

# Safety, Health & Environment Contractor Induction

Home Delivery Drivers

WOOLWORTHS GROUP



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# Welcome to Woolworths Group Limited

**Woolworths Group Limited is committed to putting safety, health and wellbeing at the centre of what we do.**

Woolworths has identified and documented this induction with the view of providing consistent safety and health information to contractors, including merchandisers and demonstrators, consultants, entertainers, trainers, assessors and other non toolbox contractors. Prior to commencing work on Woolworths Group Limited sites, it is a requirement that this online induction is completed and you comply with Health & Safety Acts, Regulations, Codes of Practice, and industry standards and accreditations.

Woolworths Group Limited will monitor contractor compliance and performance through ongoing reviews.

Failure to adhere to the requirements detailed in this Induction may result in you and your company being removed from site and the prospect of not undertaking any further work for Woolworths Group Limited.



# Welcome to Woolworths Group Limited

**Woolworths Group Limited is committed to putting safety, health and wellbeing at the centre of what we do.**

In the interests of partnering with you on our journey to Destination Zero (zero harm to our people, environment and community), Woolworths Group Limited invites contractors to provide comment or feedback in relation to this induction to your Woolworths Group Limited Representative.

At the end of this induction, once you have passed, you will be given the option to print an induction card in either a hard plastic card, paper version of the card or email an electronic version of the card to your mobile phone. This card **must** be presented when signing in at Woolworths Group Limited Sites.

**This induction applies to Woolworths Group Limited and its subsidiaries.**





# Safety & Health Policy

## Safety and Health Policy

We care about and are committed to the safety, health and wellbeing of our customers, team members, contractors, business partners and visitors. Our vision is to become one of the safest places to work and shop. Our aspiration is 'Destination ZERO' where people go home from work or shopping free from injuries or illness.

Our guiding principles are:

- Actively caring for each other
- Striving to prevent injuries and illnesses
- No service or task is so urgent and important that we cannot do it safely
- We are responsible for our own decisions and actions; the standard you walk past is the standard you accept
- We will promote and celebrate our success.

We demonstrate this by:

- Applying risk management to prevent injuries and illness
- Complying with laws, external requirements and our processes
- Setting measurable objectives and targets to continuously improve our performance
- Providing information, training, instruction or supervision so that team members can carry out their work safely
- Engaging and consulting to receive feedback on safety and health within the workplace
- Making safety and health information available.

We all want to go home safely every day, our family and friends depend on it. Please join me in making this commitment a reality.



Brad Banducci  
CEO Woolworths Group  
28 June 2016

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## Our Policy

Woolworths Group Limited is committed to putting safety, health and wellbeing at the centre of what we do. Individually and collectively we play an important role in meeting this commitment.

Our aim is to provide the highest level of protection against harm arising from safety, health and wellbeing hazards and risks as is reasonably practicable.

To read the Woolworths Group Limited Safety and Health Policy – [Click Here](#)

WOOLWORTHS GROUP

# Arrival at Site/Store

When arriving at Woolworths Group Limited sites contractors and service providers are to report to the service desk, reception or security.

You will be required to sign in the visitors book or register with reception and display the visitors sticker or tag while onsite.

“Visitor” stickers must be removed when signing out or tag returned to reception.



| Date | Name | Company | Country Contractor | Trolley Operator | Membership or ID Customer | Role or Workfunction | Other | Time In | Time Out | Signature |
|------|------|---------|--------------------|------------------|---------------------------|----------------------|-------|---------|----------|-----------|
|      |      |         |                    |                  |                           |                      |       |         |          |           |
|      |      |         |                    |                  |                           |                      |       |         |          |           |
|      |      |         |                    |                  |                           |                      |       |         |          |           |
|      |      |         |                    |                  |                           |                      |       |         |          |           |

Examples of a Supermarket “Visitors Sticker”



# Hazards & Incidents

## **Hazards**

A hazard is "anything that has the potential to cause injury, illness or damage to people, plant or the environment".

If you identify any site specific safety hazards inform the Site/Duty Manager so we can take the appropriate action to prevent an incident.



# Hazards & Incidents *Cont.*

## **Incidents and Injuries**

Incidents, injuries, near misses, involving contractors or service providers, are to be reported to the Site/Duty Manager or your Woolworths Group Limited Representative immediately.

You are to assist in the completion of the Woolworths Group Limited Incident/Injury report form and participate in any incident investigation.

Following a serious incident, external reporting to a regulatory authority may be required. You will be required to cooperate with Woolworths in completing this, if required.





# Hazards & Incidents *Cont.*

## **First Aid**

The Site/Duty Manager will assist you with first aid needs, if required.

Woolworths Group Limited sites have access to first aid equipment, trained first aiders or access to offsite Medical Treatment.

If you are injured onsite or if a customer is injured as a result of the work being undertaken, report it immediately to a member of staff, Site/Duty Manager or your Woolworths Group Limited representative who will contact a First Aider.



# Emergency Preparedness & PPE

## Emergency Preparedness

Each site has emergency information that you need to be familiar with. This information is displayed or located at each site on noticeboards and in Evacuation Diagrams. Each site has nominated wardens specifically trained to assist you in the event of an emergency and any evacuation requirements. Wardens can be identified by white, green or red hats.

**During an emergency and/or evacuation you are to follow reasonable instructions given.**

### **Personal Protective Equipment (PPE), is to:**

- Be used when indicated by signage or requested by the site controller.
- Meet relevant Australian Standards and be maintained in good condition.
- Be provided by the contractor with training on its use in accordance with manufacturer's instructions.



### **The following items of PPE may be required, but not limited to, based on the tasks being completed:**

- High visibility vest/clothing
- Protective Clothing & gloves when required
- Safety footwear

# Safety Signage

You will see a variety of signs on Woolworths Group Limited sites. Signage is provided for your safety and is to be observed at all times.

## Signage is colour coded as follows:

- **Red** signs indicate fire equipment (fire extinguishers, hose reels, etc.)
- **Blue** signs indicate that mandatory Personal Protective Equipment is required when entering the area
- **Green** signs are for emergency equipment (eyewash stations, first aid kits and emergency exits, etc.)
- **Yellow** signs are cautionary signs, which may indicate a spill, a wet floor or "sound horn" areas

Please speak with the Site/Duty Manager if you are not sure what any particular signage means to you.



# Safety Signage *Cont.*

## **Restricted Access Areas**

Restricted Access areas are sign posted and are not to be entered without permission from the Site/Duty Manager.



# Delivery Drivers & Vehicles

Drivers of home delivery vehicles must carry a current driver's licence applicable to the vehicle class being driven.

## **Delivery Vehicles or trucks used by Contractors is to be:**

- Clean, tidy and road worthy with current registration and comprehensive third party insurance.
- **NOT** used to store poisons, dangerous explosives, corrosive or flammable liquids, gas, oil, mixture compounds or other substances in the delivery vehicle.

It is not permitted for a driver to take a passenger, a member of the public, or staff in their vehicle whilst undertaking work for Woolworths.





# Traffic Management

**Traffic Management requirements are to be observed at all times, including:**

- All speed limits, traffic flows and other specific traffic management rules and signage.
- Follow the directional signs except when reversing up to a loading bay.
- Vehicles are to be immobilised prior to loading or unloading.
- Vehicle parking is permissible only in designated parking areas/bays, parking in other areas will not be tolerated.



# Transport Safety around Docks

## When working in and around the dock:

- Park against the dock
- Walking around reversing trucks or jumping the queue to hand carry a minor delivery is unsafe and not permitted.
- Watch out for reversing trucks, keep clear of reversing movements, when there is more than one truck, only one vehicle movement is permitted at a time.
- Adhere to posted speed limits. In most cases Woolworths docks are 10 km/h zone.
- Use of mobile phone in the dock area while receiving or dispatch is in progress is not permitted.
- Never jump off the dock, maintain 3 points of contact when ascending or descending ladders. Always face the ladder.



# Transport Safety around Docks

## Drivers rules;

- Be observant of pedestrians and other vehicles.
- Reversing beepers must be maintained and working.
- Use of store/site mechanical lifting equipment is not permitted.
- Never park across fire exits or marked pedestrian walkways.
- Trailer barn doors **MUST NOT** be opened except when moving onto or off a bay.
- If docks are fitted with red/green traffic lights only reverse in or pull out while the light is green.



# Falls

## **Slip, trip and fall injuries can be prevented by:**

- Good housekeeping (e.g. keep walkways clear at all times)
- Reporting hazards
- Wearing appropriate clothing for the task to be completed
- Good manual task practices



**Housekeeping is everybody's responsibility and together we can all make a difference.**

**If you see something which could potentially cause a slip, trip or fall, don't walk past it, do something about it, such as:**

- Fix or isolate the problem, and;
- Reporting the Hazard to the Site/Duty Manager so we can take the appropriate action.





# Manual Tasks

Manual tasks are to be identified and control strategies implemented.

You need to consider whether you will need help, i.e. extra people or lifting equipment, with any particular tasks.





# Food Safety & Attire

## Food Safety

When working in and around food, care is to be taken to prevent damage or contamination. This may include, but not be limited to breakages and extremes in temperature. If you think you may have contaminated food speak with the Store/Duty Manager.

Drivers must not leave goods at unattended properties unless prior arrangements have been made with the customers.

If liquor purchases form part of the Home Delivery, the customer signature of acceptance **must** be from someone over the age of 18.

## Attire

Drivers must be dressed and groomed in a suitable manner. Neat casual attire, no ripped or torn clothing.



# Maintaining a Respectful Workplace

Woolworths Group Limited is committed to providing a workplace free from:

- Bullying
- Harassment
- Sexual harassment
- Unlawful discrimination
- Victimization
- Violence

You have a responsibility to behave in a manner that treats others with dignity and respect.

**Any Contractor that commits or threatens to commit an act that is in violation of our Respectful Workplace Policy towards another person or property at work, or a work related event, **will be removed from site** and the future of the contract reviewed, exclusive of any other civil remedy or criminal penalty that may be pursued if appropriate.**

# Maintaining a Respectful Workplace

| Act               | What is it  | Examples   |
|-------------------|---|--|
| Bullying          | Workplace bullying is repeated, unreasonable behaviour directed towards a person, or group of people, which could pose a risk to their health and safety. Bullying may be intentional or unintentional. | <ul style="list-style-type: none"> <li>• Abusive, insulting, or offensive language or comments</li> <li>• Spreading misinformation or rumours</li> <li>• Behaviour which belittles or humiliates</li> </ul>  |
| Harassment        | Harassment is any uninvited, unwelcome or unreciprocated behaviour that a reasonable person would anticipate may humiliate, offend, embarrass or intimidate another person.                             | <ul style="list-style-type: none"> <li>• Offensive or demeaning comments or jokes</li> <li>• Sending or showing offensive pictures or messages (including by phone or on social media)</li> </ul>  |
| Sexual Harassment | Sexual harassment is any unwanted, unwelcome or unreciprocated conduct or behaviour of a sexual nature which offends, humiliates or intimidates.  | <ul style="list-style-type: none"> <li>• Sending, showing or requesting sexual pictures or messages (including by phone or on social media)</li> <li>• Unwelcome comments or questions about a person's appearance, sexual activities or private life</li> </ul> |



# Maintaining a Respectful Workplace

| Act                     | What is it  | Examples   |
|-------------------------|---|--|
| Unlawful discrimination | Unlawful discrimination is where someone is treated less favourably because of a legally protected attribute. | <ul style="list-style-type: none"><li>• Gender, marital or relationship status, pregnancy, breastfeeding, parental status or carers' or family responsibilities</li><li>• Sexual orientation, gender identity, intersex status or gender expression</li><li>• Race, colour, descent, nationality, national origin, ethnicity or religion</li></ul> |
| Victimisation           | Victimisation means treating someone negatively because they have made or have been involved in a complaint.  | <ul style="list-style-type: none"><li>• Making derogatory comments</li><li>• Ignoring a team member, or otherwise creating a hostile work environment</li></ul>  |
| Violence                |   | <ul style="list-style-type: none"><li>• Punching, pushing, fighting or other physical violence</li><li>• Threats of violence</li></ul>   |



# Drugs & Alcohol *Cont.*

## Drugs, Alcohol & Smoking

- No person is permitted to be under the influence of alcohol or drugs on a Woolworths Group Limited site. Any person suspected to be under the influence of alcohol or drugs will not be permitted to commence work. Some Woolworths Group Limited sites provide a designated smoking area.
- Some medications can affect individual judgement and usually carry warnings on the packaging, e.g. do not operate equipment for 12 hours after taking this medication. Caution must be exercised and any concerns reported to the Site/Duty Manager.
- Woolworths Group Limited will review the ongoing contractual relationship where any
- contractor is suspected to be under the influence of drugs or alcohol.





# Supplier Speak Up Policy - If you would like to tell us about an issue....

At Woolworths we are committed to open and positive relationships with all of our suppliers.

We recognise, that situations may arise where you feel that an important issue can't be dealt with directly with us, and where you would prefer to use an independent and confidential avenue for raising your issue. We have created the Supplier Speak Up Service for this purpose, hosted by a company external and independent of Woolworths.

Issues for which Supplier Speak Up should be used include:

- Fraud, bribery, corruption, behaviour that threatens others,
- Risk to people or product safety,
- Breach of law, including theft, unconscionable, or anti-competitive trade practices,
- Improper use of confidential information, and
- Violation of human rights, underpayment, modern slavery.



# Supplier Speak Up Policy - If you would like to tell us about an issue....

There are processes in place and people ready to listen. First talk to your line manager, or if you can't talk to your line manager, talk to their manager, or at any time, talk to your HR representative or appropriate specialist e.g. Loss Prevention or Risk and Safety.

If you are unable to escalate a serious issue through the normal processes, or you have strong reason to believe that a reported issue has not been investigated, you may access "Supplier Speak Up".

You can choose whether to remain anonymous or reveal your identity when you contact the Speak Up service. We are committed to protecting users of the Speak Up service against adverse consequences resulting from raising a matter.

Speak Up can be contacted on [WoolworthsSpeakUp.Ethicspoint.com](https://WoolworthsSpeakUp.Ethicspoint.com) or through the phone numbers listed on that site (Australia 1800 334 319).

# Completed

**Thank you.**

You have now completed the **Home Delivery Drivers** Woolworths Safety, Health & Environment Contractor Induction.

**Please proceed to the competency assessment.**

