

SWMS Title: Car Park Trolley Collection	Description of Task / Activity: Collection of shopping trolleys from trolley bays and returning to store.		
Partner Site: All Partner Sites			
SWMS prepared by: Stuart Heydon	Position: HSE Regional Manager Vic, Tas	Date: 08/09/2023	SWMS reviewed by: Gavin Reiske
Authorisation:			
Authorised by: Operational Business Unit Manager or Delegate		Date: 25/08/2023	

Hierarchy of Control	Risk Matrix		Risk Assessment Process										
			RISK ASSESSMENT PROCESS										
		Step 1 Determine Probability		Step 2				Step 3 Calculate Risk					
		LIKELIHOOD		CONSEQUENCE				Consequence					
				PERSON	ASSETS		ENVIRONMENT	Likelihood	1	2	3	4	5
A	Practically impossible	1	Minor Near Miss	Under \$500 Damage and Minimal Productivity Disruption.	No Damage		A	1 Low	3 Low	6 Low	10 Medium	15 High	
B	Not Likely to Occur	2	First Aid Treatment Injury	\$500–1000 Damage and/or Slight Production Disruption.	Minor Damage		B	2 Low	5 Low	9 Medium	14 High	19 Extreme	
C	Unusual but Possible	3	MTI or Short Term LTI	\$1000–5000 Damage and/or Production Disruption.	Reversible Damage		C	4 Low	8 Medium	13 Medium	18 High	22 Extreme	
D	Quite Possible	4	Long Term LTI	\$5000–10,000 Damage and/or Project Contingency Plan Required.	Serious Damage		D	7 Low	12 Medium	17 High	21 Extreme	24 Extreme	
E	Almost Certain	5	Fatality, Permanent Disability	More than \$10,000 Damage and/or Large Reorganisation of Project.	Major Damage		E	11 Medium	16 High	20 Extreme	23 Extreme	25 Extreme	

Required PPE (Personal Protective Equipment)									
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

1. Hazard / Hazardous Event	2. Current Controls
Preparation and Prestart – Uniform and Warmups	<ul style="list-style-type: none"> • Ensure that the appropriate City uniform is worn prior to starting works. (Long sleeve polo, cotton drill cargo pants and work shoes). • Consider wearing gloves while carrying out the works. • Prior to commencing work, ensure you are fit for work by completing the pre-start warmup routine provided via the City QR code. Pre-start warm-up routine requires approximately 5-10 minutes from start to finish.
Preparation and Prestart - Loss of Control of Unrestrained Trolleys	<ul style="list-style-type: none"> • Only Team Members who have been made aware of the hazards of trolley collection are to undertake this task. • Nested trolleys must be secured using the supplied cam buckle strap (attached to first and last trolley). Do not use elastic straps such as “Octopus/Bungee straps”. • Ensure careful judgement is used when moving nested trolleys over uneven, rough, or inclined ground. Pay attention to obstacles on ground outside, avoid potholes, speed humps, expansion joints and uneven ground where possible. • Inform a manager or the customer greeter before going out to collect trolleys, so they are aware of your location. • Consider the conditions and weather in the area where trolleys will be collected and decide if it is safe to do the task now.
Preparation and Prestart - Striking or Hitting a Person or Object	<ul style="list-style-type: none"> • Consider how many trolleys can safely be moved at any given time. Consider your individual personal factors and abilities. Do not nest more trolleys than you can safely handle. • Consider the working environment (e.g. terrain over which trolleys are moved such as down ramps or slopes).
Preparation and Prestart – Environment, Vehicular Traffic and Inclement Weather	<ul style="list-style-type: none"> • Always wear hi-visibility clothing or hi-visibility vest, cut-resistant gloves, and safety footwear while collecting trolleys. • Always wear appropriate personal protective equipment, hat, sunscreen, and sunglasses on high UV days and a wet weather jacket for protection against rain or cold, needs to include hi-visibility or wear a hi-vis vest over the top, when working in car parks and around moving vehicles. • Ensure that you drink plenty of water and take breaks out of the sun on high UV days. • Always wear fully enclosed, non-slip shoes.

1. Hazard / Hazardous Event	2. Current Controls
Collecting Trolleys - Hazardous Manual Handling	<ul style="list-style-type: none"> Never use mobile phones or other devices while working in the car parks or collecting trolleys. Never use headphones or in ear listening devices while working in car parks or collecting trolleys. Never lift or push a trolley or nested trollies up or down steps or gutters, use ramps or pedestrian walkways. Always check that all trolleys being collected are in a safe operational condition prior to nesting them for collection. Tag out of operation and isolate any damaged trolleys so they are not used by customers until repaired. Report all damaged trolleys to supervisor or store manager for repair. Never move more trolleys than you can safely handle. Never move more than a maximum of 10 nested trolleys at a time on a flat surface. Never more than 7 nested trolleys on a ramp or travelator. Don't move trolleys via a traveller unless trolleys are fitted with appropriate traveller wheel/safety brakes. Some centres may preclude the use of travelators to move nested trolleys. Reduce the number of trolleys being moved according to the gradient of the car park or steepness of car park ramps. Never move Trolleys down steep ramps. Always push trolleys, never pull trolleys when moving through the car park.
Collecting Trolleys – Vehicular and Pedestrian Traffic, Striking, Hitting or Being Struck or Hit by a Person or Object	<ul style="list-style-type: none"> Always be aware of moving vehicles, especially reversing, and turning vehicles and two-way traffic when moving nested trolleys. Always give way to pedestrians when moving trolleys around. Nested trolleys should remain at least 2 metres away from any person. Never ride on any trolleys, single or nested. Always plan the safest route before moving the trolleys. Use pedestrian crossings and walkways where possible but avoid moving vehicles and groups of people. Plan to always have control of the line of nested trolleys. Never take your hands off the nested trolleys or allow nested trolleys to roll by themselves. Assemble nested trolleys in the trolley return bay and secure trolleys together before moving the trolleys out. Only nest trolleys of the same type.

1. Hazard / Hazardous Event	2. Current Controls
Collecting Trolleys – Loss of Control of Unrestrained Trolleys	<ul style="list-style-type: none"> Always use purpose designed trolley cam buckle strap to secure nested trolleys when moving them. Never use elastic, ‘Octopus’ straps or rope as they can easily dislodge or come undone and cause serious injury. Reduce the number of nested trolleys depending on the gradient of the car park or slope required to move trollies across. Always report all incidents, injuries or damage to store manager and supervisor.
Collecting Trolleys – Slips trips and falls	<ul style="list-style-type: none"> Always wipe wet trolleys and trolleys that have been out in the rain with a suitable cloth to minimise a slip hazard. If trolley storage area floor is wet, always use appropriate wet floor signs in place until floor can be mopped and is dry.
Collecting Trolleys – cuts and biological hazards	<ul style="list-style-type: none"> Always dispose of any rubbish left in trolleys and clean trolleys when returning them to trolley holding area. Use cut-resistant gloves when collecting trolleys and wash hands thoroughly. Be aware of sharp objects and syringes being left in trolleys. Wear cut resistant gloves when handling sharp objects and dispose sharps in sharps container which is available within the office. Refer to HSEQ-PR-019 Infection Control and Disposal of Sharps Procedure which is available from your supervisor.
Collecting Trolleys – Damaged or Broken Trolleys	<ul style="list-style-type: none"> All identified damage and broken trolleys must be tagged ‘out-of-service’ and secured in an area in the car park awaiting repair. All damaged trolleys must be reported to store manager for repair. All damaged trolleys must be cleared as safe and fit-for-use prior to being returned to use by the public.
3. Additional Information	
<ul style="list-style-type: none"> For Additional Information contact the HSE Team. 	
4. Activity Risk Rating:	Medium