

HAZARD	POTENTIAL HARM	LIKELIHOOD	CONTROL MEASURES	TASKS
<b>Carrying heavy, large furniture items</b>	Muscle sprains and strains, injuries to ligaments, discs, and the back.  Injuries to soft tissue such as nerves, ligaments and tendons in the wrists, arms, shoulders, neck, or legs.  Abdominal hernias.	Likely, due to nature of items donated, and physical condition of volunteer workers.	<ul style="list-style-type: none"> <li>- Provide appropriate lifting aids (straps and jacks).</li> <li>- Provide training in the safe use of the lifting aids, the importance of using them and of the risks of lifting heavy items.</li> <li>- Alter work design and scheduling so that two volunteers are available when heavy items are being transported.</li> <li>- Use professional movers when excessively large items need to be moved. Volunteers are not to collect these items.</li> </ul>	Margaret to: <ul style="list-style-type: none"> <li>- purchase new lifting aids and organise training by 1 June 2023</li> <li>- set up on-call contract with a moving company for picking up excessively heavy items by 1 June 2023</li> <li>- check that the pick-up of heavy items only occurs when at least 2 volunteers are rostered on.</li> </ul>
<b>Use of chemical cleaning products</b>	Chemical burns/skin irritations resulting in skin contact or ingestion.	Possible, due to frequency of use.	<ul style="list-style-type: none"> <li>- Replace products with non-toxic alternatives, where possible.</li> <li>- Store cleaning and bleach products in a secure cabinet.</li> <li>- Instruct staff to only handle cleaning products when wearing rubber gloves.</li> <li>- Encourage staff to remind each other to use gloves.</li> </ul>	Margaret to: <ul style="list-style-type: none"> <li>- purchase different cleaning products, and</li> <li>- purchase and install a secure cabinet by 1 June 2023</li> <li>- make sure a supply of gloves is available.</li> </ul>
<b>Tripping</b>	Sprains, strains and fractures to arms, legs. Customers and workers could be impacted.	Possible, due to dropped-off goods left in shop area and van unloading area.	<ul style="list-style-type: none"> <li>- Provide large drop-off bins/crates for public to drop off donated items.</li> <li>- Ensure shop walkways are kept clear.</li> <li>- Carry out checks before store opening.</li> <li>- Impose a 'no loose items on floor' rule in the back/storage area.</li> <li>- Allocate 1 hour every Saturday afternoon for general shop and storage area tidy-up.</li> </ul>	Margaret to: <ul style="list-style-type: none"> <li>- purchase drop-off bins</li> <li>- ensure time is allocated for Saturday tidy-ups.</li> </ul>
<b>Driving the work van</b>	Injuries resulting from vehicle collisions.	Possible, due to frequency of use.	<ul style="list-style-type: none"> <li>- Ensure drivers hold current driver licences.</li> <li>- Ensure the work van undergoes yearly servicing.</li> <li>- Ensure the work van has a current WOF and registration.</li> <li>- Instruct drivers to tell the shop overseer of any vehicle faults or concerns asap.</li> </ul>	Margaret to: <ul style="list-style-type: none"> <li>- organise yearly servicing and renewing WOF and registration</li> <li>- check drivers hold current driver licences</li> <li>- organise repairs as needed.</li> </ul>
<b>Aggressive or bullying behaviour by customers</b>	Harm to mental or physical harm.	Possible, due to frequent interactions with the public.	<ul style="list-style-type: none"> <li>- Post signs stating that aggressive behaviours towards staff or customers will not be tolerated.</li> <li>- Ensure staff have instructions and training on how to manage aggressive people (including how to protect customers, and when to call Police).</li> <li>- Ensure staff are never alone at the shop.</li> </ul>	Margaret to: <ul style="list-style-type: none"> <li>- organise signs</li> <li>- provide training to staff for dealing with physical aggression</li> <li>- post information in staff-only areas about how to manage difficult customers.</li> </ul>

**TABLE 1:** Example: The Charity Shoppe Inc risk management plan