TOOLBOX TALK AWARENESS PACKAGES

HAZ-STK · Stock Handling, Roll Cages and Trolleys Awareness

Product Overview

Audience: Stock, night fill, receiving and shop floor workers, young and seasonal workers, and supervisors in shops, supermarkets and stockrooms · Duration: 20–30 minutes

Version 1.0 · 17 November 2026

For stock, night fill and shop floor workers: deliveries, roll cages, trolleys and pallet jacks, opening cartons safely, filling shelves without strain, and stock falling from height.

Most injuries in shops, supermarkets and stockrooms come from moving stock: unloading deliveries, pushing roll cages and trolleys, lifting and opening cartons and filling shelves. Loaded roll cages tip, run away on ramps and crush hands and feet; box cutters cause deep cuts; and repeated lifting and reaching wears out backs and shoulders. WHS or OHS laws require the business to manage these risks like any other, starting with how stock is delivered and stored and the handling aids provided.

This talk covers how stock handling injuries happen, the order of controls from storage and handling aids to safe habits, roll cage and trolley rules, opening cartons with safety cutters, filling shelves without strain, and keeping stock from falling. It is awareness, not training on forklifts or powered pallet jacks.

Learning outcomes

By the end of the session participants will be able to:

- Explain how stock handling injuries happen in retail, from roll cages and trolleys to cartons, box cutters and shelf filling
- Describe the controls that work best: storage at the right height, deliveries to the right place, and handling aids
- Use roll cages and trolleys safely: load heavy at the bottom, push not pull, one at a time, and two people on ramps
- Open cartons with a safety cutter, cutting away from the body, and dispose of blades safely
- Fill shelves and lift stock without strain, using steps for high shelves and getting help with heavy or awkward loads
- Tag out damaged equipment, and report injuries, aches and near misses early

What it covers

Module	Covers
How stock handling injuries happen	Roll cages and trolleys; Cartons and box cutters; Shelf filling and strain
Controls that work	Storage and deliveries; Handling aids; Roll cage and trolley rules
Your part	Lifting and filling well; Tagging out damaged equipment; Reporting aches and near misses

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Activities

- Cage check: workers inspect a roll cage and a trolley, and decide whether each is fit to use
- What would you do: workers decide what to do in four stockroom and delivery situations, from an overloaded cage to a heavy carton

What is in the package

Item	File
Editable PowerPoint presentation with speaker notes, plus PDF	02_TRAINING_PRESENTATION/Training Presentation.pptx and .pdf
Facilitator guide with a running sheet, discussion prompts and model answers	03_FACILITATOR_GUIDE/Facilitator Guide.docx and .pdf
Participant handout with the key points to take away	04_PARTICIPANT_HANDOUT/Participant Handout.docx and .pdf
Attendance record form, to capture who attended, when, and who facilitated	06_RECORDS/Attendance Record.docx and .pdf
Excel attendance register	06_RECORDS/Attendance Register.xlsx
Multiple-choice theory assessment, to record understanding if your business wants to	05_ASSESSMENT/Theory Assessment.docx and .pdf
Answer key for the assessment	05_ASSESSMENT/Assessment Answer Key.docx and .pdf
Certificate template	06_RECORDS/Certificate Template.docx
Start here: Read Me First, Product Overview, Permitted Use Terms, Version Information	01_START_HERE/ (four PDFs)

What you need to deliver it

- A facilitator such as a supervisor, leading hand or WHS adviser who has read the facilitator guide and knows your site's arrangements for the topic
- A screen or projector, or printed slides or handouts: it works in a crib room, site office or on a video call
- Your own site procedures for the topic, to point to during the session

Questions

Is this forklift or pallet jack training? No. It is awareness for everyone who moves stock. Forklifts need a licence, and powered pallet jacks and other powered equipment need training on the equipment at the workplace before a worker uses them alone. The talk tells workers to use them only when trained and authorised.

Can we add our own site procedures and photos? Yes. The slides, handout and guide are editable, and the facilitator guide marks the places to add your own procedures, contacts and photos of your workplace.

Do we have to use the assessment? No. It is there if your business wants a record that each worker understood the key points. The attendance record on its own shows who attended and when.

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TOOLBOX TALK

Stock Handling, Roll Cages and Trolleys Awareness

Deliveries, roll cages, trolleys, cartons and shelves: moving stock without getting hurt

20–30 minutes · Stock, night fill, receiving and shop floor workers, young and seasonal workers, and supervisors in shops, supermarkets and stockrooms

[Company name] · [Date] · [Facilitator name]

STK

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What this talk is, and is not

This talk covers

- ✓ How stock handling injuries happen
- ✓ Storage, deliveries and handling aids
- ✓ Roll cages, trolleys and box cutters
- ✓ Filling shelves; reporting

This talk is not

- ✕ Forklift or powered pallet jack training
- ✕ A full manual tasks risk assessment
- ✕ Ladders and heights in detail
- ✕ Our rules: **[Our stock handling procedure]**

Awareness only. Forklifts need a licence; powered equipment needs training at work.

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How stock handling injuries happen

Most retail injuries come from moving stock.

- Roll cages tip, run away on ramps, or crush hands and feet
- Overloaded or faulty trolleys and pallet jacks strain backs and shoulders
- Box cutters slip, and blades left in stock cut the next person
- Bending to low shelves and reaching to high ones, all shift
- Stock stacked high falls when one item is pulled out

A composite example

- A night filler pulls a loaded roll cage backwards down the ramp from the dock to save time.
- It gathers speed, he cannot stop it, and it pins his leg against the wall.

Push, do not pull, and get a second person on the ramp.

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Duties under WHS or OHS laws

The business must

- Manage the risk of hazardous manual tasks
- Provide handling aids that work
- Plan deliveries, storage and staffing
- Train workers, and fix faulty equipment

You must

- Use the handling aids provided
- Follow the store's procedure
- Not put yourself or others at risk
- Report faults, injuries and aches

Victoria's OHS laws set similar duties in their own terms.

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The order of controls for stock handling

1 **Elimination** Deliveries put down where the stock is stored; no double handling

2 **Substitution** Smaller cartons and lighter packs; heavy stock stored low

3 **Isolation** Unloading areas kept clear of customers and other workers

4 **Engineering** Pallet jacks, trolleys, lifters, cage brakes, gentler ramps

5 **Administrative** Cage height limits, two on ramps, rotation, enough staff

6 **PPE** Gloves and enclosed shoes: the last line

HIGHER ORDER

Higher order controls remove or control the hazard at the source, or put a barrier between people and the hazard.

LOWER ORDER

Lower order controls rely on people to do a thing or wear a thing, every time, tired, distracted or rushed.

Behaviours are not on the hierarchy, but behaviours and culture decide whether every control on it actually works.

A pallet jack beside the delivery is a control. 'Lift with your legs' is not.

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TOOLBOX TALK · HAZ-STK

Stock Handling, Roll Cages and Trolleys Awareness

Participant handout · keep this

Most injuries in shops and stockrooms come from moving stock. Most of them can be prevented. Keep this page.

The order of controls

1. Deliveries put down where stock is stored
2. Smaller cartons; heavy stock stored low
3. Unloading kept clear of others
4. Pallet jacks, trolleys, lifters, cage brakes
5. Height limits, two on ramps, rotation
6. Gloves and enclosed shoes: the last line

Roll cages and trolleys

- Heavy at the bottom; below: **[Maximum cage load height]**
- Push, do not pull; one at a time
- Two people on ramps and slopes

Never

- Ride, climb or stand on a cage or trolley
- Leave a cutter or blade on a shelf

Every shift

- ☐ Is the cage or trolley I am using undamaged, with wheels and gates that work?
- ☐ Is it loaded heavy at the bottom, and not above the set height?
- ☐ Is there a handling aid for this load, and am I using it?
- ☐ Am I using a safety cutter, cutting away from me?
- ☐ Is anything too heavy or awkward to move on my own?

Cartons and shelves

- Safety cutter, cut away from you, blades in the container
- Kneel for low shelves; a step for high ones
- Stacking limit: **[Our stacking limit]**

Get help and report

- Help: **[Who to ask for help here]**
- Report aches, faults, near misses: **[Who to report to here]**

Roll it, do not carry it; push, do not pull; cut away from you; heavy stock low.

This is awareness training. It is not a licence, a ticket, a permit or a competency. It is not forklift or powered pallet jack training.

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