

## Introduction

### Welcome

Welcome to the Coles Group General Contractor Safety Induction. The aim of this is to introduce you to our safety systems, to ensure a safe working environment for Coles Group team members, customers, suppliers, demonstrators and visitors.

The 'Coles Group Contractor Induction' is the induction program for all Coles businesses who, for the purposes of this induction, will be collectively referred to as Coles Group. These businesses include:

- Coles Supermarkets
- Coles Express
- Coles Logistics
- Liquorland
- Vintage Cellars
- First Choice (First Choice Liquor Market)
- Chef Fresh
- Retail Ready Operations
- All State & National Support Office locations

### Content

When you have finished you will be able to:

- Describe the importance of safety at Coles Group
- Identify the role of contractors, suppliers and demonstrators in ensuring the safety at our sites
- Identify the Work Health and Safety (WHS) responsibility of all parties at Coles Group
- Follow a hazard management process
- Ensure that hazard management processes are implemented so that hazards are reported and controlled at Coles Group sites
- Demonstrate an understanding of the safety and security standards required when working on a Coles Group site
- Demonstrate an understanding of the control measures required, particularly when undertaking high risk work
- Recognise the process that must be followed when working on a Coles group site
- Understand the standard of behaviour expected when entering a Coles group site

### Assessment

Once you have read through the learning materials you will need to answer a set of questions relating to each section.

### Timeframe

You will need about one hour to complete this.

## Safety at Coles Group

At Coles Group we believe safety is integral to the way we do business.

### Safety

Safety in the workplace is essential. The effects of poor safety performance include:

- Pain and suffering for our team
- Loss of credibility
- Adverse publicity
- High direct and indirect costs

### How To Achieve Our Goals

Coles Group is fully committed to ensuring the safety of our staff, customers, contractors, suppliers, demonstrators, visitors and neighbours.

Effective safety is a shared responsibility.

Therefore, we consider collaboration and teamwork between Coles Group and contractors (including suppliers, demonstrators, merchandisers, etc.) is an essential component of achieving our safety goals.

### Health Safety and Wellbeing Policy

Each Coles Group business abides by the Coles Group Health Safety and Wellbeing Policy which outlines Coles Group's commitment to health, safety and wellbeing, to providing a safe system of work for its team members, customers, contractors, visitors and neighbours, and to improving health and safety performance.

A copy of the Health Safety and Wellbeing Policy can be found on the Contractor website.

Remember:

**All accidents are preventable and effective safety is a shared responsibility.**

## Contract Specific

Click your contract type from the list below to go to the next section

- [Building Services](#)
- [DC Driver / Transport](#)
- [Cleaners, Suppliers and Demonstrators](#)
- [Technical and Communications](#)
- [Security Services](#)

*Note: These links will only work if you downloaded the PDF*

## Building Services

### Safety Issues

There are many safety issues to consider when working at Coles Group sites. It is important that you are aware of and understand the possible safety issues that need to be considered on a Coles Group site, as this will assist in ensuring everybody's safety.

Please ensure that if any of these safety issues are identified as relevant to the work you are undertaking; they are included in your Work Method Statement.

### Work Permits

#### *Confined Spaces*

Confined Space Entry Permit – must be provided and completed by a contractor prior to the Site Manager or delegate issuing a Confined Space Access Permit. The Entry Permit must comply with all the Australian Standards and State/Territory legislative requirements associated with confined space entry.

Confined Space Access Permit – will be issued by the Site Manager or Delegate and must be signed by the contractor to acknowledge that an Entry Permit has been completed and all appropriate Australian Standards and State/Territory legislative requirements associated with the confined space entry are compiled with.

#### *Roof and Ceiling Work*

A Roof and Ceiling Work Permit is required if the contractor proposes to undertake work on a site's roof or in the ceiling space. The contractor must submit the permit to the Site Manager (or their delegate) for their approval prior to the commencement of any work that requires access to the roof or ceiling space.

#### *Electrical and Gas Isolation Work*

The contractor must complete and submit an Electrical and Gas Isolation Work Permit when any electrical or gas work is proposed to be undertaken, and that work:

- Requires the isolation of electricity or gas, or
- Poses any risk to the health or safety of any persons

The contractor must submit the permit to the Site Manager (or their delegate) for their approval prior to the commencement of any work that requires electricity \* and/or gas isolation.

Electrical & Gas Work Permits are only valid for 24 hours.

\*Note: An Electrical and Gas Isolation Work Permit is not required for changing light bulbs.

#### *Asbestos and Hazardous Materials*

Review the site asbestos register and hazardous materials report and obtain permission before undertaking drilling or other activity that may disturb any asbestos or other hazardous materials. Contractors must cease work and notify Coles Group if any suspected asbestos materials are discovered.

#### *Chemicals*

All chemicals brought/used onsite must have a compliant Safety Data Sheet and be correctly labelled. All chemicals must be removed from site following completion of work.

Approval to bring chemicals onsite must be obtained.

### Plant and Equipment

Ensure you bring your own plant and equipment required for works at a Coles Group site. Plant and equipment must be in a safe working condition and must be maintained. Approval must be obtained before using Coles group plant and equipment.

### Ladders

Metal or aluminium ladders should not be used where electrical hazards exist, that is, voltages in excess of 50 volts DC or 120 volts AC. Only use timber/fiberglass ladders for electrical work. All ladders must be in a safe working condition, regularly inspected and used in accordance with legislative requirements and Codes of Practice.

### Scaffolds

All scaffolding used onsite must comply with relevant legislative and Australian Standards and be erected by trained and licensed personnel.

### Working at Heights

Ensure that when working from heights you are working in accordance with your state legislation and appropriately manage any risks, for example, you may need fall protection equipment.

### Medium Density Fiberboard

All particle board brought on site must be labelled Low Formaldehyde Emission (LFE).

### Reserve Shelving and Pallet Racking

Do not use racking as scaffolding or work platforms.

### Personal Protective Equipment

You must supply any PPE you require. It must be correct for the task being completed, meet the relevant Australian Standard and must be in safe working condition. Coles Group may stipulate additional Personal Protective Equipment and Clothing requirements, which must be observed.

### Traffic Management and Mobile Phones

Designated walkways must be used to prevent contact with mobile plant such as forklifts and vehicles.

At Distribution Centres or Coles Express sites, ensure mobile phones are turned off before entering the site.

### Electrical Safety

Safe work practices when electricity is involved are essential, as electricity is not forgiving. You need to consider all of the following points:

- All power leads, and portable electrical tools used on Coles Group sites must be tested and tagged. Testing and tagging intervals must be completed at appropriate intervals in accordance with AS 3760
- Residual Current Devices (RCDs) must be tested before being brought onsite
- Only qualified and licensed people are to conduct electrical work. For example, an 'A grade' electrician with a current electrical license

- Electrical leads must be positioned to ensure they will not be damaged or exposed to wet areas
- Electrical leads must not cross the aisle ways and must be concealed overhead or taped to the floor to avoid trip hazards
- Power tools are not to be left unattended at any time
- Do not use double adaptors
- Lock Out and Tag Out procedures must be followed

All areas for electrical work are to be isolated at the switchboard, a lock out device applied and secured with a lock and affixed with a completed danger tag prior to proceeding with any work.



### Fire Prevention and Smoke Detectors

Permission must be obtained prior to commencement of work that may produce dust or smoke.

Remember:

- Check with the Site Manager to identify location of smoke detectors
- Dust and smoke can set off smoke detectors
- Complete a Fire Protection Impairment notice
- Isolate smoke detectors before commencing any hot or dusty work

If turned off, the alarm must be reset at completion. False alarms and fire brigade visits due to contractor neglect will be charged back to the contractor.



### Hot Work Permit

A Hot Work Permit is required for an activity likely to produce a source of ignition and can be obtained from your Coles Group representative or a copy is available on the Coles Group Contractor website.

Please ensure that:

- All combustible materials are removed from the area as far as practicably possible, or made safe within the area
- Extinguishers and fire hoses are present at the site and your employees know how to use portable firefighting equipment
- No flammable liquids, vapour, gasses or dusts are present
- Clearance distances are met, gas bottles secured and the area is isolated
- Fire retardant covers are supplied as required

Remember:

- Consult with the Site Manager or their delegate before undertaking any hot work
- Coles Express - Works classified under a Work Place Clearance Group (WPCG) minor hot work checklist, must be accompanied by a WPCG clearance form – and authorised by an accredited WPCG Clearance Issuer. Works that require a Hot Work Permit must only be issued by an authorized WPCG Permit Officer. Depending on the scope of works, there may be additional minor work checklists and/or permits required.

### Traffic Management

Please ensure that when driving or working in the back of our stores and sites:

- Fully enclosed footwear is worn at all times
- All speed limits, traffic flows and other specific traffic management rules are observed

- Vehicles are immobilized (i.e. unable to be inadvertently moved, prior to, and during loading and unloading) with appropriate locking devices in conjunction with wheel chocks
- A high visibility safety garment (vest or outer garment e.g. polo shirt) is worn at all times
- You adhere to designated driver areas, where applicable
- You adhere to designated pedestrian areas, where applicable
- Instructions of Coles Group Team Members are complied with at all times

On arrival drivers must ensure they understand the site-specific safety procedure they must follow to prevent unexpected vehicle drive-off or movement during loading or unloading. This is in addition to their safety responsibilities as person in charge of the vehicle.

\*All regular delivery drivers are required to sign in if they are entering the shop floor. In the case of Coles Express, during store operating hours the forecourt and driveway are classified as part of the shop floor.

You will be required to present your Work Method Statement and General Safety Induction Card.

DC sites will require you to have completed their site-specific induction/orientation in addition to this Coles Group General Contractor Induction.

\*If you are only delivering to the back of our stores and do not go on the shop floor you will not be required to complete the site orientation and sign in register but will be informed of any hazards in the area and you should be familiar with the site Traffic Management Plan.



[CLICK HERE TO CONTINUE TO THE NEXT SECTION](#)



## DC Driver / Transport

### Transport

There are many safety issues to consider when working at Coles Group sites. It is important that you are aware of and understand the possible safety issues that need to be considered, as this will assist in ensuring everybody's safety.

Please ensure that if any of these safety issues are identified as relevant to the work you are undertaking; they are included in your Work Method Statements.

### Personal Protective Equipment

You must supply any PPE you require. It must be correct for the task being completed, meet the relevant Australian Standard and must be in safe working condition. Coles Group may stipulate additional Personal Protective Equipment and Clothing requirements, which must be observed.

### Traffic Management and Mobile Phones

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At Distribution Centres or Coles Express sites, ensure mobile phones are turned off before entering the site.

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### Fatigue Management

Contractor drivers must have in place systems and work practices to ensure, as a minimum, compliance with relevant fatigue and driving hours regulations.

### Load Restraints

Drivers/Contractors are to ensure load restraints are compliant with performance standards in the 'National Load Restraint Guide' prior to each vehicle trip.

### Vehicle Mass & Dimension

Drivers/Contractors are to ensure they have a system in place that enables them to assess the dimensions and mass of the vehicle for each trip.

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## Cleaners, Suppliers and Demonstrators

### While at a Coles Group Site

Cleaners Suppliers and Demonstrators at Coles Group must ensure:

- Work area is neat and tidy at all times
- Demonstration areas are not left unattended when appliances are in operation or hot
- Equipment/Stock and Demonstration set ups do not block fire exits
- Sharp objects are not left unattended
- Appliances which produce a flame, for example, gas operated appliances, are not used in Coles Group sites

In addition, Demonstrators who are providing samples must also meet Food Safety Requirements as outlined by the Coles Group brand they are conducting the demonstrations for.

All Suppliers and Demonstrators must see a Coles Group Manager before leaving the site to update the Manager on work performed and report any incidents.

### Safety Issues

There are many safety issues to consider when working at Coles Group sites. It is important that you are aware of and understand the possible safety issues that need to be considered as this will assist in ensuring everybody's safety.

Please ensure that if any of these safety issues are identified as relevant to the work you are undertaking; they are included in your Work Method Statement.

### Chemicals

All chemicals brought/used on site must have a compliant Safety Data Sheet and be correctly labelled. All chemicals must be removed from site following completion of work.

Approval to bring chemicals on site must be obtained by your site delegate.

### Plant and equipment

Ensure you bring your own plant and equipment required for works at a Coles Group site. Plant and equipment must be in safe working condition and must be maintained. Approval must be obtained before using Coles Group plant and equipment.

### Ladders

Metal or aluminium ladders should not be used anywhere electrical hazards exist, that is, voltages in excess of 50 volts DC or 120 volts AC. Only use timber/fiberglass ladders for electrical work. All ladders must be in a safe working condition. All ladders must be in a safe working condition, regularly inspected and used in accordance with legislative requirements and Codes of Practice.

### Working at heights

Ensure that when working from heights you are working in accordance with your state legislation and appropriately manage any risks, for example, you may need fall protection equipment.

### Reserve shelving and pallet packaging

Do not use racking as scaffolding or work platforms.

## Personal Protective Equipment

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## Mobile phones

At Distribution Centres or Coles Express sites, ensure mobile phones are turned off before entering the site.

## Asbestos and Hazardous Materials

Review the site asbestos register and hazardous materials report and obtain permission before undertaking drilling or other activity that may disturb any asbestos or other hazardous materials. Contractors must cease work and notify Coles Group if any suspected asbestos materials are discovered.

## Work Permits

### *Roof and Ceiling Work*

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## Electrical Safety

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- Residual Current Devices (RCDs) must be tested before being brought on site
- Only qualified and licensed people are to conduct electrical work. For example, an 'A grade' electrician with a current electrical license
- Electrical leads must be positioned to ensure they will not be damaged or exposed to wet areas
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- Power tools are not to be left unattended at any time
- Do not use double adapters
- Tag out/lock out procedures apply

All areas for electrical work are to be isolated at the switchboard with a lock out device, secured with a lock and affixed with a completed danger tag prior to proceeding with any work.

## Fire Prevention and Smoke Detectors

Permission must be obtained prior to commencement of work that may produce dust or smoke.

Remember:

- Check with the Site Manager to identify location of smoke detectors
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- Complete a Fire Protection Impairment notice

If turned off, the alarm must be reset at completion. False alarms and fire brigade visits due to contractor neglect will be charged back to the contractor.

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## Technical and Communications

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### Confined Spaces

#### *Confined Space Entry Permit*

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### Plant and Equipment

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### Ladders

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### Scaffolds

All scaffolding used on site must comply with relevant legislation and Australian Standards and be erected by trained and licensed personnel.

### Working at Heights

Ensure that when working from heights you are working in accordance with your state legislation and appropriately manage any risks, for example, you may need fall protection equipment.

### Reserve Shelving and Pallet Racking

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### Traffic Management and Mobile Phones

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Remember:

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- Extinguishers and fire hoses are present at the site and your employees know how to use portable fire-fighting equipment

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Remember:

- Consult with the Site Manager or their delegate before undertaking any hot work
- Coles Express - Works classified under a Work Place Clearance Group (WPCG) minor hot work checklist, must be accompanied by a WPCG clearance form – and authorised by an accredited WPCG Clearance Issuer. Works that require a Hot Work Permit must only be issued by an authorized WPCG Permit Officer. Depending on the scope of works, there may be additional minor work checklists and/or permits required.

## Traffic Management

Please ensure that when driving or working in the back of our stores and sites:

- Fully enclosed footwear is worn at all times
- All speed limits, traffic flows and other specific traffic management rules are observed
- Vehicles are immobilized (i.e. unable to be inadvertently moved, prior to, and during loading/unloading) with appropriate locking devices in conjunction with wheel chocks
- A high visibility safety garment (vest or outer garment e.g. polo shirt) is worn at all times
- You adhere to designated driver areas, where applicable
- You adhere to designated pedestrian areas, where applicable
- Instructions of Coles Group Team Members are complied with at all times

On arrival, drivers must ensure they understand the site-specific safety procedure they must follow to prevent unexpected vehicle drive-off or movement during loading or unloading. This is in addition to their safety responsibilities as person in charge of the vehicle.

\*All regular Delivery drivers are required to sign in if they are entering the shop floor. In the case of Coles Express, during store operating hours the forecourt and driveway are classified as part of the shop floor.

You will be required to present your Work Method Statement and General Safety Induction Card.

DC sites will require you to have completed their induction/orientation in addition to this Coles Group General Contractor Induction.

\*If you are only delivering to the back of our stores and do not go on the shop floor you will not be required to complete the site orientation and sign in register but will be informed of any hazards in the area.

## Apprehension Safety Issues

### Aggressive/Violent customers

Should you need to deal with an aggressive and violent customer, remember the three key elements:

1. **Determine** the situation
2. **Defuse** the situation
3. **Disengage** from the situation, if it cannot be controlled and call the police

## Shoplifters

There are elements of risk in any apprehension of shoplifters. Safety is important to the company, as is the safety of team members, customers and contractors.

To conduct an apprehension two people must be present. You must never attempt to apprehend a shoplifter without a second person present.

If you have apprehended a suspect shoplifter, provide them with an opportunity to dispose of syringes and needles and follow the safety guidelines for their disposal.

If a threatening situation develops, you should simply allow the suspect to leave.

## Intrusions and Robberies

During a robbery it is important that you remain calm and follow your robbery training.

Listen and absorb what the person is saying and always comply with the person's demands.

Do not try to apprehend or delay the person or follow or chase them.

After a robbery, continue to follow your robbery training.

Activate the alarm system **AFTER** the offender has left the building and call the police on 000.

Implement brand post robbery and notification procedures.

[CLICK HERE TO CONTINUE TO THE NEXT SECTION](#)

## Legislative Requirements

### Defining Coles Group Contractors

Before discussing 'Duty of Care' which is the legislative requirement for safety, it is important to define what we mean by a 'contractor' as this term is used throughout this package.

**Contractors** are defined as:

*'A contractor is any person or business, engaged by or on behalf of Coles Group or a Brand/Function to perform work by means of a contractor, including the provision of human resources and labour hire for, but not limited to the following contractors: services, repair and maintenance, site development and refurbishment, transport, suppliers who are product representatives, demonstrators who come into stores to perform activities such as taste-testing.'*



### Duty Of Care

'Duty of Care' means providing and maintaining, as far as practicable, a safe working environment, and is the responsibility of both employers and employees.

***To better understand the duty of care tasks for employers, contractors (includes sub-contractors) and employees, see sections below.***

### Worker Rights at Coles

At Coles, it is our policy to provide a working environment where team members, customers, external parties and contractors (including sub-contractors):

- are treated and treat others with dignity, courtesy and respect;
- can work without distress or interference caused by harassment, sexual harassment, discrimination or bullying; and

- can feel safe throughout their time on site.

We are committed to creating a workplace that is safe, respectful and inclusive for everyone. Abusive conduct and any other inappropriate conduct (including but not limited to sexual misconduct) towards team members or other contractors on site, will not be tolerated. A requirement of entering our site is that you familiarise yourself with, and comply with our policies, including our Code of Conduct, Appropriate Workplace Behaviour Policy and Sexual Harassment Policy. These policies are available on the Contractor Induction website; click the Menu button at the top left, then the Policies option to find the necessary links.

If you witness any inappropriate behaviour on site, please report this to a member of Coles management team, who will deal with all reports in a sensitive and impartial manner. Alternatively, you can report sexual harassment and other sex-based misconduct to Coles' People and Culture team via Coles' Stop Sexual Harassment Line. This can be done 24/7 by contacting 1300 304 550 or at [coles@stopline.com.au](mailto:coles@stopline.com.au) or [coles.stoplinereport.com](http://coles.stoplinereport.com). If you need additional support, please speak to a member of Coles membership team, who will provide you with the details of counselling support services.

We also require all people and companies we do business with to comply with our Ethical Sourcing Policy. This includes ensuring workers are paid correctly, that all overtime is voluntary, and that working conditions are safe.

As a partner to Coles, we support your right to join or form a trade union of your choosing and fully expect all suppliers to have an open attitude towards the activities of unions.

If you believe you have been underpaid, have concerns about safety or other conditions of your employment have not been met, you can speak to someone for assistance. Coles' Wages and Conditions Hotline is available to all workers in our supply chain, including contractors.

Call 1300 532 515 between 8am and 8pm, 7 days per week, or email [wageline@coles.com.au](mailto:wageline@coles.com.au).

Include your telephone number, preferred language and a brief description of your concern and we will contact you. You can remain anonymous if you wish.

Should you wish to review the Coles Group Ethical Sourcing Policy, please refer to the Coles Contractor Induction website.

#### Employer (Coles Group)

The Employer includes the contractor's company as well as Coles Group.

Both organisations have a 'Duty of Care' to their employees, contractors and sub-contractors.

It is Coles Group's responsibility, for example, to:

- Maintain records of safety for all employees and contractors (includes sub-contractors)
- Provide and maintain, as far as practicable, a safe working environment

### Employer (Contractor)

The Employer includes the contractor's company as well as Coles Group.

These organisations have a 'Duty of Care' to their employees, contactors and sub-contractors.

It is the contractor's responsibility as an employer to ensure their staff:

- Are adequately trained in safety procedures
- Have appropriate injury management and return to work processes
- Hold a valid licence, permit, certificate of competency or qualifications as per State Legislation or Coles Group requirements
- Are familiar with the Coles policies that apply to them, such as Coles' Code of Conduct and Sexual Harassment Policy

### Employee (Includes Sub-Contractor)

To maintain 'Duty of Care' you should undertake and implement safety procedures from both the company you work for and Coles Group.

In particular you should:

- Comply with reasonable instructions
- Follow correct procedures when doing your job
- Make sure you do not put fellow workers or others at risk
- Work safely and wear appropriate Personal Protective Equipment
- Report all incidents/accidents, including near misses
- Apply appropriate working behaviours that do not create distress or interference to others that could be perceived as harassment
- Treat everyone with whom you interact with dignity, courtesy and respect



## Hazards and Incidents

### Hazards

In the previous sections we learnt that employers and employees are responsible for maintaining a 'Duty of Care'. Managing Hazards and Incidents is an essential component in sustaining this.

What is a hazard?

A Hazard is a physical situation, work practice or procedure with potential to cause harm in terms of:

- Injury or ill health
- Damage to the environment
- Damage to property
- A combination of the above

### Managing Hazards

Your organization should have appropriate hazard management systems in place. When on a Coles Group site, you must:

- Report all hazards, including changes in work that may affect safety or safe practices, to Coles Group representatives
- Provide adequate control measures for all hazards identified. For example, install barricades, safety signs and equipment surrounding a hazardous area



### Identify A Hazard

Review the example shown on the next few screens. Remember at Coles Group we have a simple hazard management process that assists you in dealing with incidents that arise. Take note of the steps involved in the hazard management process as you need to be able to follow this process while on a Coles Group site.

Remember: **Always be safety aware and you will be able to identify any hazards**



### Assess The Risk

Remember to always **assess the risk** before taking any further action.



### Control The Risk

What would you do to **control** a similar risk?



### Evaluate The Control

All hazards need to be **evaluated** after they have been controlled. Some hazards may require follow up action with management or other people to ensure they do not reoccur. For example, how and why did the liquid spill in the first place?



### Hazard Management Process

From the previous case study, you should have noted that the process for managing hazards is logical and simple. The process allows everyone on a Coles Group site to address hazards systematically.

Remember the hazard management process involves the following:

1. **Identify hazards:** Survey site for hazards, collect incident investigations and reports
2. **Assess risk:** Ask how likely is it that someone will be hurt, once a hazard is identified
3. **Control risk:** Eliminate, substitute or isolate the hazard and consider personal protective equipment
4. **Evaluate control:** Ask yourself is the chosen control effective and are there any new hazards that have been discovered or introduced as a result?



## Managing Hazards

Our Health & Safety strategy includes the following processes, which will help manage hazards and incidents and thus maintain a 'duty of care':

- Work Method Statement (or Job Safety Analysis) must be available for each task or activity performed by a contractor on a Coles Group site
- A Health and Safety Management Plan will be developed by your company to describe how the contract will be completed safely. A Health and Safety Management Plan is required for large, complex contractors or projects (i.e. more than one task or activity)

**Contractors should use their own templates which meet the minimum Coles Group requirements.**

The following pages of this section will detail the processes listed above.

## Work Method Statement

A Work Method Statement (WMS) is a document that describes the job to be completed, outlining the steps involved and identifying associated hazards. It details risk control measures to be implemented to eliminate or reduce risk, and is required for all works.

Contractors must have a copy of a WMS available to demonstrate to Coles Group how they will undertake work safely and control hazards. In addition, contractors must have an understanding of the controls and be able to demonstrate implementation of the controls. If the work is considered 'routine', one WMS is sufficient for as long as site conditions remain unchanged.

\*If you are not undertaking any physical work, that is, if you are completing checklists, looking at stock, or doing compliance work that does not involve climbing ladders, using any equipment, lifting heavy products or extensive re-stocking of shelves, you do not require a Work Method Statement. If you are unsure, speak to your contact at the site.

## Incident Management

Your organization needs to have developed and implemented an incident management procedure.

All incidents and near misses must be reported immediately to your supervisor and Coles Group site management as identified at site orientation. This includes incidents that are caused by a contractor and affect:

- The contractor, co-workers, other contractors and sub-contractors
- Coles Group employees, visitors and customers
- The general public

Remember, make the area safe and assist with incident investigations as required.

**Note:** A 'near miss' is an incident that could have resulted in an injury or damage but did not, due to known or unknown factors.

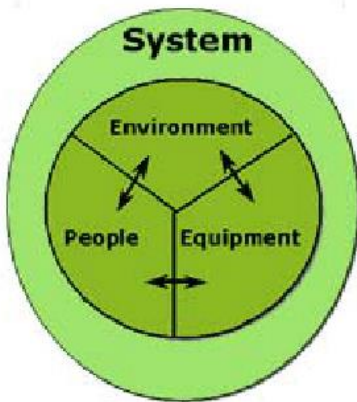


## What Factors Can Cause An Incident

Incidents are the result of the interaction of a number of factors including the:

- Environment in which people work (e.g. noise, light, confined spaces)
- Features of the equipment people use (e.g. size and weight, installation and maintenance)
- The actions (or inactions) of people (e.g. skills and knowledge, supervision, inappropriate behaviour)
- Systems that keep health and safety controls in place (e.g. policies and procedures, induction)

The diagram below provides a summary of this interaction.



## First Aid

Access to appropriate first aid in the event of an incident is an essential part of our safety strategy. You should remember that:

- First aid needs must be assessed based on risk
- First aid cabinets are located at all Coles Group sites and first aid attendants or medical assistance are available
- The names of the qualified first aid team members are displayed on the Safety Notice Board or located in the site Safety folder
- Coles Group Supermarkets are equipped with defibrillators installed on the wall in the front of the store near the customer service desk
- If additional first aid facilities are required, the contractor must provide these
- As part of your site orientation you will be able to identify where first aid cabinets are located at Coles Group sites. \*This does not apply to DC Drivers / Transport



## Corrective Action Report

A Coles Group representative will issue a Corrective Action Report (CAR) to a contractor when a non-conformance or unsafe work practice is observed.

It is the contractor's (or contractor's company) responsibility to propose and implement corrective methods.

The completed CAR must be returned to the Coles Group representative(s).

The corrective actions taken by the contractors must be acceptable to the Coles Group representative.

For a complete copy of the Corrective Action Report please refer to the contractor website.

## Summary Of Hazards And Incidents

This is the end of the Managing Hazards and Incidents section.

You have learnt about a number of areas including duty of care, and the hazard management process.

You can see now a number of statements about the responsibilities relating to duty of care and the key areas of the hazard management process.

Remember, to get an in-depth view of these areas, you should go back and review the sections needed.

**Review the below sections to remind yourself about the important points in each area.**

### Employee Duty of Care

As a, contractor or sub-contractor on a Coles Group site, you have a 'Duty of Care' to both your company and Coles Group.

This means that you should undertake and implement safety procedures. In particular, you should:

- Comply with reasonable instructions
- Follow correct procedures when doing your job
- Make sure you do not put fellow workers or others at risk
- Work safely and wear appropriate Personal Protective Equipment
- Report all incidents/accidents, including near misses
- Apply appropriate working behaviours that do not create distress or interference to others that could be perceived as harassment

### Hazard Management Process

The hazard management process is a simpler method of dealing with hazards and incidents. The hazard management process has four phases that helps you identify hazards, assess risks, control risks and evaluate controls.

### Work Method Statement & Corrective Action Report

A Work Method Statement & Corrective Action Report are documents used as part of Coles Group's strategy to ensure a safe workplace.

- **A Work Method Statement (WMS)** is a document that describes the job to be completed, outlining the steps involved and identifying associated hazards. It details risk control measures to be implemented to eliminate and reduce risk, and is required for all works
- **A Corrective Action Report (CAR)** will be issued by a Coles Group representative to a contractor when a non-conformance or unsafe work practice is observed. It is the contractor's (or contractor's company) responsibility to propose and implement corrective methods

#### Factors Causing Incidents

Incidents are the result of the interaction of a number of factors including the:

- **Environment** in which people work
- **Equipment** people use
- **Actions** of people using the equipment
- **Systems** that keep health and safety controls in place



## Working Safely

### While at a Coles Group Site

When entering or working on a Coles Group site you need to:

- Observe speed limits when driving
- Park vehicles in designated areas
- Report to the Site Manager or their delegate
- Sign in and out on entering or leaving all Coles Group sites
- Undertake site-specific orientation
- Wear a current ID or visitor badge/sticker
- Always have your Coles Contractor Induction information with you (on your phone or card)
- Provide a completed Work Method Statement (if applicable)
- Be able to produce evidence of your compliance with any relevant state legislative requirements
- Ensure all electrical equipment brought on site has been tested and tagged by a qualified electrician
- Provide a Safety Data Sheet (SDS) for all chemicals brought on site
- Only smoke in designated areas
- Arrange for afterhours access if necessary
- If the scope of works at a Coles Express site includes any of the following activities:
  - o Energy Isolation
  - o Ground disturbance
  - o Confined space entry
  - o Lifting operations (e.g. slinging)
  - o Working at height
  - o Hot work
  - o Construction (e.g asbestos removal or demolition)

You need to have completed, as a minimum, the Work Place Clearance Group (WPCG) Clearance Issuer course prior to commencing work. The website to register for the course can be found [here](#) should it be required. It is your responsibility to check the [activity matrix](#) prior to starting works to ensure you have the correct qualifications and authorisations in place.

Any work requiring permits MUST only be issued by an Accredited WPCG Permit Officer. If your organisation does not have one, the WPCG website has a list of authorised Permit Officers available to contact. You can find that list [here](#).

- Comply with site requirements regarding the wearing of high visibility clothing

Permits that are required following the completion of Work Place Clearance Form will be issued by the Shell Company of Australia.

### Site Security

The following five factors must be considered when working on Coles Group sites:

1. **Security cameras are installed.** Security cameras are installed on some sites and management review this footage

2. **Only enter designated work areas.** Entry into other sections of a building other than the designated/authorised work areas is not acceptable
3. **Close roof door securely.** If you are authorized to work on the roof, ensure the door is secured to prevent unauthorized personnel and public access
4. **Coles Group property is protected.** Unauthorised use or removal of Coles Group property, including intellectual property such as documentation, is forbidden
5. **Inspections may occur.** Bags and toolboxes may be inspected upon leaving the premises

## Manual Handling

Manual Handling refers to any activity where a person exerts a force to lift, lower, push, pull, carry, or otherwise move, hold or restrain an object. Most tasks involve some form of manual handling.

Using incorrect manual handling techniques can lead to injury.

Actions you can take to reduce risks associated with manual handling include:

- Minimise the lifting and lowering forces you exert
- Avoid the need for bending, twisting and reaching movements
- Reduce pushing, pulling, carrying and holding
- Reduce repetitive and sustained movements
- Wherever possible mechanical aids should be used to minimize any manual handling
- Divide the load
- Seek assistance where the item is too heavy and no mechanical aid suitable

Your employer or contactor should have instructed you in appropriate manual handling techniques and possible controls that can be implemented to eliminate or reduce manual handling activities. Ensure that you adhere to these when working on any Coles Group sites.

## Food Safety and Hygiene

Food is prepared and handled at a number of our sites. If you are performing any work in a food preparation or fresh food department you must comply with the following requirements to ensure food is not contaminated:

### **Jewellery**

All jewellery (except wedding bands with no stones) must be removed prior to entering fresh food departments. Jewellery can fall off and contaminate food.

### **Headwear**

Hair can easily contaminate food, equipment or packaging; therefore, hair must be fully enclosed in a cap or hairnet. Disposable hairnets are available from the site.

### **Hand washing**

Hands must be washed immediately prior to entering a fresh food department. Handwashing facilities are available on site.

### **Machinery**

Machinery can create dust and also the risk of components contaminating food and food surfaces. Advise the site if dust is likely to be generated in a fresh food department. Also ensure all tools and equipment is accounted for when you complete your job.

## Clean up

When you have completed your work, tell a team member who can arrange to have the area cleaned and sanitized.

Your assistance is greatly appreciated to ensure we can continue to meet our food safety and hygiene standards.

## Emergency Evacuation

You must ensure you are familiar with:

- Emergency procedures
- Location of the Emergency Exits and evacuation assembly points
- Emergency sounds or codes

Coles Group Generic Calls in the event of an Emergency are:

- Evacuation: Code Orange: Evacuate site immediately by following the warden's instructions
- Fire/Smoke: Code Red: Standby
- Medical: Code Blue: Team Members will be on standby until further instructions
- Any Other Emergency: For example, Failure or threat to essential services, Hazardous Spill, Building Damage, Cyclone, Flood, Earthquake: Code ECO: Standby

A site plan or details outlining this information is available on all Coles Group sites. Please make yourself familiar with this as part of your site orientation.

Remember:

- Keep emergency exits clear at all times
- Follow wardens' instructions in an emergency
- Report to assembly area
- Evacuate and contact emergency services if working out of hours



## Summary Of Working Safely At Coles Group

This is the end of the Working Safely at Coles Group section.

You have covered a number of areas including key points to remember while on a Coles Group site, site security, safety issues, fire protection and smoke detectors, hot work permits and emergency evacuation.

**Review the below sections to remind yourself about the important points in each area.**

### While onsite

Some of the board key points while working on a Coles Group site are to ensure that I:

- Follow the Coles Group site reporting processes
- Have my Coles Induction information (on phone or card) and license identification requirements at all times and respectful towards all people onsite
- Act and operate in a manner that is safe for all people onsite

Some of the more specific site requirements that I must observe when working on a Coles Group site are that I:

- Can only smoke in designated locations
- Must leave fire exits free from blockage
- Arrange for afterhours access if necessary

### Site Security

Remember that the five security factors to be considered when working on Coles Group sites are:

1. Security cameras are installed
2. Only enter designated work areas
3. Close roof door(s) securely
4. Coles Group property is protected
5. Security inspection may occur

### Emergency Evacuation Points

The key of emergency evacuation that I must be familiar with are:

- The emergency procedures
- The location of emergency exits and evacuation assembly points
- The emergency sounds or codes

Also, in an emergency evacuation, I must ensure that I:

- Keep emergency exits clear at all times
- Follow wardens' instructions
- Report to the assembly area
- Evacuate and contact emergency services if working out of hours

## Site Orientation Process

### Onsite Orientation – The Sequence

You will be required to orientate yourself with all Coles Group sites before commencing work. The sequence is:

1. On arrival
2. Present your
3. Sign register
4. Commence and complete work
5. Sign out
6. Leave site

Please note – Stores only (non-DC sites)

- Signing in and out is not applicable for transport and delivery drivers who deliver to our loading docks and do not enter our shop floor
- In the case of Coles Express the forecourt and driveway is classified as the shop floor during store operating hours

See sections below for further information on each step.

#### 1 – On Arrival

- Report to department where the Site Orientation & Sign in Register is located
- Report to the Manager or their delegate
- Review the site plan or site details
- Review hazard update\* (You may be required to identify and document any hazards from the work you are doing that may impact on other contractors on site)

#### 2 – Present Your

- Coles Group Induction information (on phone or card)
- Completed Work Method Statement
- Other qualifications and licences (as appropriate)

#### 3 – Sign Register

- Receive a Coles Group visitor badge/sticker (if applicable)\*

#### 4 – Commence And Complete Work

#### 5 – Sign Out

#### 6 – Leave Site

- Complete the essential services logbook if such work was completed during your visit

## Onsite Orientation Process

Upon completion of this course, you will be required to take your Coles Induction information (on phone or card) to all Coles Group sites otherwise entry will be denied.

Let's review the process for entering a site in more detail. The site orientation process will require you to:

- **Review the Coles Group site plan or site details** that contain information on emergency exits, first aid, evacuation assembly point, amenities and designated walkways (emergency evacuation details) prior to signing in
- **Review hazard update form** that contains, site specific hazards and any building works or maintenance happening at that site – the contact person for any incidents, hazards or changes to the site will be identified on this form
- **Sign in the register** to acknowledge that you have understood Contractor Induction – if unsure please ask the manager or delegate onsite

**Please note:** Some sites will have site specific policies, for example random drug and alcohol testing programs. These will be communicated to contractors as part of the site orientation.

At the **sign in** register you will be asked to:

- Complete the sign in register
- Present your valid Coles Induction information (on phone or card)
- Refer to the hazard update form
- Present your Work Method Statement (if applicable)
- Present any special entry requirements
- Refer to the Hazardous Building Materials register, e.g. for the presence of asbestos in the building

On **signing out:**

- Update the essential services logbook if such work was completed during your visit
- Any hazards significant changes must be reported to the site contact person
- You must complete the sign in register and inform the site delegate or manager you are leaving

## Revisit Of Work Method Work Statement

You previously examined a Work Method Statement (WMS) within this course. Remember it is a document that describes the job to be completed, outlining the steps involved and identifying associated hazards. It details risk control measures to be implemented to eliminate or reduce risk, and is required for all works.

\*If you are not undertaking any physical work, that is, completing checklists, looking at stock, compliance work that does not involve climbing ladders, using any equipment, lifting heavy products or extensive re-stocking of shelves you do not require a Work Method Statement. If you are unsure speak to your site delegate

## Work Method Statement



Activity: _____		Contractor: _____		
Person completing this statement: _____		Tel: ( ) _____		
Date: _____		Contract number: _____		
Key steps	Equipment or plant required	Possible hazards	Safety controls including Personal Protective Equipment	Licences, qualifications or work permits
1.				
2.				
...				

### Key steps

This part of the document requires the contractor to detail the work that is to be carried out.

### Equipment or plant required

This part of the document requires the contractor or employer to detail the equipment or plant. For instance, this section could include items such as forklifts, overhead scaffolds and travel towers.

### Possible hazards

This column is where the contractor or employer details the possible hazards related to the work tasks. Remember, some of the possible hazards that could be included are confined spaces, cranes, asbestos, chemicals, scaffolds and electrical safety.

Possible hazards are specific to each stream and were reviewed in the 'Safety Issues' sub-section of your contract type section.

### Safety controls including Personal Protective Equipment

This column is where the contractor or employer identifies the controls that need to be put in place to minimize or reduce the hazards whilst working onsite.

### Licences, qualifications or work permits

This column is where the contractor or employer identifies the licences or qualifications that are required before people perform work tasks.

For instance, these licences and qualifications could include being qualified in a certain trade or licensed to use a piece of equipment (e.g. forklift) that is related to the work task. It may also include accreditation with the Australian Institute of Petroleum to enable work on Coles Express sites. Any work permits required for the work to be undertaken would also be listed here.

## Section Summary

This is the end of the Onsite Orientation module.

Remember the key points of site Orientation are that you must:

- Locate the sign in register and report to the Coles Group Site Manager or delegate
- Review the site plan/details and hazard update form
- Produce your Coles Induction information (on phone or card) and other licences upon request
- Have a correctly completed Work Method Statement

**Remember: If you are uncertain of the correct and safe way of doing a job**

**ASK. Don't take chances.**



## Summary & Assessment

### Summary

This concludes the Contractor General Safety Induction course for contractors working for Coles Group.

Before you start the assessment, reflect on what you have learnt in the five sections of this module:

- Both Coles Group and the contractors they hire have a legal 'Duty of Care' for Work Health and Safety (WHS)
- Hazards need to be reported and managed. Work Method Statement (WMS) should be filled out for all works. Coles Group may issue a Corrective Action Report (CAR) to contractors if unsafe work practices are noted. For example, controls that need to be implemented and standards that must be followed while working on a Coles Group site
- Procedures for site entry and security exist when working on Coles Group sites

### About The Assessment

In order to successfully complete this course, you need to be competent in all questions reaching 100%, you may submit as many times as needed.

Remember to:

- Read the questions carefully and select the correct answer(s)
- After answering all questions, you will be required to **Submit** to identify which questions you got Correct and Incorrect. If you got any incorrect or did not answer any questions you will see a count of how many for each and each question will be labelled with their associated result
- Once you get all the questions correct please follow the prompts
- A notification of your result will automatically be recorded and emailed to your chosen email address

### Participant Statement

The 'participant' is the person whose email address and password were used to log into this course.

You, as the participant, state that:

1. You are the person logged into this course, and the assessment will be carried out by you
2. The answers provided to the questions in this assessment are entirely your work, without interaction, input or assistance from another person
3. You understand that disciplinary action may be taken if (1) or (2) are dishonestly stated
4. You understand Coles Group wishes to ensure its staff have and maintain adequate knowledge and this is one reason why you are required to undertake and complete this course

If you agree, please proceed to answer the questions, else contact your Coles representative.