



**COEX**  
CONTAINER EXCHANGE



# THINK SAFE. WORK SAFE.

Your guide to operating a safe site for staff and customers

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# 1.0 INTRODUCTION

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Ensuring the safety of workers and visitors to your site is an important responsibility and it can benefit your business in many ways.

Operating a safe site will not only keep you, your team and customers safe – it's also good for business.

Workplace Health and Safety incidents can have a range of negative outcomes.

These may include:

- injury to staff or customers
- negative staff morale
- reputational damage to your business
- increased insurance premiums
- costly legal action
- damage to expensive equipment
- reduced productivity and profitability.

The good news is many workplace safety incidents may be prevented by applying the simple steps outlined in this handbook.

# 2.0 HIERARCHY OF RISK CONTROL

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The Hierarchy of Controls provides a step-by-step guide to managing risks.



It outlines different ways risks can be controlled, ranking them by how effective they are.

Workplace Health and Safety (WHS) regulations require you to work through this hierarchy when deciding how risks will be managed at your site.

You will likely need to use a mix of Level 1, Level 2 and Level 3 controls to address workplace hazards.

It's important to involve your team in your site risk assessment and the process of deciding which risk controls to introduce.

Their involvement in the process will not only offer valuable insight, it can also make staff more open to accepting any changes that need to be made to how they do their job.

You can learn more about the Hierarchy of Controls in the [Workplace Health and Safety Code of Practice](#).

# 3.0 TRAFFIC MANAGEMENT

## 3.1 TRAFFIC INCIDENT SAFETY CHECKLIST

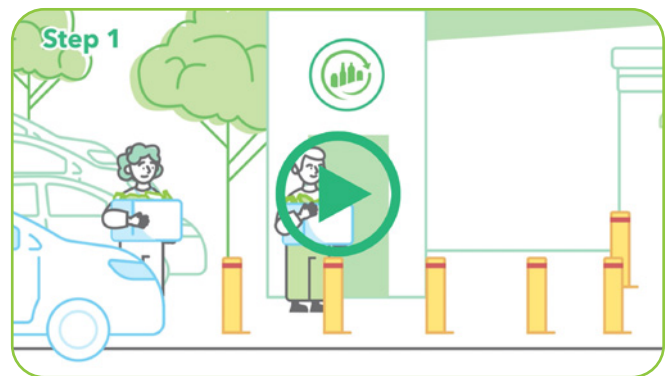
- ✓ Do a site Risk Assessment with staff
- ✓ Create a Traffic Management Plan
- ✓ Put controls in place to separate vehicles from pedestrians and equipment
- ✓ Identify administrative controls and other controls to minimise the risks identified
- ✓ Monitor and review controls

## 3.2 WHAT IS A TRAFFIC INCIDENT?

Traffic incidents involve on-site vehicles such as customer cars, forklifts and logistics trucks. They can result in injury to individuals (employees and customers) or damage to costly equipment and infrastructure.

### Examples of traffic incidents include:

- a car veering out of its lane and into equipment or pedestrians
- a car driving through plastic cones into equipment or pedestrians
- a collision between on-site vehicles
- a vehicle running over an employee or customer's foot
- a forklift colliding with on-site equipment resulting in damage
- a vehicle reversing into a pedestrian area.



Click above to watch the *Think Safe. Work Safe.* introduction to traffic management.

## 3.3 AVOIDING TRAFFIC INCIDENTS AT YOUR SITE

There are several simple steps you can take to minimise the risk of a traffic incident at your site.

### 1 Risk Assessment

Conduct a detailed site audit in consultation with your staff to identify all places where vehicles may come into contact with people or infrastructure.

Once you have listed all the hazards specific to your site, consult with staff to identify what controls can be put in place to reduce or remove the risk.

### 2 Traffic Management Plan

The Work Health and Safety Act 2011 requires all individuals conducting business in Queensland to exercise a duty of care.

For this reason, having a Traffic Management Plan is part of your contract with Container Exchange (COEX). It's an important tool for keeping you, site visitors and staff safe.

Your Traffic Management Plan will include an overview of the traffic risks identified for your site and the controls that will be put in place to manage them.

#### Traffic management controls can include:

- bollards
- pedestrian crossings
- designated zones (e.g. pedestrian, logistics, operations)
- speed bumps to slow traffic
- wheel bumps to slow traffic
- barrier railing and fencing
- boom gates
- installing mirrors to improve visibility around blind spots
- site rules and procedures
- signage
- sensors and reversing alarms
- speed limits
- demarcation lines.

Planning traffic flow is another important element of your Traffic Management Plan. A one-way flow of traffic is one of the best ways to avoid a traffic incident at your site.

Finally, include a diagram of the site which demonstrates where entry and exit points, bollards and other controls detailed in your Traffic Management Plan are located.

It's a good idea to regularly review your Traffic Management Plan to ensure it is up to date and reflects the current layout of your site.

While developing a Traffic Management Plan is the responsibility of the business owner, your Regional Manager will be happy to answer any questions you may have about putting a plan in place.

### 3 Physical separation

You should minimise interaction between vehicles and pedestrians wherever possible.

**The most effective way of keeping vehicles separated from people and equipment are:**

- permanent barriers
- permanent railings
- permanent bollards
- separate entry and exit points for cars and pedestrians.

Remember, plastic witches hats and plastic bollards are a great visual cue but they don't provide a physical barrier between an on-site vehicle and pedestrians or infrastructure and equipment.

You can further enhance safety by designating walkways for pedestrians that are separated from traffic by permanent barriers, railings or bollards.

### 4 Administrative controls

Administrative controls can include training, policies and procedures and using PPE (Personal Protective Equipment).

**For example:**

- scheduling logistics outside of business hours
- requiring staff to wear high visibility clothing on-site
- providing training for staff so they have a good understanding of policies and procedures, and know what action to take in the event of an incident
- using signage to clearly communicate site rules.

### 5 Monitor and review controls

- Undertake regular inspections to ensure the controls are in place
- Undertake regular reviews to ensure the controls in place are effective
- Undertake regular consultation with workers to confirm controls are in place and effective
- Ensure current controls are in accord with your Traffic Management Plan
- Ensure workers are trained and aware of the controls and how to implement them.





### 3.4 STAFF SPOTLIGHT: SAFE BEHAVIOURS FOR SITE VISITORS AND STAFF



- Follow speed limits and other directional signage
- Stay in designated lanes and safe areas
- Use signage to direct safe traffic movements for customers
- Turn the car engine off when waiting
- Use plastic witches hats as a visual guide only (they should not replace permanent bollards)



### 3.5 ADDITIONAL RESOURCES

[Risk Assessment Form](#)

[Sample Vehicle Collision Alert](#)

[Traffic Control Measures Checklist](#)

[Traffic Management General Guide](#)

[Workplace Health and Safety Code of Practice](#)

[Example Traffic Management Plan](#)

# 4.0 SHARPS AND NEEDLES

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## 4.1 SHARP AND NEEDLE SAFETY CHECKLIST

- ✓ Conduct a site Risk Assessment with staff
- ✓ Provide staff with PPE (including puncture-resistant gloves)
- ✓ Have a sharps disposal container on-site
- ✓ Use tongs to safely handle sharps and needles
- ✓ Use a counting table that is designed to minimise exposure to sharps and needles
- ✓ Educate customers not to bring contaminated containers to site

## 4.2 WHAT ARE SHARP AND NEEDLE INCIDENTS?

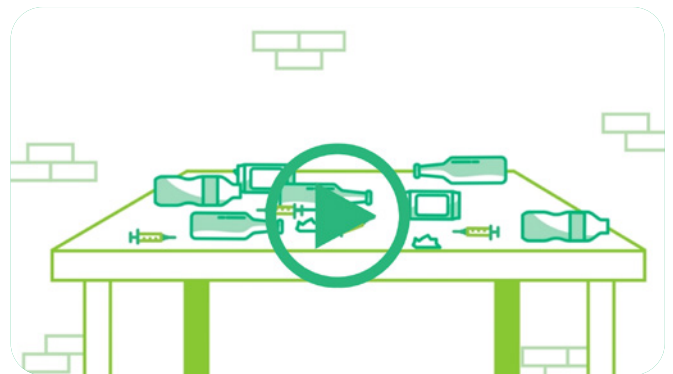
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It's important to remember that anything from cigarette butts to used syringes may have been disposed of inside used beverage containers, so it's a good idea to always handle with care.

While skin pricks from sharps and needles found inside containers are rare, the consequences can be serious.

Skin pricks from used syringes can potentially expose an individual to blood-borne viruses like HIV/AIDS and Hepatitis B.

While a blood test after the incident can confirm if any viruses or diseases have been contracted, it can be an extremely anxious wait to find out the results.



Click above to watch the *Think Safe. Work Safe.* introduction to sharps and needles.

## 4.3 AVOIDING SHARP AND NEEDLE INCIDENTS AT YOUR SITE

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There are a number of steps you can take to reduce the risk of sharp or needle incidents at your site.

First up, carry out a detailed Risk Assessment in consultation with your staff to identify all places where people may come into contact with sharps and needles. At CRPs (Container Refund Point) this is likely to be around your counting or bag drop area.

Once you have listed all the hazards specific to your site, consult with staff to identify what controls can be put in place to reduce or remove the risk.

### **Minimise the risk of sharp and needle incidents at your site by taking the following actions:**

- equip staff with appropriate PPE such as:
  - › puncture-resistant gloves
  - › safety footwear
  - › protective clothing
  - › safety eyewear
- conduct regular training so staff are familiar with the steps to take if there is a sharp or needle incident. Staff should have a clear understanding of how to identify hazards and the risks they present, how to prevent incidents and what action to take if an incident occurs
- support training with clearly documented procedures on:
  - › how to safely dispose of sharps and needles
  - › what action to take if a skin prick incident occurs
  - › how to report the incident to supervisors
  - › how to manage interactions with customers who bring contaminated containers to your site
- use counting tables that are designed to let sharps and needles fall below the working surface, safely out of the way of hands
- if contaminated containers are a recurring issue at your site, consider introducing signage to educate customers about the risk contaminants present to staff.

## 4.4 SAFELY DISPOSING OF SHARPS AND NEEDLES

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- Bring your sharps disposal container to the sharp. You should never carry the sharp to the container
- Place the sharps disposal container on a stable surface. You should not be holding the container when you attempt to place the used sharp inside
- Wearing puncture-proof gloves, pick up the sharp by the middle of its barrel. Ideally, tongs should be used to handle the sharp to further minimise the risk of exposure
- Keeping the sharp end facing away from you at all times, place the item in your sharps disposal container. Securely place the lid on the container
- When your sharps container is full contact your local pharmacy or council for advice on how to safely dispose of it.

Source: Pharmacy Guild of Australia, Queensland

## 4.5 STAFF SPOTLIGHT: SAFE BEHAVIOURS



- Wear all PPE your employer supplies
- If a sharp is found:
  - › use tongs and a sharps disposal container
  - › if possible, dispose of the item before it reaches the counting table
- Educate customers to not bring sharps to site

## 4.6 WHAT SHOULD I DO IN THE EVENT OF A SKIN PRICK INCIDENT?

- Stay calm
- Wash the affected area with soap and cold running water
- Apply an antiseptic and band-aid
- Advise your supervisor
- Visit a local GP, hospital or community health centre for advice on testing for exposure to blood-borne viruses

Source: Pharmacy Guild of Australia, Queensland



## 4.7 ADDITIONAL RESOURCES

[Skin Penetrating Injuries \(Worksafe Queensland\)](#)

[Sample Sharps Safety Alert](#)

# 5.0 GLASS

## 5.1 GLASS SAFETY CHECKLIST

- ✓ Conduct a site Risk Assessment with staff
- ✓ Develop and clearly document glass handling procedures that are supported by staff training
- ✓ Ensure staff are wearing appropriate PPE when handling glass
- ✓ Minimise breakages by using:
  - rubber floor mats in high-breakage areas
  - lined bins (these will also minimise the noise from glass containers within)
  - trolleys to transport container loads
  - counting machines
- ✓ Choose bins with an opening that is designed to minimise overspray from broken glass
- ✓ Use signage to reinforce safety requirements

## 5.2 WHAT ARE GLASS INCIDENTS?

Millions of glass beverage containers are processed in Queensland every day, making glass incidents a big safety risk for your site.

Glass injuries can occur when broken glass beverage containers are brought to site, or when glass is broken on-site.

Shards of broken glass can cause injuries ranging from minor cuts to deep lacerations and vision impairment – if glass enters the eye.

Handling glass can be noisy work and long-term exposure to this noise can impact hearing, so it's important to supply your staff with the correct hearing PPE.



Click above to watch the *Think Safe. Work Safe.* introduction to glass.



## 5.3 AVOIDING GLASS INCIDENTS AT YOUR SITE

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First up, carry out a detailed Risk Assessment in consultation with your staff to identify all places where people may come into contact with sharps and needles. At CRPs this is likely to be around your counting or bag drop area.

Once you have listed all the hazards specific to your site, consult with staff to identify what controls can be put in place to reduce or remove the risk. For example, CRP high-traffic areas – like entries, exits and counting areas – would be some of your focus areas.

### **Actions you can take to minimise the risk of glass incidents at your site include using:**

- rubber floor mats in high-risk areas for breakages such as counting areas
- lined bins to insulate against noise and minimise breakages
- appropriate PPE for staff including:
  - › eye and hearing
  - › cut-resistant gloves
  - › safety boots
  - › cut-resistant sleeves
- trolleys to help customers transport containers between their vehicle and the counting area – this will help reduce the likelihood of breakages from dropped glass containers
- clearly documented glass handling procedures, for example:
  - › staff must immediately clean up any broken glass. If the breakage occurs front-of-house, the hazard should be communicated to customers or site visitors
  - › staff must wear full PPE including eye, ear, long sleeves and gloves when handling glass
  - › staff must not throw glass when counting containers
- staff training on glass-handling procedures (at the time of onboarding and with periodic refresher training)
- counting machines that remove the need to handle glass, in turn reducing the risk of injury
- choose bins with an opening designed to minimise overspray from broken glass
- signage to communicate safety risks or requirements, for example:
  - › hearing and eye protection must be worn in this area
  - › enclosed shoes must be worn in this area.

## 5.4 STAFF SPOTLIGHT: SAFE BEHAVIOURS



- Wear all PPE your employer supplies
- Clean up broken glass immediately
- Never throw glass containers
- Don't carry broken glass or heavy glass loads in plastic bags

# 6.0 SLIPS, TRIPS AND FALLS

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## 6.1 SLIPS, TRIPS AND FALLS SAFETY CHECKLIST

- ✓ Conduct a site Risk Assessment with staff
- ✓ Carry out regular site inspections to identify new and emerging hazards. Pay particular attention to high foot traffic areas
- ✓ Practise good housekeeping
- ✓ Install non-slip flooring in 'wet' areas
- ✓ Install handrails in areas where there is a fall risk (e.g. stairs)
- ✓ Ensure appropriate footwear is worn
- ✓ Offer trolleys to help transport large loads
- ✓ Use hazard tape and signs to alert people to slip, trip and fall hazards

## 6.2 WHAT ARE SLIPS, TRIPS AND FALLS?

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Slips occur when site visitors or staff lose their footing and unintentionally slide.

Trips occur when the individual's foot catches on something causing them to stumble or fall.

Falls can be caused by slips and trips, or occur from steps, stairs and mezzanine levels.

**Slips, trips and falls can be caused by walking on surfaces that are:**

- wet
- slippery
- untidy
- uneven
- unstable.

Ill-fitting or inappropriate footwear can also contribute to these types of safety incidents.

At CRPs, the area travelled between the customer's vehicle and the counting area is likely to be a hot spot for slip, trip and fall hazards.

These commonly occur in the form of liquid that leaks from containers and dropped bottle caps or containers.

Slips, trips or falls can result in musculoskeletal injuries, cuts, bruises, fractures, dislocations and even fatalities.



## 6.3 AVOIDING SLIPS, TRIPS AND FALLS AT YOUR SITE

There are a number of simple steps you can take to avoid the risk of slips, trips and falls at your site.

First, carry out a site Risk Assessment with staff to identify areas where incidents are likely to happen and decide on control measures to manage these risks.

### Conduct regular site inspections:

- keep an eye out for uneven, sloping or damaged surfaces (e.g. loose carpet, holes in concrete flooring)
- pay particular attention to high foot traffic areas such as pedestrian entries and exits. These are most likely to become affected by slip and trip hazards like spilled liquid from containers or dropped containers and bottle caps.

### Other control measures you can use to manage the risk of slips, trips and falls include using:

- non-slip flooring in areas likely to become wet or slippery, such as customer return areas
- handrails in areas where there is a potential for a fall (e.g. ramps, stairs, mezzanine levels)
- practise good housekeeping:
  - › keep your site clean and tidy
  - › plan on-site storage to ensure everything has a place
  - › regular site clean ups
- train staff to recognise slip and trip hazards and act on them immediately (e.g. mop up spills, remove trip hazards such as dropped bottle caps or containers)

- use visual cues such as yellow and black striped hazard tape and signs (e.g. 'slippery when wet' or 'caution – slip hazard') to alert staff and customers to potential hazards – these should be placed in between the hazard and person
- ensure staff wear appropriate footwear – boots should have a non-slip sole in good condition
- make trolleys available for staff and customer use so large container volumes can be moved without the risk of items being dropped or the load obstructing the carrier's vision.

Further tips on managing slips, trips and falls can be found in the Additional Resources links on the next page.



Click above to watch the *Think Safe. Work Safe.* introduction to slips, trips and falls.



## 6.4 STAFF SPOTLIGHT: SAFE BEHAVIOURS



- Wear well-fitting, enclosed footwear with a non-slip sole
- Pick up loose objects from pedestrian or foot traffic areas
- Clean up spills immediately
- Store equipment away when not in use
- Always walk on site, no running
- Use trolleys and lifting equipment to help transport loads
- Ask for or volunteer help when carrying containers and other loads



## 6.5 ADDITIONAL RESOURCES

[Slips, trips and falls prevention \(Workplace Health and Safety Queensland\)](#)

[Slips, trips and falls overview \(Safe Work Australia\)](#)

[Slips, trips and falls fact sheet \(Safe Work Australia\)](#)

# 7.0 MANUAL HANDLING

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## 7.1 MANUAL HANDLING SAFETY CHECKLIST

- ✓ Conduct a site Risk Assessment with staff
- ✓ Develop manual handling procedures and conduct training with staff
- ✓ Rotate staff through manual handling roles
- ✓ Consider the ergonomics of your counting area
- ✓ Use infrastructure and equipment to minimise hazardous manual handling tasks

## 7.2 WHAT ARE MANUAL HANDLING INCIDENTS?

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Manual handling includes tasks where the participant is required to push, pull, lift, lower, carry or move items.

**These tasks can present a safety risk if they include:**

- repetitive or sustained force
- high or sudden force
- repetitive movement
- sustained or awkward postures
- exposure to vibration.

If not effectively managed, these tasks can have a range of musculoskeletal impacts such as sprains, strains, back injuries, soft-tissue injuries and chronic pain.

**Examples of manual handling activities that may present a risk include:**

- tipping transfer bins of containers into logistics bins using an above-the-shoulder movement
- twisting or overreaching while counting containers
- not using the correct lifting procedure when lifting heavy items
- lifting loads that are too heavy for a single person and not using a two-person lift
- activities that are carried out without the use of lifting equipment supplied by the employer.

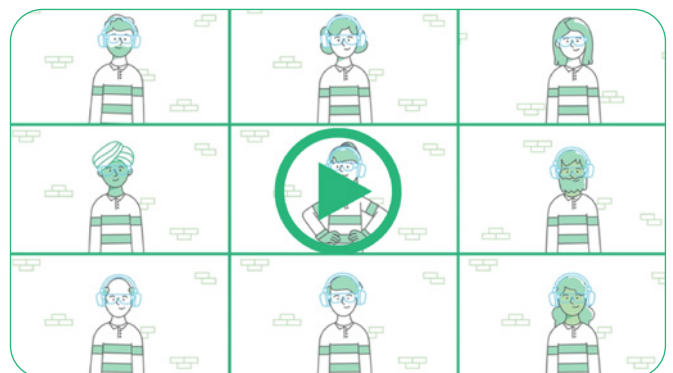
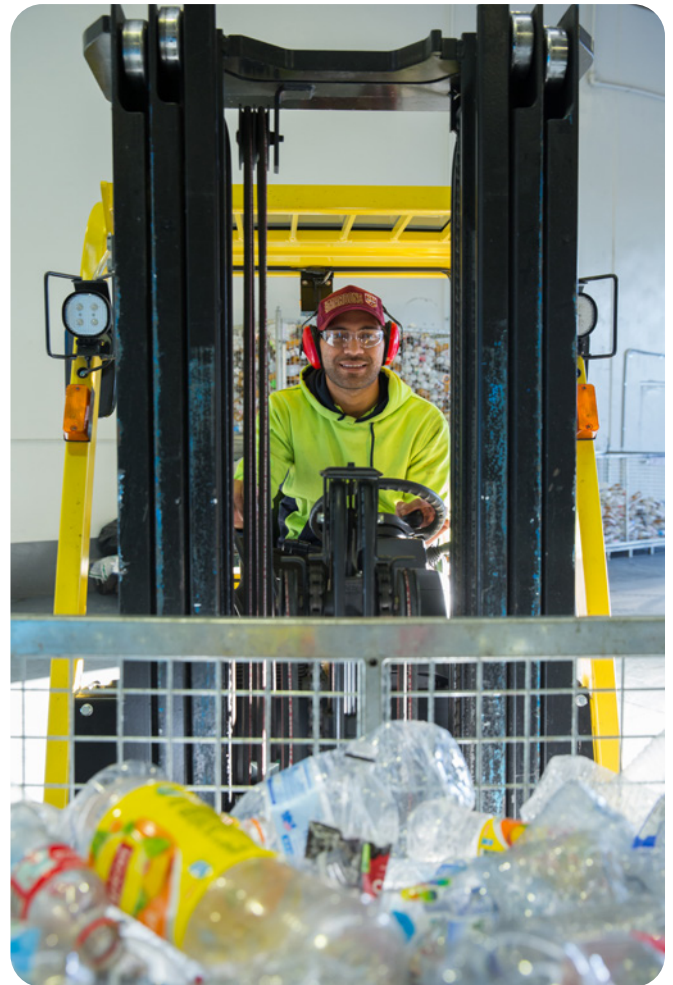
## 7.3 AVOIDING MANUAL HANDLING INCIDENTS AT YOUR SITE

There are a number of actions you can take to minimise the risk of manual handling incidents at your site.

First, carry out a Risk Assessment in conjunction with staff to identify hazardous manual handling tasks. Then identify controls you can put in place to manage these risks.

### **Actions that can help reduce the risk of manual handling incidents include:**

- developing manual handling procedures for your site and supporting them with training
- using signage to remind staff of safe lifting techniques, or the need to use forklifts or trolleys
- rotating staff through roles and positions regularly during the day – some manual handling tasks are unavoidably repetitive, so this approach can help to minimise stress on the body and keep staff alert
- consider the design and ergonomics of your counting area:
  - › the layout of your counting area should minimise repetitive twisting and reaching and avoid the need for heavy items to be carried over long distances
  - › consider the ergonomics of counting tables
  - › counting bins should ideally be at waist height to support safe lifting
  - › use cushioned floor mats to minimise fatigue on joints
- reduce manual handling through using:
  - › counting machines
  - › conveyer belts
  - › bin lifters
  - › pallet jacks
  - › forklifts
  - › trollies and dollies.



Click above to watch the *Think Safe. Work Safe.* introduction to manual handling.

## 7.4 STAFF SPOTLIGHT: SAFE BEHAVIOURS



- Wear all PPE your employer supplies
- Always turn the body instead of twisting
- Use trolleys and lifting equipment
- Ask for or volunteer help when lifting or moving containers and other loads
- Use correct lifting techniques



## 7.5 ADDITIONAL RESOURCES

[Manual handling \(Worksafe Queensland\)](#)

[Managing hazardous manual tasks \(Worksafe Queensland\)](#)

[Hazardous manual tasks: risk management worksheet \(Worksafe Queensland\)](#)

[Manual handling \(Safe Work Australia\)](#)

[Heavy lifting technique](#)

[Code of Practice: Hazardous manual tasks \(Workplace Health & Safety Queensland\)](#)

# 8.0 ADDITIONAL SAFETY RESOURCES

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[Worksafe Queensland](#)

[Safe Work Australia](#)

[HSE Notice – Notifiable Incidents](#)

[HSE Notice – Reporting Incidents](#)



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