**Compliance Audit of Ron’s Big Book exchange**

*Name*: Meagan Frances Ayers

*Student Number*: S2713134

*Convenor*: Dr. Nils Timo

*Tutor*: Agata Mouasher

*Course*: 2030IRL Section 101 (GC)

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**PART A**

1. Introduction

Ron’s Big Book exchange was audited to determine whether or not the company is in compliance with the 1995 Workplace Health and Safety Act and any relevant Codes of Practice.

1. Business Summary
   1. **Business Name**

Ron’s Big Book exchange; listed under the Retail and Wholesale Industry.

* 1. **Size**

Four locations within Queensland with 8 employees total.

* 1. **Location**

166 Scarborough Street Southport, QLD 4215

* 1. **Activities That Occur Within The Workplace**

Ron’s Big Book exchange is a retail shop which purchases second hand books from customers and then resell the item. A daily routine for employees includes serving customers, straightening shelves, rearranging books, accepting books from customers and putting newly purchased books on the shelves for resale.

* 1. **Makeup of the Workplace**

There are four locations and one warehouse where excess titles are kept. Materials consist of simple equipment including a computer, telephone, printer and shelves for books.

* 1. **How Work Is Arranged**

There are seven employees who are all casual/part-time employees and one owner who is rarely in the workplace. Employees have limited communication with each other due to the fact that there is normally one employee working at a time per location. There is limited communication with the owner because he is rarely on site. If an employee has a concern, they are encouraged to talk with the owner.

1. Industry Standards
   1. **Injury Incidence Rates**

According to the [Compendium of Workers' Compensation Statistics 2006 to 2007](http://www.safeworkaustralia.gov.au/NR/rdonlyres/3CBF319A-2722-4FE7-A923-A82577C9D727/0/Compendium200607_LoRes.pdf) found at <http://www.safeworkaustralia.gov.au> the following apply to the Retail and Wholesale Industry:

* 9% of all serious work-related claims come from this industry,
* The incident rate of serious injuries is 9.2 claims per 1000 employees,
* The frequency rate of serious injuries is 6.9 per million hours worked,
* The number of serious claims has been declining since 2001 from 15,330 claims in 2001 to 12,865 claims in 2006 (-16% change),
* The incident rate has declined by -28% and the frequency rate declined by -27%,
* Medium time lost due to serious claims is 3.6 weeks per year and has not changed for the past 3 years and has increased by 0.3 weeks since 2001 (a 9% increase),
* The median payment due to serious claims has gone up by $1,000 since 2001 (a 24% increase), and
* There were 13 fatalities from 2005 to 2006.
  1. **Legislative Standards**

According to http://www.deir.qld.gov.au, there are a number of Codes of Practice which apply to this particular business within the Retail and Wholesale Industry, including but not limited to:

* Workplace Health and Safety Act 1995
* Risk Management Code of Practice 2007
* Manual Tasks Code of Practice 2000
* First Aid Code of Practice 2004
* Cash In Transit Code of Practice 2001

1. Methodology
   1. **Date of Audit**

Friday the 17th of April 2009

* 1. **Approach**

On Wednesday the 15th of April, I walked into the Scarborough location to ask if the owner would allow me to perform an audit. They accepted my offer and I returned on Friday the 17th of April to perform the audit during hours of operation.

Prior to the audit, questions were devised directly from the Workplace Health and Safety Act 1995 and any relevant Codes of Practice which were then answered by the store manager.

* 1. **Objective**

The objective of this assignment/audit was to determine if Ron’s Big Book exchange is in compliance with the 1995 Workplace Health and Safety Act of Queensland and any relevant Codes of Practice.

* 1. **Scope**

The audit was performed by presenting questions pertaining to the Act to the store manager. It was asked if there were any documents to view for the audit, however there were none in existence.

* 1. **Name & Positions of Persons Interviewed**

Jill; store manager of the Scarborough location.

* 1. **Checklist Format**

The questions asked (Appendix B) were transferred into a checklist format.

* 1. **Limitations**

There are currently no Workplace Health and Safety rules, guidelines or representatives and there was no documentation to be acquired for use of the audit.

1. Table of Results

|  |  |  |
| --- | --- | --- |
| AREA | CRITERIA | COMPLIANCE |
| Safety Management  Systems | Compliance with Risk Management Code of Practice 2000 | Poor. No policies or procedures. No incident reporting. No record keeping system. No five step process for risk assessment. No monitoring of the workplace. No Emergency Procedure Plan. |
| Consultation | Compliance and Provisions of Part 7 of the Act | Adequate. No WHSR. No WHS committee. No WHSR or committee in the past to base criteria on. While there is no WHSR to consult, if a problem does arise, employees are able to contact the owner. Compliance with this area is not required, resulting in the good rating. |
| First Aid | Compliance with First Aid Code of Practice 2004 | Poor. No first aid kit available. No first aid training. No trained first aid personnel. No accident plan procedure. No identified risks. No emergency telephone numbers listed. No record keeping system. |
| Manual Tasks | Compliance with Manual Task Code of Practice 2000 | Average. No risk assessment of manual tasks. No training available to employees. Owner is consulted prior to purchase of equipment. Safe equipment is purchased. Basic strategies in place to help prevent injury. |
| Regulation | Compliance with Workplace Health and Safety Regulation 2008 | Excellent. Based on the only one relevant area of information within the WHS Regulation. Safe and clear access to and from the workplace. |

|  |  |
| --- | --- |
| **KEY** | |
| *Poor*  *Average*  *Adequate*  *Excellent* | Compliance within no areas  Compliance within few areas  Compliance within most areas  Compliance within all areas |

1. Conclusion

Ron’s Big Book exchange was audited on five criteria with regards to the Workplace Health and Safety Act 1995 and any relevant Codes of Practice. After accessing the company’s policies and procedures, it has been concluded that overall compliance with the Workplace Health and Safety Act 1995 and its subsequent Codes of Practice is average\*. There is room for the improvement which could benefit the business, employees and its respective customers; especially in the unforeseen event of a serious injury.

\*Poor rating = 1 point, average rating = 2 points, adequate rating = 3 points and excellent rating = 4 point. Ron’s Big Book exchange received 11 points total. Divided by five critiques, median points were 2.2; translating into overall rating of average.

1. Appendix 1 Audit Checklists
   1. **Safety Management Systems**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Checklist For Compliance With Safety Management Systems Criteria** | | | | |
| Criteria | Legislation | Yes √ | No X | Notes |
| Are policies for risky or hazardous tasks clearly defined | - |  | X | No hazardous or risky tasks |
| Is there a formal incident recording and reporting procedure in place | Risk Management Code of Practice 2007 S4 |  | X | Workers compensation and reporting the incident to the owner was the only thing mentioned |
| Is this policy strictly adhered to | Risk Management Code of Practice 2007 S4 |  | X |  |
| Is Heath and Safety of the workplace monitored | Risk Management Code of Practice 2007 S4 |  | X |  |
| Are these incidences reported to the Workplace Health and Safety Representative | Workplace Health and Safety Act 1995 S78(1)(a) & Risk Management Code of Practice 2007 S5(1) |  | X | No Representative |
| How many workplace injuries are documented | Risk Management Code of Practice 2007 S6 | - | - | Used for comparison to industry standards; no serious injuries are recorded, estimated at one minor injury per couple years |
| What types of injuries are most common and reported | Risk Management Code of Practice 2007 S6 | - | - | Used for comparison to industry standards; only recalled incident was an employee who received a back injury |
| Does the company use the five step risk management process which is listed under the Risk Management Code of Practice 2007: Step 1 - Identify all hazards, Step 2 - Assess the risks these hazards create, Step 3 - Decide on measures to control the risks by, Step 4 - Implement appropriate control measures and Step 5 - Monitor the control measures and review the process | Workplace Health and Safety Act 1995 Risk S27A & Management Code of Practice 2007 S4 |  | X | No risk management procedure in place |
| Does the company keep records of this process | Risk Management Code of Practice 2007 S6 |  | X |  |
| Is there and Emergency Procedure in place | Risk Management Code of Practice 2007 |  | X | No Procedure |

* 1. **Consultation**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Checklist For Compliance With Consultation Criteria** | | | | |
| Criteria | Legislation | Yes √ | No X | Notes |
| Does the company have a workplace health and safety representative | S68 |  | X |  |
| Was this representative elected by the worker’s co-workers or the employer | S67 |  | X | No representative |
| Are workers at a workplace encouraged to negotiate with their employer about workplace health and safety representatives for the workplace | S70 |  | X | If there was a representative, then there wouldn’t be a problem with discussing these things with the owner; employees are not discouraged from this (never been tested in the past) |
| Does the company consult a workplace health and safety representative about proposed changes to the workplace, or plant or substances used at the workplace, that affect, or may affect, the workplace health and safety of persons at the workplace | S77(1) |  | X | No representative |
| Does the company permit the workplace health and safety representative to make inspections | S77(2) |  | X | No representative |
| Does the company tell each workplace health and safety representative about the following things if they are within the representative’s area of representation | S78 |  | X | No representative |
| Does the company display a notice advising the identity of each workplace health and safety representative for the workplace | S79 |  | X | No representative |
| Does the company tell new workers about workplace health and safety representatives and workplace health and safety committees for the workplace | S80(2) |  | X | No representative |
| If required does the company negotiate about a Workplace Health and Safety Representative | S76(1) |  | X | Owner would negotiate; this is not discouraged (put no due to the fact that this has never been tested in the past) |
| If required does the company facilitate an election of a Workplace Health and Safety Representative | S73(1)(2)(3) |  | X | An election has never been held in the past |
| Upon request of employee’s does the company establish a Workplace Health and Safety Committee | S86(2)(3)(4) |  | X | Has never been brought up in the past (therefore no); request would not be denied |

* 1. **First Aid**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Checklist For Compliance With First Aid Criteria** | | | | |
| Criteria | Legislation | Yes √ | No X | Notes |
| Are first aid kits provided within the workplace | First Aid Code of Practice 2004 S2(1) |  | X |  |
| Does the first aid kit include all the required tools | First Aid Code of Practice 2004 S2(1) |  | X | No First Aid Kit |
| Is the First Aid Kit located in an accessible area | First Aid Code of Practice 2004 S2(1)(3) |  | X |  |
| Are workers aware and informed of the first aid kit | First Aid Code of Practice 2004 S2(1)(3) |  | X |  |
| Can the first aid kit be clearly identified as a first aid kit (white cross and green background) | First Aid Code of Practice 2004 S2(1)(3) |  | X |  |
| Is a worker, trained in first aid, responsible for maintaining the first aid kit | First Aid Code of Practice 2004 S2(1)(3) |  | X |  |
| Are emergency telephone numbers clearly displayed | First Aid Code of Practice 2004 S2(1)(3) |  | X | No posters or numbers posted |
| Are the extension numbers, names and locations of the nearest first aid personnel clearly indicated | First Aid Code of Practice 2004 S2(1)(3) |  | X | No first aid personnel |
| Have selected workers received training in the use and maintenance of first aid kits | First Aid Code of Practice 2004 S2(1)(3) |  | X | There are currently no employees at any location who are first aid certified |
| Where burns have been identified as potential injuries, is a supply of cool running water and non stick burn dressings available | First Aid Code of Practice 2004 S2(1) |  | X | There are no potential burn injuries; no equipment which may provide burns |
| Do workers have access to trained first aid personnel | First Aid Code of Practice 2004 S2(2) |  | X |  |
| Does the company have an accident plan procedure | First Aid Code of Practice 2004 S2(5) |  | X | If a problem arises, the system in place is to go to the owner with the problem or concern |
| Is information about first aid facilities and services and the accident plan provided to workers on commencement of employment | First Aid Code of Practice 2004 S2(5) |  | X | There is only basic training; nothing pertaining to first aid upon commencement of employment |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Is current information about specific risks in the workplace , changes affecting the provision and use of first aid facilities and services, and procedures detailed in the accident plan available to all workers | First Aid Code of Practice 2004 S2(5) |  | X | There is no accident plan or procedure in place |
| Does the company have a first aid record keeping system | First Aid Code of Practice 2004 S2(7) |  | X |  |

* 1. **Manual Tasks**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Checklist For Compliance With Manual Tasks Criteria** | | | | | | |
| Criteria | Legislation | | Yes √ | No X | | Notes |
| Is there a risk management system in place which identifies potential manual task injuries, accesses the risks, controls the risk and monitors the results of the control measures | Manual Tasks Code of Practice 2000 S2(1) | |  | X | | The only risk foreseen by the company is that of lifting; for this risk, the company only lifts small stacks of books at a time when stocking shelves |
| Is training given to workers in the jobs they will be doing and in sufficient depth to do their jobs safely when: they are being inducted into jobs which contain risks from manual tasks, a new manual task is introduced, or a task has been redesigned, and when new equipment, tools or furniture are introduced | Manual Tasks Code of Practice 2000 S5(1) | |  | X | | The only training employees receive is a basic interview |
| Are records kept of induction and training given to workers | Manual Tasks Code of Practice 2000 S5(6) | |  | X | | No training offered |
| Do workers report to the employer or supervisor of: problems with the performance of a manual task, discomfort or symptoms that indicate there may be a problem with a task and/or problems with the maintenance of equipment | Manual Tasks Code of Practice 2000 S2(3) | | √ |  | |  |
| Is a refresher training offered when an employee has been absent for a long period of time | Manual Tasks Code of Practice 2000 S5(1) | |  | X | | There is no official training |
| Are periodic checks performed to ensure that competencies of the training are maintained | Manual Tasks Code of Practice 2000 S5(1) | |  | X | | There is no training; if a problem arises, the system in place is to go to the owner with the problem or concern |
| Are work items (including plant, tools, containers, workbenches, furniture, mechanical devices and vehicles) designed, purchased and maintained to be safe and without risk to health and safety | Manual Tasks Code of Practice 2000 S2(1) & S3 | | √ |  | | No items which have a foreseen health risk are purchased |
| Are workers and supervisors consulted with prior to the design or purchase of equipment to make sure all factors are considered | Manual Tasks Code of Practice 2000 S3(2) & S4 | | √ |  | | Before equipment is purchased, the owner is consulted |
| Is the workplace health and safety representative and workplace health and safety committee in the included in the consultation process of equipment | | | Manual Tasks Code of Practice 2000 S4(1) |  | X | No Workplace Health and Safety Officer or Representative | | |
| Are strategies in place to prevent injury from manual tasks | | |  | √ |  | A step ladder is used for items on high shelves and employees only lifts small stacks of books at a time when stocking shelves to prevent injury from heavy items | | |

* 1. **Regulation**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Checklist For Compliance With Regulation Criteria** | | | | |
| Criteria | Legislation | Yes √ | No X | Notes |
| Is there an appropriate, safe and clear access to and from the workplace for each of the relevant person’s workers working or about to work at the workplace | Workplace Health and Safety Regulation 2008 S137(2)(b) | √ |  | No obstruction of access |

1. Appendix 2 Original Interview

**General Questions**

1) How many individuals does the company currently employ (A ***worker*** is defined as a person who does work, other than under a contract for services, for or at the direction of an employer & A person may be a ***worker*** even though the person is not paid for work done by the person)?

*8*

2) What are some normal everyday activities that occur within the workplace (A ***workplace*** is any place where work is, or is to be, performed by a worker or a person conducting business)?

*Serve customers, straighten shelves, and rearrange books*

3) What does a normal workplace environment look like at the company (ie. Outside, inside, offices, equipment, forklifts, computers, machinery, etc…)?

*4 stores and 1 warehouse were books are stored*

4) How is work arranged at the company (ie. What kinds of shifts do the employees normally work – on call, night shift, day shift, etc…)?

*4 shops; 8 casuals; all part-time*

**Safety Management Systems**

1) Are policies for risky or hazardous tasks clearly defined (ie. Are there policies for how to label, handle and store hazardous materials; are there policies for operating potentially dangerous equipment)?

Any examples or forms of current policies could be helpful.

*No*

2) Is there a formal incident recording and reporting procedure in place? Is this policy strictly adhered to?

*No, just Workers compensation*

3) How is Heath and Safety of the workplace monitored? Are these incidences reported to the Workplace Health and Safety Representative? S78(1)(a)

*Not reported, no WHSR*

4) How many workplace injuries are documented?

*Once every 3 years or so; no serious injuries*

5) What types of injuries are most common and reported at the company? (Compare to Industry Average) For Example: burns, slips, trips, falls, cuts, injury from lifting, etc…

*Back injury, only injury remembered*

6) Does the company use the five step risk management process which is listed under the Risk Management Code of Practice 2007 which includes:

1. Step 1: Identify all hazards by:

* observing, inspecting, investigating, communicating and consulting; and
* making a record of the hazards identified.

1. Step 2: Assess the risks these hazards create by:

* assessing and prioritizing the risks;
* dealing with the highest priority risks first; and
* Dealing with less risks or least significant risks last.

1. Step 3: Decide on measures to control the risks by:

* eliminating the risk;
  + if elimination of the risk is not possible, select these control measure in the following order of preference -
    1. substitution;
    2. isolation (not administrative);
    3. minimization by engineering means;
    4. application of administrative measures; and
    5. use of personal protective equipment (PPE).

1. Step 4: Implement appropriate control measures should:

* adequately control the risks;
* not create other risks; and
* allow workers to do their work without undue discomfort or distress.

1. Step 5: Monitor the control measures and review the process:

A: Monitor

* Have the control measures been implemented as intended?
* Are the control measures adequate?
* Did the implementation of control measures create other hazards or risks?

B: Review

* Has anything changed over time since the risk process was implemented?
* Is the control of risks still adequate?
* Was the risk management process conducted effectively?

(Is there any kind of documentation to indicate/prove this?)

*No*

7) Keeping good records of the risk management process demonstrates potential compliance with The Act with respect to controlling risks in the workplace. Does the company have any records of this?

*No records kept, employees just go to the owner*

**Consultation**

1) Does the company have a workplace health and safety representative? S68

*No*

2) Was this representative elected by the worker’s co-workers or the employer? S67

*No representative*

3) Are workers at a workplace encouraged to negotiate with their employer about workplace health and safety representatives for the workplace? Some examples include: S70

* The number of workplace health and safety representatives for the workplace; and
* The extent to which the employer will facilitate the election of 1 or more workplace health and safety representatives for the workplace; and
* If there is to be more than 1 workplace health and safety representative—each representative’s area of representation; and
* The intervals at which a workplace health and safety representative is entitled to conduct inspections; and
* Access by the representative to training designed to help the representative in the exercise of the representative’s entitlements.

*Wouldn’t be a problem; not discouraged*

4) Does the company consult a workplace health and safety representative about proposed changes to the workplace, or plant or substances used at the workplace, that affect, or may affect, the workplace health and safety of persons at the workplace? S77 (1)

*No representative*

5) Does the company permit the workplace health and safety representative to make inspections? (Do you have a sample document or some kind of log of proof)? S77 (2)

*Yes if there was one*

6) Does the company tell each workplace health and safety representative about the following things if they are within the representative’s area of representation? S78

* Any workplace incident happening at the workplace;
* Any proposed changes to the workplace, or plant or substances used at the workplace, that affect, or may affect, the workplace health and safety of persons at the workplace;
* The presence of an inspector at the workplace if the representative is at the workplace;
* A notice given by an inspector about a matter;
* The employer must tell each representative as soon as practicable after the thing comes to the employer’s knowledge.

*No representative*

7) Does the company display a notice advising the identity of each workplace health and safety representative for the workplace? S79

*No*

8) Does the company tell new workers about workplace health and safety representatives and workplace health and safety committees for the workplace? S80 (2)

*No*

9) If required does the company negotiate about a Workplace Health and Safety Representative (WHSR)? Is there any evidence/proof of this? S76 (1)

*If the was a request, consideration would be taken*

10) If required does the company facilitate an election of a WHSR? Again, is there any proof/evidence of this? S73 (1) (2)(3)

*If the was a request, consideration would be taken*

11) Upon request of employee’s does the company establish a Workplace Health and Safety Committee? Again, is there any proof/evidence of this? S86(2) (3)(4)

*If the was a request, consideration would be taken*

**First Aid**

1) Are first aid kits provided within the workplace? And do they include the following (you can just put a yes or no) next to the item:

* **Adhesive** (assorted sizes) for minor wound dressing
* **Non-allergenic adhesive tape** for securing dressings and strapping
* **Eye pads** for emergency eye cover
* **Triangular bandage** for slings, support and/or padding
* **Hospital crepe or conforming bandage** to hold dressings in place
* **Wound/combine dressings** to control bleeding and for covering wounds
* **Non-adhesive dressings** for wound dressing
* **Safety pins** to secure bandages and slings
* **Scissors** for cutting dressings or clothing
* **Kidney dish** for holding dressings and instruments
* **Small dressings' bowl** for holding liquids
* **Gauze squares** for cleaning wounds
* **Forceps/tweezers** for removing foreign bodies
* **Disposable latex or vinyl gloves** for infection control
* **Sharps disposal container** for infection control and disposal purposes
* **Sterile saline solution or sterile water** for emergency eye wash or for irrigating eye wounds. This saline solution must be discarded after opening
* **Resuscitation mask** to be used by qualified personnel for resuscitation purposes
* **Antiseptic solution** for cleaning wounds and skin
* **Plastic bags** for waste disposal
* **Note pad and pen/pencil** for recording the injured or ill person's condition and treatment given
* **Re-usable ice-pack** for the management of strains, sprains and bruises

*No*

2) A checklist can be used to determine the effectiveness of the first aid kit (please just answer yes or no):

1. Is the first aid kit located in a prominent and accessible position?
2. Are workers informed and aware of the location of first aid kits?
3. Do all workers have access to first aid kits during all work shifts?
4. Can the first aid kit be clearly identified as a first aid kit?
5. Is the first aid kit clearly marked with a white cross on a green background?
6. Are the contents appropriate to the injuries and illnesses at the workplace?
7. Does the first aid kit contain sufficient quantities of each item?
8. Is a worker, trained in first aid, responsible for maintaining the first aid kit?
9. Are the contents appropriately labeled?
10. Are the contents within their 'use by' dates?
11. Are the contents adequately stored?
12. Is there a list of contents provided in the kit?
13. Are emergency telephone numbers clearly displayed?
14. Are the extension numbers, names and locations of the nearest first aid personnel clearly indicated?
15. Have selected workers received training in the use and maintenance of first aid kits?

*No to all; no first aid kit or first aid personnel*

3) Where burns have been identified as potential injuries, is a supply of cool running water and non stick burn dressings available?

*No; no burn potentially identified*

4) Is an eyewash station provided where eye injuries have been identified as potential injuries?

*No, no eye injury potential has been identified*

5) Workers should have access to trained first aid personnel. First aid duties can be demanding, both physically and emotionally, and first aid personnel should have the capacities to perform such duties. In selecting personnel to perform first aid duties, the following capabilities need to be considered:

* Ability to remain calm in an emergency
* Reliability
* Ability to complete required studies
* Ability to use the knowledge and skills gained

6) Is there a first aid trained personnel employed with the company?

*No*

* Are they capable of these responsibilities?
* Has the employee undergone first aid training?
* Does this employee work full time?
* Is the employee easily accessible within the workplace?

*No; no personnel*

7) Information about first aid should include an accident plan. Does the company have a plan such as this and does it:

* Specify the 'response' procedures to be followed in an accident situation (such as, notify supervisor or call for medical assistance),
* Allocate specific tasks involved in such procedures to individuals (ie. supervisor to call for an ambulance)
* Include emergency transportation arrangements (ie. who has a driver's license, location of available vehicle for use)
* Detail the location of first aid equipment and facilities at the workplace (including details of personnel responsible for the equipment and facilities)
* Specify the role of the first aid provider. In specifying the role of the first aid provider, it is important to remember that this person should not administer assistance beyond their level of qualification and competence (ie. if the first aid provider is not certified to perform cardiopulmonary resuscitation (CPR), the plan should not require this person to perform CPR)

*No*

8) Is information about first aid facilities and services and the accident plan provided to workers on commencement of employment?

*No; commencement of employment includes only a basic interview*

9) Is current information about specific risks in the workplace and changes affecting the provision and use of first aid facilities and services, and procedures detailed in the accident plan should be available to all workers?

*No; no risk assessment or accident plan*

10) Is the information provided through one or more of these means?

* Induction programs
* Information and awareness seminars
* Training courses
* Newsletters
* Notice board announcements
* Policy and procedure manuals
* Company memoranda

*No*

**Manual Tasks**

Under the Act, workplace health and safety must be managed by:

* Identifying hazards,
* Assessing risks that may result because of the hazards,
* Deciding on control measures to prevent, or minimize the level of, the risks,
* Implementing control measures, and
* Monitoring and reviewing the effectiveness of the measures.

In the retail and wholesale industry, manual handling risks includes carrying boxes, stacking shelves, etc..

1) Is there a Risk Management System in place which:

* **Identifies** problem tasks (although manual tasks can be identified as a hazard, not all manual tasks have significant risks associated with them. Select tasks for assessment that may have the potential to contribute to a musculoskeletal disorder, or have caused one),
* **Assess** the risks associated with the problem tasks,
* **Control** the risk (by selecting and implementing solutions to prevent or minimize the risk), and
* **Monitor** and review the effectiveness of the controls?

If so, what is the process used (any documents available might be helpful)?

*No*

2) Is training given to workers in the jobs they will be doing and in sufficient depth to do their jobs safely when:

* They are being inducted into jobs which contain risks from manual tasks,
* A new manual task is introduced, or a task has been redesigned,
* And when new equipment (mechanical aids), tools or furniture (adjustable items) are introduced?

Information on what is offered during training sessions relevant to manual labor could be helpful (ie. An itinerary of what exactly is covered during a training session).

*No training offered, just an interview*

3) Is a refresher training offered when an employee has been absent for a long period of time?

*No training*

4) Are periodic checks performed to ensure that competencies of the training are maintained?

*No*

6) Are work items (including plant, tools, containers, workbenches, furniture, mechanical devices and vehicles) designed, purchased and maintained to be safe and without risk to health and safety? Any specific examples could be helpful.

*Yes*

7) Are workers and supervisors consulted with prior to the design or purchase of equipment to make sure all factors are considered?

*Yes; managers of locations consult with the owner before purchase of equipment. If there is a problem with current equipment, the employee goes to the owner to discuss the problem.*

8) When thinking about manual tasks around the workplace, are strategies in place to prevent injury from manual tasks (ie. Are items stored between shoulder level and knee level, are employees required to wear a back brace while lifting heavy objects)?

Again, specific examples would be helpful.

*Step ladder, only small stacks of books are arranged at a time, no boxes are lifted*