid properly.
- Never store materials in front of electrical panels or in electrical rooms.
- Storage of materials should be at least 50 cms below ceilings or from lights.
- Extension cords cannot be use for permanent wiring.
- Rubbish accumulation and debris can be a potential fire hazard, as well as a hindrance to evacuations.
- There should be a designated area for storage of pallets, crates, etc., and limit the stack height of pallets to 2 meters.

Evacuation Procedure

In the event of fire, bomb threat or major disaster, all personnel may be required to evacuate the store.

The chief fire warden / duty manager will assess levels of danger and instruct area wardens to initiate evacuation procedures

The intercom will be used to inform staff that an evacuation is required.

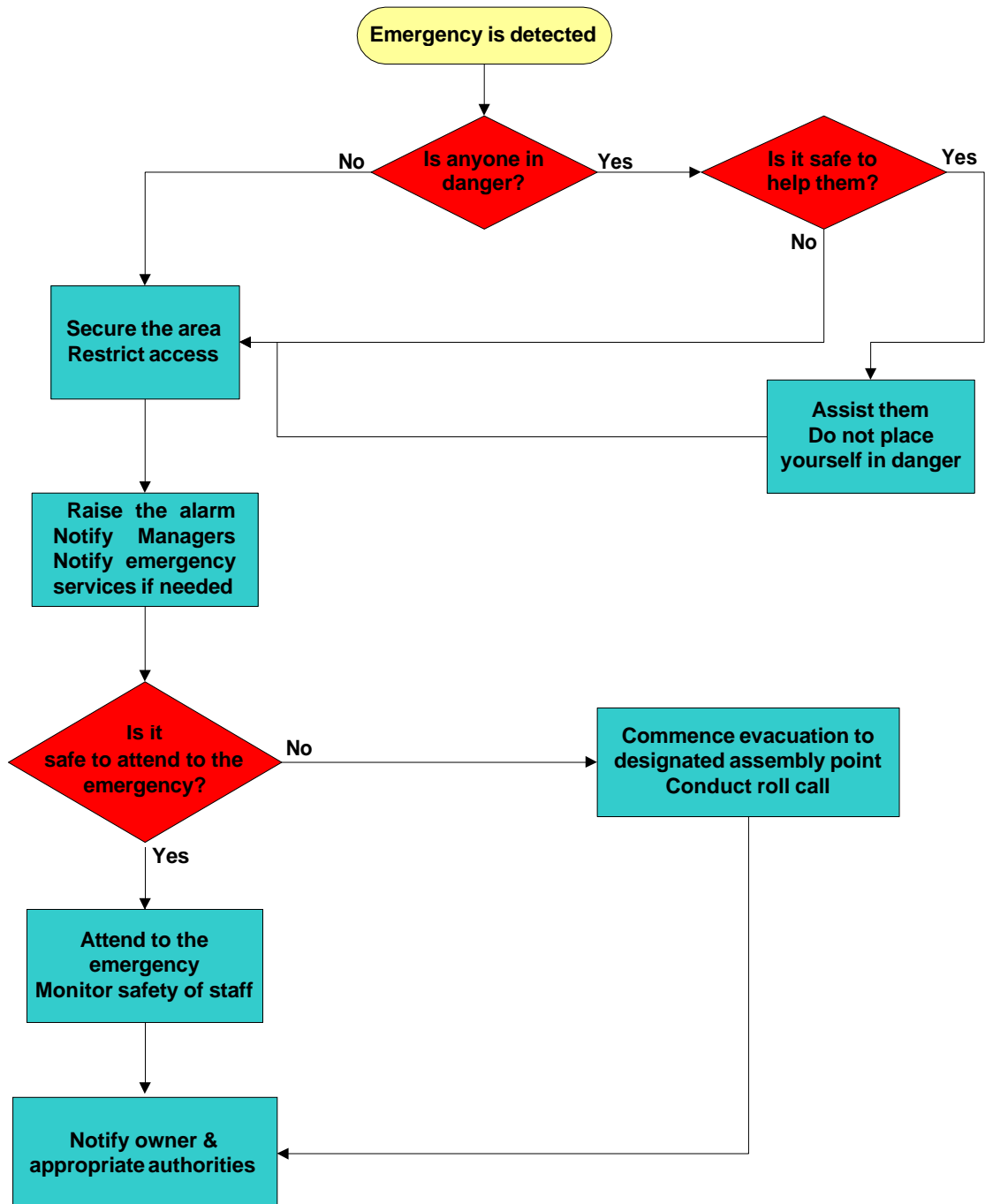


1. The Duty Manager will announce **Service 100 – this means please move to designated area.**
2. Evacuation must commence immediately.
3. Area wardens will instruct staff and customers to evacuate via nearest exits (if safe to do so)
4. Area wardens will ensure everyone is clear of building by sweeping all areas provided (it is safe to do so) to ensure everyone is clear.
5. Area wardens will conduct roll call at assembly area to check all staff are clear
6. An area warden will stand guard at the entrance to ensure no one re-enters building and wait for fire crew to arrive.
7. Remain at the assembly point until you are told to go back into the store or directed elsewhere.
8. When all is clear by fire brigade, the chief fire warden may then allow staff and customers to re-enter building.

The safety of both staff and customers is of most concern; at no time should any person place themselves or others at risk.

Fires are fought by professionals so do not attempt to fight fire unless it is within your scope to do so.

Emergency Management Flowchart



Fire Protection and Prevention Equipment

As in all emergency situations protect yourself and others. Never attempt to fight a fire if it puts you at risk of injury.

A fire extinguisher or other firefighting equipment is available throughout Champions IGA. If you are not sure ask your Supervisor.

Note that there is no single type of fire extinguisher that is effective for all fires. Make yourself familiar with the type of extinguisher near you and its application



Carbon Dioxide Fire Extinguisher
Red with Black Band

Used on: Electrical Fires and Flammable Liquids

Dry Chemical Fire Extinguisher
Red with White Band

Bicarbonate based powder used on:
Flammable Liquids & Electrical Equipment



Water Fire Extinguisher
Red body with NO Band

Used on: Carbon based solids such as wood, paper, or textiles

Fire Blanket

Used on: **Fat and liquid fires**



Bomb Threat

If you receive a bomb threat **by phone**, stay calm and try to collect as much information as you can. Write on a piece of paper **BOMB** so we can contact the police while you are on the phone.

DO NOT HANG UP THE PHONE even if the caller has hung up.

Notify the store's Manager immediately without telling other staff.

Keep the caller talking and write as much information as you can, as you listen. Ask your caller these questions - because by repeating their question this will give you more time:

Where is the bomb located?

What does the bomb look like?

When will it go off?

Why has the bomb threat been made?

If you discover a **suspicious looking package**, DON'T TOUCH IT! Immediately notify your manager/supervisor.

Hold-ups

In the event of a hold-up, follow the COPS procedure:

COPS = Calm Obey Picture Safe

In the event of an armed hold-up the following action is necessary: -

- Comply willingly with demands and cooperate.
- Do not make any sudden movements, stand still.
- Do not stare, avoid direct eye contact.
- Do not shout or provoke, remain calm and only speak when spoken to.
- Do not attempt to use the PA or answer a ringing telephone.
- Stay out of the danger area; do not try to outsmart the offender.
- Do not take any risks, obey the offender's instructions.
- Do not delay the offender's departure, let them leave.
- Do not chase the offender, stay where you are. Remember the offender is in control whilst in your store.
- Endeavour mentally to establish a description of the person and or accomplices. Detail sought should be:
 - Height (assess the offender's height against a fixed object)
 - Noticeable or unusual features such as teeth or birthmarks
 - Colour of hair, hair style and complexion
 - Style of clothing
 - Any personal items including body rings, tattoos, etc.
 - Description of any jewellery being worn, such as watches and rings
- If safe, observe the offender's direction and means of departure. Do not chase the offender, let the police do it
- Telephone the police as soon as the armed persons have left the store
- Ensure the Store and Duty Manager are notified and aware of the situation
- As soon as the telephone calls have been made, staff should write down all the above details as accurately as they can remember to assist police with their investigations
- Seal off the area where the offence took place
- Preserve the crime scene for fingerprints, do not touch anything, evidence could be destroyed
- Remain at the location until the police allow you to leave
- Do not discuss any details with other staff



Dealing with Shoplifters

If you are aware or suspect someone is shoplifting inform your manager immediately and discreetly. Make a mental note of who the person is and what they are doing and if possible, try and get their car registration number (from inside) and pass this on to your manager. **DO NOT** challenge them or attempt to apprehend them. **DO NOT** leave the store or follow the shoplifter outside. Your manager will take appropriate action.

Housekeeping

Keep your workplace clean and tidy. Housekeeping is your responsibility. Rubbish should be cleaned away and deposited in the appropriate bins.

Your workplace must be inspected regularly, and any hazards identified in your area must be fixed immediately or made safe by signage, barricades etc and brought to your supervisor's notice. Any means used to make the area safe or control risks need to be checked regularly.

Remember that it is your responsibility to consider not only your safety and the safety of your workmates but also the safety of any public that may enter the area - even if their entry is not expected or approved.

Safety equipment, notices and signs are not to be removed and their directions must always be followed. When entry is required into a protected area, obtain permission from the Supervisor prior to entry.

Working Environment

Staff should follow the 'Clean as you Go' housekeeping procedure to ensure a safe and healthy working environment.

This applies specially to point of sale areas, the back room, aisle ways, and the kitchen and eating area.

- Keep aisles clear of obstacles that can cause staff, customers or visitors to trip and fall e.g. trolleys, stock, rubbish, packaging, pallets 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 should be clean and tidy to prevent accidents.
- 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.

Trips and Falls

Trips and falls account for a large proportion of injuries in supermarkets to staff and customers. To avoid such injuries these items must be addressed:

- Housekeeping
- Floors
- Footwear

This can be achieved by:

- Keeping aisles, walkways and passages clear of tripping obstacles e.g. trolleys, stock, rubbish, packaging, pallets and boxes.
- Always ensure safe and easy access to and from the store premises and work areas (especially fire exits and stairs).
- Ensure stock is not displayed protruding from shelving into aisles where a collision is likely.
- Check fixtures to ensure the edge area is not sharp or jagged.
- Ensure slip resistance is maintained on stair treads.
- Ensure spills are immediately cleaned up.
- Ensure staff members are instructed to clean as they go.



Spills and Breakages

Spills and breakages cause many of the accidents that occur in a supermarket. All spills and breakages must be cleaned up immediately utilising the following procedures:

- Safeguard the area where the spill/breakage has occurred. You may have to remain in the area, call for help if necessary, but do not leave the area.
- Only when warning signs are in place and no one can enter the area may you leave it unattended.
- Proceed immediately to clean up the spill/breakage yourself or follow-up with a nominated staff member. Use the appropriate cleaning equipment/material.
- Floors that are wet or slippery must be made safe or guarded with signs.
- Remove the warning signs only when you are totally satisfied that the area is safe.



Manual Handling/Lifting Materials

Staff should refer to company charts for correct techniques for manual handling procedures. Manual Handling (lifting, lowering, carrying, pushing, pulling, holding or restraining a load or person) is the most common cause of injury at work. The most serious manual handling injuries are back injuries. Report manual handling hazards to your supervisor - this will help management to identify manual handling hazards and assess any risk to you or other employees

Use mechanical assistance wherever possible such as pallet jacks and trolleys - do not lift, carry, push, or pull a heavy or awkward load.

Do not lift an empty pallet on your own – get help.

Some basic safety procedures for proper lifting are:

- Test the weight of the object before attempting to move it.
- Stand with the load to be lifted, close to and in front of your body.
- Keep your feet apart with your body balanced.
- Bend at the knees and keep your back and neck in an almost straight line.
- Hold the object in both hands, get a firm grip.
- Lift by straightening your legs.
- Keep your back as straight as you can or arched where possible.
- The same rules apply when you lower the load to the floor.



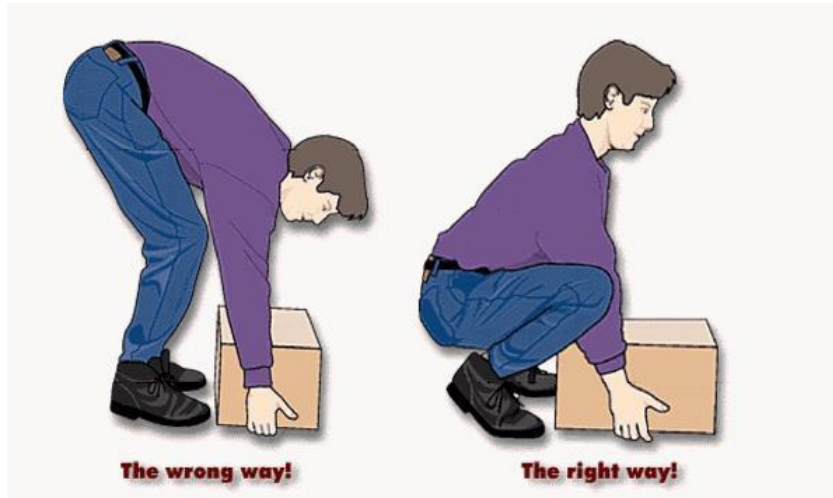
Carrying the Load

- Before moving, check that there is nothing in the way that may cause you to slip or trip.
- Hold the load so that it will stay secure.
- When carrying, watch where you are going.
- Turn your whole body when you change direction, move your feet so that you do not twist your spine.



There are several basic rules of lifting and moving that can help prevent back injuries:

- Lift with your legs, not your back; this is because your leg muscles are larger and better positioned over the hips and knees to provide this activity.
- Do not twist; instead, always position your hips and feet toward the object you are lifting or moving.
- Maintain the natural curves of the neck, upper back and lower back while lifting, moving, and even sitting.
- Keep objects close to your body; this reduces the leverage-on your spine.
- Push, rather than pull when possible. Pushing naturally places your legs in a position to do the work whereas pulling naturally places your back in a forward bent position.



Using Trolleys Safely

Always use trolleys as a means for moving stock rather than lifting manually. Use the following safety tips:

- Select the most appropriate trolley for the task
- Ensure the trolley is in good working order – if not report it to your manager
- Ensure the load is stable and secure
- Do not overload the trolley – make more trips if needed
- Push trolleys whenever possible
- Keep your arms close to your body and push by using your arms and legs
- Keep your back straight. If you need to strain the load is too heavy – get help or lighten the load
- Plan your route and ensure clear passage
- Move the trolley at a safe speed to ensure full control and easy stopping
- Proceed with caution at intersections or blind spots
- Keep your feet away from the trolley wheels



Personal Hygiene and Safety

- Personal cleanliness is important to prevent work related illness and the spread of infection.
- Washing your hands before eating, drinking, or smoking will reduce the risk of contact with hazardous substances through skin absorption or ingestion.
- Employees with long hair should confine it so that it will not become entangled in moving plant, equipment, or machinery.

Jewellery

- Loose clothing, bracelets, medallions and rings can cause severe injury if caught on or in machinery and should not be worn while at work.



First Aid

- Any minor injury may be treated at work by using medication from your Store's First Aid Kit. The first aid kit does not carry any pain killers and it is illegal to place any in the kit. These Kits are available at strategic locations around the store. Please make yourself aware of their locations, maps indicating such are in this Induction Manual and on the Safety Notice Board situated in the staff room.
- If a person is injured at work you should assist only if you have a current first aid certificate but otherwise you should comfort the person, remain calm and call for assistance. This will ensure timely and proficient first aid is given.
- A register of any injuries and first aid treatment that has been given to any staff member or customer is available and must be completed.
- This is very important in case of future inquires from an insurance company if the customer decides to instigate legal action against the store.
- The list of designated First Aid Officers is located on the safety notice board in the tearoom.



Staff Room/Safety Notice Board

To be read by all the staff and checked weekly for any new postings.

Displays:

- Documents relating to OH&S Issue resolution procedure.
- Return to Work program
- OH&S Policy Statement
- Official Emergency Safety Plan
- Fire evacuation orders
- Management / Staff consultation area to advise of any future works regarding construction and maintenance to building and surrounding grounds

Access to Safety Information

All staff can approach their manager to view any safety information held by the company. Another source of information is the Victorian WorkSafe Authority's website at <http://www.worksafe.vic.gov.au>

Office Safety

Floors

The condition of an office floor may be hazardous. Spilled liquids should be cleaned up immediately.

Tile flooring can be slippery when wet. Electrical and other types of cords should not be placed across open floors. Torn carpeting should be reported and repaired.

Stairways and Hallways

Stairs and hallways should be inspected and repaired when necessary. Hallways should be clean and free of equipment or objects which might impede the flow of traffic. Staff should be alert for others when rounding corners or going into blind intersections of hallways, and employees should use handrails and walk, not run, when using stairways.

Electrical Equipment

All offices have some form of electrical equipment that potentially pose a risk to staff. Avoid having electrical cords run across floors as they pose a trip hazard to staff. In addition, do not use an extension cord as a permanent installation when permanent wiring is possible. Do not overload outlets or power boards and report defective cords or equipment. Finally, turn off electrical appliances when leaving the office.

Filing Equipment

Office filing cabinets are dangerous when improperly used. Pulling out more than one drawer can cause the entire cabinet to fall. Whenever possible, store heavier files from the bottom drawer upward. To avoid injury, do not leave drawers open when not in use. Be alert when closing drawers, keeping fingers out of the way.

Ladder Substitutes

Using office equipment other than a ladder or step stool to reach desired objects is dangerous. Do not climb onto desks, inverted wastebaskets, opened file drawers, or chairs (especially those with casters).

Office Machines

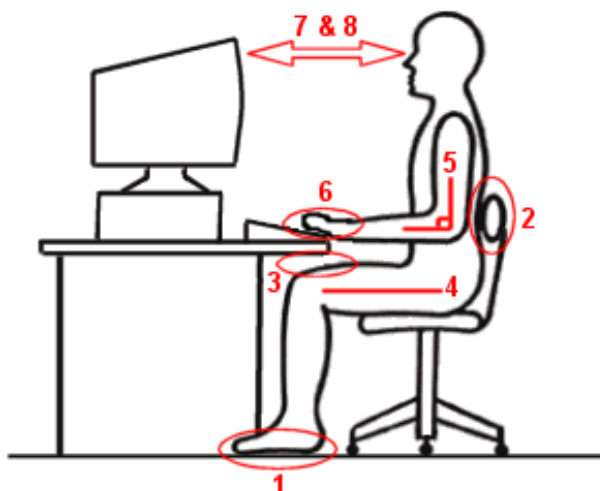
Office machines should not be placed near the edge of tables or desks. Machines that vibrate/move during operation should be secured. Office personnel should not move very heavy objects.

Furniture

Chairs with defective rollers should be re-moved from service or repaired. Furniture with dangerous defects should be repaired or replaced.

Ergonomic Assessments

It is essential that all workstations are set up correctly to ensure that staff are not exposed to manual handling injuries. The diagram below details the correct way to set up a workstation.



1. The chair height allows feet to be flat on the floor or on a footrest
2. The backrest supports your lumbar curve
3. There is adequate clearance between the desk and thighs
4. Thighs are parallel to the floor
5. Shoulders are relaxed and elbows are at about a 90-degree angle when hands are on the home row of keys (a-l)
6. Wrists are straight when resting on the home row of keys
7. The screen is set at a comfortable viewing distance (at approximately arms length)
8. The top of the screen is set at about eye level

Specific Safety Requirements - Store Operations

Personal Protective Equipment

Where clothing is provided for your job it must be worn to ensure adequate protection. The protective equipment that you may be required to use is shown below:

High Visibility Clothing/Safety Vests

High Visibility Clothing/Vests are always to be worn when staff are:

- collecting trolleys,
- operating the forklift.
- Using pallet jacks; and
- Providing customer service in the car park.



Safety Footwear

- Not only does the type of footwear affect the risk of slips and falls, but it can also contribute to back pain and fatigue.
- Shoes shall be flat-heeled, closed-in and supportive.
- Soles should provide good grip.



Eye Protection

- Eye hazards include chemical splashes, dust and flying objects.
- Safety glasses are always to be worn when operating machinery and cleaning chicken cooker.
- Safety glasses are to be worn when decanting floor cleaning chemicals.



Safety Gloves

- Appropriate gloves shall be worn when using chemicals. (Refer to Material Safety Data Sheets for requirements for specific chemicals – these are located where the chemicals are used)
- Appropriate gloves shall be worn when using or cleaning a knife or slicer (refer to SWI's)



Employees shall wear appropriate gloves when performing tasks with a risk of hand injury or dermatitis, for example cleaning.



Hazardous Cleaning Substances

All hazardous cleaning substances should be stored away from customer access.

- Cleaning substances are kept in the Cleaning Cupboard in the back room. A smaller supply is kept in the Cleaning Cupboard of the kitchen.
- If a hazardous substance is spilt, special precautions must be taken e.g. wear personal protective equipment such as 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.

Spills or Hazardous Objects/Cleaning Policy

If there is a spillage of a hazardous substance the following is to occur,

1. You must cordon or block affected area off and immediately call for help to clean any spillages,
2. Determine what the spillage is and read MSDS for advice as to how to clean it. This may be with a mop and bucket or by using an absorbing agent such as kitty litter.
3. Ensure that you dispose of any waste appropriately according to the MSDS.
4. After all spillages or foreign materials have been cleaned or removed you must make sure that the area is safe for foot traffic.
5. A wet floor sign must then be placed in a prominent or strategic position where it is plainly visible to all passing foot traffic.
6. If the floor is wet, you must stay and direct customers and other staff away from or around the affected area.



Poisons

Staff should familiarise themselves with the procedures for cleaning up any poisonous products which are spilt. Please ask your supervisor for details.

Examples of poisons include:

1. Rat Poisons
2. Pesticide Strips
3. Correction Fluids
4. Hair Colouring

Any poisonous articles should be placed at least five (5) meters away from food stuffs.



Corrosives

There are set procedures for cleaning up spillage of any corrosives. Please ask your department manager for details on the cleaning procedures.

Examples of corrosives include:

- Caustic Soda
- Drain Cleaners
- Bleach



Material Safety Data Sheets (MSDS)

For every hazardous substance used in the store for cleaning purposes there must be:

1. A chemical register listing all substances
2. A MSDS for each substance
3. All containers must be labeled fully



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 inexperience and thoughtlessness.
- Special areas with equipment which requires staff to be trained:
 - Kitchen: jug, meat slicer and chicken oven
 - Back room: pallet jack, forklift, ladders, cardboard compactor.
- Report all equipment malfunctions to your supervisor. It may be possible to fix the problem by referring to equipment manuals.
- If this does not solve the problem the Duty Manager will arrange professional repairs.



Forklifts

Forklifts are essential pieces of material handling equipment in Supermarkets.

Forklifts are involved in numerous injuries and sometimes deaths each year throughout the industry.

It is vital that all forklift operators are properly trained with appropriate licenses.

Pre-Use Inspection

- Always complete the pre-use inspections form prior to use each day.
- Do not use the equipment if any defects are found:

General Forklift Safety-Guidelines

- Do not use bare forks as a man-lift platform.
- Sound the forklift horn when approaching blind corners, doorways, or aisles to alert other operators and pedestrians.
- Do not drive into an area with a ceiling height that is lower than the height of the mast or overhead guard.
- Do not drive up to anyone standing or working in front of a fixed object, such as a wall.
- Drive in reverse and use a signal person when your vision is blocked by the load.
- Look in the direction that you are driving and proceed when you have a clear path.
- Lower the mast completely, turn the engine off and set the parking brake before leaving your forklift.



Lifting

- Do not exceed the lift capacity of the forklift and read the lift capacity plate on the forklift if you are unsure.
- Follow the manufacturer's guidelines concerning changes in the lift capacity before adding an attachment to a forklift.
- Do not raise or lower a load while you are moving. Always wait until you are in the loading area and have stopped before raising or lowering the load.
- After picking up a load, adjust the forks so that the load is tilted slightly backward for added stability.

Pallet Jacks

Workers operating Pallet Jacks may be injured by the Pallet Jack rolling over feet, hands caught between the operating handle and a fixed object, and heavy loads falling onto the operators.

To safely operate this equipment, basic safety principles below must be rigorously followed. By following these guidelines, you will ensure your safety and the safety of others.

- Only trained operators may operate Pallet Jacks. .
- Do not exceed the manufacturer's load capacity rate and read the lift capacity plate on the Pallet Jack.
- Before lifting or lowering loads ensure no-one is in the way.
- Make sure the loads to be raised or lowered are secure and do not pose a risk of falling objects.
- If your view is obstructed, ask a spotter to assist in guiding the load.



- Stop the Pallet Jack if anyone gets in your way.
- Never place your feet under the Pallet Jack.
- Never use a second piece of equipment to push, pull, or, lift the unit.
- Move slowly when transporting an empty unit that could tip while negotiating a sharp turn.
- Always wear the required personal protective equipment.
- Keep hands, feet, and other body parts confined to the running lines of the Pallet Jack.
- Never ride on Pallet Jacks.

Ladder Safety

- Ladders are not to be used to access anything above 2 meters.
- If there is a need to access above 2 meters use a fall arrest system such as a harness or complete a risk assessment to determine strategies to reduce the risk.
- Ladders should only be used for very light work where there is no danger of overreaching and the worker can steady themselves at all times.
- Ladders should only be set up on firm flat surfaces.
- Single and extension ladders should be fixed against movement or footed by another person.
- Make sure the ladder is high enough for the job so that workers do not have to stand higher than 900 mm from the top (for single and extension ladders) or the third tread from the top plate of a step ladder.
- Metal or metal-reinforced ladders should not be used in proximity to any live electrical equipment or power lines.
- Ensure that shoes are free of wet substance, grease or mud or anything that may cause you to slip or loose footing.



Electrical Safety

- Do not use damaged electrical cords or plugs.
- Report faulty electrical equipment.
- Always make sure your extension cord has its three-wire ground plug.
- Use your common sense and care when working in around electrical cords, plugs or equipment. Never let yourself become part of the circuit between one wire and another or between one wire and the ground.

DO'S AND DON'TS FOR SAFE WORKING WITH ELECTRICITY

DO'S:

- Report to your manager any equipment, leads, plug tops that are damaged or overheating
- Report to your manager any equipment that is in an unsafe condition or situation

DON'TS:

- Do not swap leads between machines as the fuse ratings may vary
- Do not use power leads that are damaged or frayed
- Do not use equipment if the plug is damaged
- Do not use leads that are not correctly clamped at the plug or socket
- Do not use a damaged socket
- Do not place papers, cups, plants on equipment

IF SOMEONE SUFFERS FROM ELECTRIC SHOCK

- Switch off the current and pull out the plug before touching the casualty
- If this is not possible, use something dry and wooden, such as a broom handle or a wooden chair, to move the casualty away from the power source
- Check casualty's breathing and pulse - if unconscious place in the recovery position
- Seek first aid/medical help immediately and notify the nearest fire warden.

Vehicle Safety - Home Deliveries

Staff who conduct home deliveries are conducting work activities and therefore must comply with a number of safety rules as follows:

- Always comply with the road rules
- Do not carry any passengers or offer lifts to anyone
- Do not drink or smoke while in the vehicle
- Do not use a mobile phone while driving
- Always wear a vest (or fluorescent shirt) when in a public place
- Practice good lifting techniques when loading/unloading vehicles and when carrying loads to or from the vehicle
- Ensure the cash bag is always secure and not left unattended or in view of anyone
- In the event of an accident contact the store manager immediately. Do not accept liability; exchange details and take note of the circumstances, such as time of day, weather conditions, location, other vehicle/driver details, etc.
- Only engage in official company duties as directed.

Employee's Declaration

Once again welcome to Champions and thank you for reading this safety induction manual. You will be tested on your knowledge and understanding of the content and required to complete a questionnaire/acknowledgement form which will be kept in your personnel file.