

CITE UP

Safety Toolbox Manual

MAY 2024

Ophelia Baptiste
[Date]



CONTENTS

- 1. Overview**
- 2. OSHA – Employer and Employee Responsibilities**
- 3. Communication of Safety Information at Cite Up**
- 4. Reporting of Hazards, Incidents and Accidents**
- 5. Safety Scenarios for Cite Up Employees**
 - a. Slips and Trips**
 - b. Cleaning**
 - c. Handling and Moving Stock**
 - d. Knives, Box Cutters & Sharp Items**
 - e. Working at Heights**
 - f. Workwear**
 - g. Office Safety**
- 6. Emergency Evacuation**
- 7. Emergency Contact**
- 8. Safety Signs**
- 9. Meetings/ In Office Sessions and Log Books**



HEALTH & SAFETY TOOLBOX SESSION

OVERVIEW

It is the policy of Cite Up to provide a safe and healthy workplace. Every employee is responsible for the safety of himself/herself as well as others in the workplace. To achieve our goal of maintaining a safe workplace, everyone must be safety conscious at all times. In compliance with national laws, and to promote the concept of a safe workplace, the Company maintains a Health & Safety Toolbox Sessions.

The Health and Safety Toolbox Session provides guidelines and acts as a reminder to both Cite Up and its employees to exercise good Health and Safety practices while on duty geared towards reducing and preventing incidents, accidents and accident-related loss of lives, time and resources.

This toolbox session acts as a guide and general resource only — not all workplace hazards are covered.

Health and safety legislation exists to protect everyone. Taking responsible steps (employer & employees) to minimise workplace risks leads to safer, happier and more productive employees and an improved working environment.

EMPLOYER AND EMPLOYEE OBLIGATIONS

The Occupational Safety and Health Act sets out a legislative framework governing workplace health and safety.

EMPLOYER

Section 6 of the Act provides a general statutory duty on every employer to ensure, **so far as is reasonably practicable, the safety, health and welfare at work of all its employees**. Employers should establish “due diligence procedures”, that is, a system that provides for the taking of reasonable steps to ensure that the duties provided by OSHA are executed.

EMPLOYEE

Section 10 of the Act provides a general statutory duty on employees **to take reasonable care for the safety of himself and others; to report to his employer, any contraventions under the Act, to use correctly personal protection clothing or devices for use**; to ensure they are not under the influence of any substance abuse [drugs | alcohol] while at work so as to be a danger to himself or others.

How will Safety information be communicated to you?

Cite Up Limited is committed to communicating safety information to our employees in a variety of ways, including the following:

- Through formal training sessions
- Through Supervisor coaching
- During staff meetings
- Via e-mail updates/communication
- On our notice boards
- On posters and notices
- Through the health and safety committee or representative



Creating A Safe & Healthy Retail Environment

A retail store/ supermarket may have potential hazards that can lead to an accident and injury if left unmanaged. Shop floors can become slippery in wet conditions, fixtures and fittings can deteriorate and stock must be replenished regularly, involving deliveries, restocking shelves, chillers etc and waste management.



REPORTING HAZARDS AND INCIDENTS

It's important that ALL employees report any potential hazards to their employers using the Hazard Incident Form [Form No. CUL/HIF/24]

- STEP 1 – Merchandiser to inform Team lead of potential hazard
- STEP 2 – Photos and/or videos of potential hazard should be taken
- STEP 3 – Fill out **Form No. CUL/HIF/24** thoroughly with all areas completed and ensure that the form is signed.
- STEP 4 – Submit **Form No. CUL/HIF/24** with supporting photos etc to your Team Lead via WhatsApp or email, immediately upon completion
- STEP 5 – Team Lead to submit **Form No. CUL/HIF/24** with supporting photos etc to the Safety Administrator copying the Account Manager, HR Lead, Trade Marketing Lead and Operations Manager

ALL incidents are to be reported within 1 to 2 hours using the company's Incident Form [Form No. CUL/AIF/24]

Note: It's important to take pictures and or videos of both potential hazards or incidents that have occurred.

- STEP 1 – Merchandiser to inform Team Lead and Store Management of Incident/Accident immediately
- STEP 2 – If medical attention is required – Merchandiser or Store official should call 811 ambulance service or allow the administration of First Aid through a trained personnel.
- STEP 3 – Photos and/or videos of incident/accident area/s and resulting injury should be taken
- STEP 4 – Fill out **Form No. CUL/AIF/24** thoroughly with all areas completed with photos and videos etc. or if staff is incapacitated, Team Lead is to complete
- STEP 5 – Submit **Form No. CUL/AIF/24** to your Team Lead / to next in line via WhatsApp or email, immediately upon completion within 2 – 4 hours
- STEP 6 – Team Lead to submit **Form No. CUL/AIF/24** with supporting photos etc to the Safety Administrator copying the Account Manager, HR Lead, Trade Marketing Lead and Operations Manager

COMMON SAFETY SCENARIOS FOR CITE UP LIMITED EMPLOYEES

Slips & Trips

Slips and trips are the most common cause of accidents in retail stores | and supermarkets. While human error inevitably causes some accidents, most risks can be minimised through good housekeeping.

- ✓ Keep the retail area and stock rooms tidy and free from trip hazards
- ✓ Dispose of waste materials appropriately
- ✓ Keep aisles free of boxes while replenishing stock
- ✓ Keep walkways and access routes clear
- ✓ Ensure floor surfaces, car park surfaces, steps, slopes and ramps are well-maintained and in good condition
- ✓ Use appropriate safety signage or install barriers to restrict access to unsafe areas
- ✓ Only work in areas where floors are clean and dry



Cleaning

As many cleaning products contain abrasive chemicals and irritants, it is essential the correct products are used for the correct purpose.

- ✓ Cleaning products should always be used in accordance with the manufacturer's instructions and safety precautions
- ✓ Protective gloves and appropriate cleaning equipment should be provided
- ✓ All cleaning materials should be stored correctly
- ✓ Staff should be trained on how to use cleaning products safely
- ✓ Create a simple log of cleaning activity
- ✓ Cleaning product safety

Approved Chemicals used on the trade:

1. Rubbing Alcohol (See Ecolab Safety Data Sheet: Section 4 -First Aid)
2. Cif (See Unilever Safety Data Sheet: Section 4 First Aid)

Handling & Moving Stock

Injuries caused by inappropriate handling of stock can occur within retailing. This is an area where training in the correct handling of equipment is essential.

- ✓ Ensure you are aware of procedures for safe deliveries and collections of expired and damaged goods
- ✓ Liaise for storage of heavy items at the appropriate height, both in the stockroom and on display

- ✓ Practice safe lifting and handling techniques
- ✓ Use equipment provided to assist safe lifting where required and ensure this equipment is only operated by trained personnel

Force – The amount of physical effort required to perform a task (such as heavy lifting, pushing or pulling), handle merchandise, or maintain control of equipment

Repetition – Performing the same motion or series of motions continually or frequently for an extended period of time

Contact stress – Pressing the body or part of the body (such as the hand) against hard or sharp edges, or using the hand as a hammer

Awkward and static postures – Assuming positions that place stress on the body, such as prolonged or repetitive reaching above shoulder height, kneeling, squatting, leaning over a counter, using a knife with wrists bent, or twisting the torso while lifting

<https://youtu.be/Gkf4-Y0KZhk?feature=shared>



Knives, Box Cutters, Sharp Items

Box cutters are common tools for merchandisers. Safe work habits will decrease your chance of losing time from work due to injury.

- Do not engage in discussions with your co-workers while you are using a sharp tool.
- Do not engage in horseplay while using tools or handling sharp instruments
- Stop cutting if you need to look up or focus on something else.
- Inspect the tool before use.
- Only use the tool only for the job it was designed for. For example, a knife should not be used as a pry bar, can opener, chisel, punch, awl, scraper, or screwdriver. Never use a safety razor knife for anything other than cutting
- If the tool has a retractable blade, retract it immediately after use, and retract it fully. Similarly, close scissors or snips when not in use.
- Use the right tool for the job and make sure the blade is sharp. Dull blades require more force, increasing the chance of injury.
- Work in a well-lit space so you can see what you are doing.
- Cut on a stable surface.



- Cut away from your body. Make sure no body parts are in the cutting path, or in the path the blade might take if it slips.
- Always store sharps separately from other tools and utensils
- Place the tool at the back of the counter when not in use, with the sharp edge away from you.
- Do not use excessive pressure when cutting.
- Do not try to catch a falling tool. Quickly move out of the way, let it fall, and then pick it up.
- Do not carry an open tool in your pocket.
- Do not drop or leave a sharp tool in a place where it cannot be seen; for example, by placing other items on top of the tool.
- Do not pass or throw a tool to someone else. Place the tool or knife on the counter and let the other person pick it up. Tools like scissors can be passed in the closed position, handle first.

[Box Cutter & Utility Knife Safety Training Video](#)

[How to Safely Use a Box Cutter Tutorial](#)

Working At Heights

To minimise the risk of falling, work should always be carried out at ground level wherever possible. This can often be achieved by improving shelving layout.

- ✓ Regularly inspect ladders to ensure they are stable and rubber on the base of the ladder are solid and secure.
- ✓ Use ladders when working at a height
- ✓ Follow guidelines for safe use of ladders when working at a height safely
- ✓ Do not overreach, never place ladders on uneven floors

<https://youtu.be/b7ArZilnnTE?feature=shared>



Workwear

Cite Up requires our staff to be professionally attired at all times. Workwear consists of dress slacks/pants, approved coloured polos, t-shirts or shirts, and comfortable shoes; appropriate for retail back stores or warehouses.

- ✓ Shoes are to cushion feet and toes with proper rubber soles
- ✓ Hair is to be neat and professionally kept
- ✓ No dangling earrings
- ✓ Gloves



Office Safety

To minimise any risks to employees or visitors when in an office environment.

- ✓ Clear walkways with no trip hazards. Avoid wires crossing active walk areas
- ✓ Neat desks and workstations. Avoid having loose power cords and wires nearby one's feet while sitting at a desk
- ✓ Proper signage designating safety compliance
- ✓ Proper use of chairs and sitting etiquette
- ✓ Immediate action on spills/ wet areas
- ✓ Proper use of electrical outlets

<https://youtu.be/1sb548iiuPY?feature=shared>

[Office Safety DVD - Safety training video for the office - Safetycare free preview](#)

[Office Safety in RTP: Apply Ever After](#)

Emergency Evacuation

Before all meetings, a safety briefing should be given advising of the emergency evacuation procedures.

- ✓ Stop all activities immediately.
- ✓ Assess that all persons can evacuate the area.
- ✓ Listen to the advice of safety wardens or building authority
- ✓ Follow EXIT signs to the nearest safe exit.
- ✓ Use the stairs if in a multi-storey building. DO NOT use elevators
- ✓ Steer clear of hazards.
- ✓ Move away from the building
- ✓ Gather at Muster Point
- ✓ Perform a headcount
- ✓ Do not re-enter the building without an "all clear".

Emergency Contact

It's important that you provide Cite Up Limited with your current address and updated contact numbers for yourself and your primary and secondary contacts in the case of an

Safety Signs

Cite Up buildings are being outfitted with all the necessary signage to ensure the safety of staff and visitors to our locations.



Examples

- ✓ Enter and Exit
- ✓ Restrooms
- ✓ Beware Electrical Panel
- ✓ Uneven Floors
- ✓ Use Railing
- ✓ Do Not Lean

Meetings/ In Office Sessions AND Log Books

All meetings and in-office Sessions must be recorded by using the authorised company's attendance register.

All persons coming into the office must sign in and out of the office log book.

All letters issued will be stamped and must be signed for by the person receiving same.