WHS DOCUMENTS & TEMPLATES

DOC-RET-SECT · Retail WHS Pack

Product Overview

For: Shops, supermarkets, hardware and garden centres, pharmacies, service stations, convenience stores and clothing and homewares stores: owners, store managers, area managers, WHS advisers, health and safety representatives

Version 1.0 · 15 November 2026

SAMPLE

WHS documents built for retail: a risk register filled in with common retail hazards and typical controls, a store and stockroom inspection checklist, and five practical procedures for the work that hurts retail workers most.

The Excel risk register starts with 33 hazards common in Australian shops, supermarkets, hardware and garden centres, pharmacies, service stations, convenience stores and clothing and homewares stores, from deliveries, roll cages, trolleys and box cutters to ladders, high shelving, racking, forklifts, wet floors, customer aggression, shoplifting, armed robbery, working alone, young and seasonal workers, the Christmas peak, fatigue and sexual harassment, each with the controls stores typically have. You keep the controls you have, add your own, and rate each risk for your store on the 5x5 matrix.

The five procedures cover manual handling, deliveries and stock replenishment (cartons, roll cages, trolleys and pallet jacks, box cutters); ladders, shelving and storage at height, with a step and ladder check; customer aggression, shoplifting and armed robbery, with a robbery response and aftercare; young, casual and seasonal workers, with an induction checklist; and opening, closing, cash handling and working alone, with a checklist. The store and stockroom inspection checklist covers the shop floor, checkouts, receiving area, stockroom and racking, ladders, handling aids, security, cool rooms, amenities, exits, first aid, chemicals and fuel, and electrical.

The pack covers the health and safety of the people who work at the store, and of others there such as customers and contractors, under the WHS laws. A short guide explains how the duties apply to casuals, young and seasonal workers, labour hire, contractors and shopping centres, customers' conduct and sexual harassment. Trading hours, consumer law and other retail rules also apply, and the documents refer to them only generally.

Written once for Australia, to the model WHS laws, in plain terms that also work in Victoria. The guide's state and territory notes show where the law differs, including the regulator to contact. Made by Orana Skills Centre.

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How to Use This Pack

How to set up, adapt and keep the documents for retail

1 What this pack is for

This pack gives a retail business the core WHS documents for the work that most often hurts its workers: a risk register, a store and stockroom inspection checklist and five procedures. They are written for shops, supermarkets, hardware and garden centres, pharmacies, service stations, convenience stores and clothing and homewares stores, but they are a starting point: each one needs adapting to your store, stock, equipment, trading hours and the people who work with you.

The documents support controls; they are not the controls. The pallet jack beside the delivery, the step platform at the end of the aisle, the time-delay safe, the second person at closing and the manager who backs a worker who will not chase a thief are. Use the documents to decide what controls you need, to check they are in place, and to train people in them.

2 How to use it

Step	What to do
1	Read How WHS Applies in Retail, so everyone knows who the duties cover: casuals, young and seasonal workers, labour hire, contractors and shopping centres, and how to deal with customers' conduct and sexual harassment.
2	Work through the risk register with the people who work at the store, casuals and young workers included. Delete rows that do not apply and add your own.
3	For each hazard, keep the typical controls you have, delete those you do not, and rate the risk from the controls actually in place.
4	Add further controls for any High or Extreme risk, with an owner and a date.
5	Adapt the five procedures: handling aids, cage heights, stacking limits, check-in times and contacts, and cash handling. Fill in every placeholder and local arrangement.
6	Approve the procedures, train everyone in them, and put the key steps where people need them: in the receiving area, at the checkouts, beside the ladders and on the closing checklist.
7	Inspect the store with the checklist on the schedule you set, and track the actions.
8	Review the register and procedures after incidents and near misses, before peak trading, when equipment, the layout or trading hours change, and at least each year.

Make it work, not just exist

- Rate each scenario, not the category: 'unloading a large delivery alone before opening' is a different risk from 'deliveries'.
- Ask your casuals and young workers what worries them on a busy Saturday. The answers show where supervision and support matter most.
- Walk the store at closing time, as the last person to leave would. Check the back door, the car park, the bins and the cool room release.

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Store and Stockroom Inspection Checklist

A regular check that the shop floor, checkouts, receiving area, stockroom, racking, ladders, handling aids, security and emergency equipment are safe and the controls are working

Store		**Inspected by**	
Date and time		**HSR or worker present**	
Areas inspected		**Previous inspection (date)**	

How to use it

- Inspect on the schedule you set, and after a change, an incident or a complaint. Take a health and safety representative or a worker with you.
- Look at each item working, not at its paperwork. Mark it Pass, Not met or N/A, and write what you saw.
- For every Not met, write the action, an owner and a date. Items marked ★ protect against serious harm: a Not met on one of them is fixed or made safe before work goes on.
- Delete the items that do not apply to this workplace, and add your own in the spaces at the end of each section.
- Tell the people who work in the area what you found and what will change.

Stop

If you find something that could seriously hurt someone now, stop the work or keep people away, make it safe, and tell the manager straight away. Do not wait for the end of the inspection.

1 Shop floor and aisles

Item	Pass	Not met	N/A	What you saw; action, owner and date
★ Aisles and walkways clear of stock, cartons, pallets and cords	☐	☐	☐	
Floors clean and dry; no spills or breakages left	☐	☐	☐	
Displays stable and not blocking walking routes	☐	☐	☐	
Entrance mats flat and in good repair	☐	☐	☐	
	☐	☐	☐	

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Manual Handling, Deliveries and Stock Replenishment Procedure

Deliveries, cartons, roll cages, trolleys and pallet jacks, box cutters, and filling shelves without strain

Store or site		**Procedure owner**	
Approved by and date		**Next review**	

1 Purpose and scope

Most injuries in retail come from moving stock: unloading deliveries, pushing roll cages and trolleys, lifting cartons, opening them and filling shelves. This procedure sets out how the store plans deliveries and stock work, which handling aids are used and how, and what every worker does to move stock safely.

It applies to everyone who receives, moves, opens, stores or puts out stock, or helps customers load purchases: stock and night fill workers, checkout and customer service staff, young workers, casuals, seasonal workers, delivery drivers and contractors at the store.

2 Who does what

Who	What they do
Owner or store manager	Provides the handling aids and enough staff for deliveries, arranges delivery times, and has faulty equipment repaired
Supervisors	Plan each delivery and fill, show new workers the handling aids and the safe way to use them, and stop unsafe practices
Workers	Use the handling aids, follow this procedure, ask for help with heavy or awkward loads, and report faults and aches early
Health and safety representative	Is consulted on equipment, layout, delivery times and the procedure, and raises concerns

3 Controls to have in place

Most effective first. Tick what is in place here, and for each No, record the action in the risk register.

Control	What it looks like in practice	In place here?
Redesign the work	Heavy and fast-moving stock stored between knee and shoulder height; deliveries put down close to where stock is stored; smaller cartons ordered where possible.	☐ Yes ☐ No
Handling aids	Pallet jacks, hand trucks, trolleys and flatbeds suited to the loads, kept in good repair, and close to where they are needed.	☐ Yes ☐ No
Safe roll cages	Cages loaded heavy at the bottom, not above the store's set height, pushed not pulled, with two people on ramps; damaged cages tagged out.	☐ Yes ☐ No
Safety cutters	Cutters with retracting or shielded blades, a blade container, and cut-resistant gloves where the store has assessed they are needed.	☐ Yes ☐ No

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How WHS Applies in Retail

Casuals, young and seasonal workers, labour hire, contractors and shopping centres, customers' conduct and sexual harassment, under the model WHS duties

1 A store is a workplace

A shop, supermarket, hardware or garden centre, pharmacy, service station, convenience store or clothing store is a business like any other under the WHS laws (in Victoria, the OHS laws). The workplace is wherever the work is done: the shop floor, checkouts, stockroom, receiving dock, car park, a forecourt, a market stall, and the vehicles used for home delivery.

The business has a duty to ensure, so far as is reasonably practicable, the health and safety of its workers, and that other people, such as customers, suppliers and contractors, are not put at risk by its work. The duty does not depend on the size of the business, how many hours people work, or whether they are casual, part time or full time.

Who	Their duty, in brief
The business	Ensure, so far as is reasonably practicable, the health and safety of workers and of others affected by the work: safe equipment, systems of work, information, training, supervision, facilities and first aid. Consult workers.
Officers	If the business is run through a company or another structure, the people who make decisions about the business as a whole must exercise due diligence to make sure it meets its duties.
Workers	Take reasonable care for their own health and safety and that of others, follow reasonable instructions, and cooperate with the store's policies and procedures.
Other people at the store	Customers and visitors take reasonable care for their own safety and others', and follow reasonable instructions.

Other laws also apply to a retail business, such as trading hours, consumer law, the sale of age-restricted products and dangerous goods and fuel rules. They are separate from the WHS laws, and this pack does not set them out: check them with the relevant regulator.

2 Casuals, seasonal and new workers

Casual, seasonal, part-time and full-time workers are all workers under the WHS laws, and the business owes each of them the same duty. A seasonal worker who is with you for the Christmas peak needs the same induction, training and supervision for the tasks they do as anyone else.

- Induct every new worker on their first shift, before they start work: exits, first aid, the main hazards, what to do in a robbery and how to report.
- Train each worker on each task and piece of equipment before they do it alone, and keep a record.
- Plan peak trading so new workers are never the only people on the floor, and never left to close alone.

3 Young workers

Young workers are owed the same duties as everyone else, and often need more information, training and supervision because the work, and speaking up at work, are new to them. Think about which tasks suit them, how they are supervised, their hours, and how they get home after late shifts.

Your state or territory may also have its own laws on employing children and young people, such as limits on the hours they work or the tasks they do. They are separate from the WHS laws: check what applies where you operate.

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END OF THE FREE SAMPLE

This sample shows a few pages, so you can judge the layout and the quality. WHS documents built for retail: a risk register filled in with common retail hazards and typical controls, a store and stockroom inspection checklist, and five practical procedures for the work that hurts retail workers most.

What the full product contains

- **Retail WHS Risk Register (Excel): 33 common hazards with typical controls filled in, your own ratings on the 5x5 matrix, further controls, owners and dates**
  02_RISK_REGISTER/Retail WHS Risk Register.xlsx
- **Store and Stockroom Inspection Checklist: 47 checks in 13 sections, critical items marked, other hazards, summary, actions and sign-off**
  03_INSPECTION/Store and Stockroom Inspection Checklist.docx and .pdf
- **Manual handling and stock: deliveries, cartons, roll cages, trolleys and pallet jacks, box cutters and filling shelves, with roll cage and trolley rules**
  04_PROCEDURES/Manual Handling, Deliveries and Stock Replenishment Procedure.docx and .pdf
- **Work at height and storage: step platforms and ladders, high shelving, stacking limits, racking and keeping customers clear, with a step and ladder check**
  04_PROCEDURES/Ladders, Shelving and Storage at Height Procedure.docx and .pdf
- **Aggression, theft and robbery: prevention, de-escalation, never chasing a thief, calling for help and police, armed robbery response, aftercare and records**
  04_PROCEDURES/Customer Aggression, Shoplifting and Armed Robbery Procedure.docx and .pdf
- **Young, casual and seasonal workers: induction, supervision, tasks that wait until training, Christmas and peak trading, hours and harassment, with an induction checklist**
  04_PROCEDURES/Young, Casual and Seasonal Workers Procedure.docx and .pdf
- **Opening, closing and working alone: cash handling and banking, check-ins, night shifts and securing the store, with an opening and closing checklist**
  04_PROCEDURES/Opening, Closing, Cash Handling and Working Alone Procedure.docx and .pdf
- **How WHS Applies in Retail: how the WHS duties apply in retail: casuals, young and seasonal workers, labour hire, contractors and shopping centres, customers' conduct and sexual harassment**
  01_START_HERE/How WHS Applies in Retail.pdf
- **How to Use This Pack: setting up and adapting the pack, the law in brief, state and territory notes, records and every placeholder**
  01_START_HERE/How to Use This Pack.pdf
- **Read Me First, Product Overview, Permitted Use Terms and Version Information**
  01_START_HERE/ (PDF)

Formats

- Word (.docx), editable, with your logo and business name in the header
- Excel (.xlsx), editable, with dropdowns and formulas (no macros)
- PDF copies of the Word documents, for printing blank
- Delivered as a single ZIP download

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