

Retail and Wholesale WHS Management Plan

SAMPLE

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Purpose and Scope

This Retail and Wholesale WHS Management Plan sets out how [Company Name] will manage work health and safety (WHS) risks across all retail and wholesale operations, including shops, showrooms, warehouses, distribution centres, offices, loading docks and delivery activities.

The objectives of this WHS Management Plan are to:

- Provide a systematic framework for managing WHS in line with Australian WHS legislation, regulations, and relevant Codes of Practice.
- Prevent work-related injuries, illnesses, and incidents in retail and wholesale environments.
- Establish clear WHS responsibilities and consultation arrangements.
- Ensure hazards in customer-facing areas, stockrooms, warehouses, loading docks, and during deliveries are identified, assessed and controlled.
- Support continuous improvement of WHS performance at [Company Name].

This plan applies to:

- All workers (employees, contractor, labour hire, apprentices, volunteers and work experience students).
- All managers, supervisors and officers of [Company Name].
- All locations where [Company Name] operates, including off-site work such as deliveries, merchandising at client premises, and trade events.

WHS Policy and Commitment

[Company Name] is committed to providing and maintaining a safe and healthy workplace for workers, customers, visitors, contractors and others who may be affected by our activities.

WHS Policy Statement

[Company Name] will

- Comply with all applicable WHS legislation, regulations, Codes of Practice and Australian Standards relevant to retail and wholesale operations.
- Provide and maintain safe plant and structures, including shelving, racking, forklifts, pallet jacks, ladders and other equipment.
- Provide and maintain safe systems of work for receiving, storing, handling and selling goods, including high-risk items (e.g. hazardous chemicals, knives, LPG cylinders, heavy or bulky stock).
- Ensure safe use, handling and storage of plant, substances and equipment.
- Provide adequate facilities for the welfare of workers, including amenities, first aid and rest areas.

- Provide information, instruction, training and supervision necessary to protect workers and others from WHS risks.
- Consult with workers and their health and safety representatives on WHS matters.
- Continuously improve WHS performance through regular monitoring, review and corrective actions.

WHS Objectives and Targets

[Company Name] will set and review WHS objectives and targets annually. Example objectives include:

- Zero fatalities and zero notifiable incidents
- Year-on-year reduction in lost time injuries (LTIs) and medically treated injuries.
- 100% completion of mandatory WHS training for retail and warehouse workers.
- Timely closure of corrective actions arising from incidents, inspections and audits.

A WHS Objectives and Targets Register should be maintained including:

Objective	Target	Time frame	Responsible Person	Status/Comments

WHS Roles, Responsibilities and Accountability

Clear allocation of WHS responsibilities is critical for effective implementation of this plan.

Officers (e.g. Directors, Senior Executives)

Officers of [Company Name] must exercise due diligence to ensure the organisation complies with its WHS duties. This includes taking reasonable steps to:

- Acquire and keep up-to-date knowledge of WHS matters relevant to retail and wholesale operations.
- Understand the hazards and risks associated with [Company Name]'s activities, including manual handling, slips and trips, plant, vehicles, violence and aggression, and psychosocial hazards.
- Ensure appropriate resources and processes are available to eliminate or minimise WHS risks.
- Ensure processes are in place for receiving, considering and responding to information about incidents, hazards and risks.

- Ensure WHS legal compliance is regularly monitored and verified.

Managers and Supervisors

Managers and supervisors in stores, warehouses and offices are responsible for:

- Implementing this WHS Management Plan within their area of control.
- Ensuring workers under their supervision follow WHS procedures and use required controls.
- Conducting and documenting risk assessments for tasks such as manual handling, use of forklifts, working at height (e.g. using step ladders), operating compactors, and handling cash.
- Ensuring plant and equipment is inspected, maintained and used in accordance with procedures.
- Leading incident investigations and ensuring corrective actions are implemented.
- Facilitating worker consultation and toolbox talks.
- Monitoring contractor safety performance on site.

Workers

All workers of [Company Name] must:

- Take reasonable care for their own health and safety.
- Take reasonable care that their acts or omissions do not adversely affect the health and safety of others, including co-workers, customers, contractors and visitors.
- Comply with any reasonable WHS instruction, policy and procedure.
- Use and maintain personal protective equipment (PPE) as instructed.
- Report hazards, incidents, near misses and injuries promptly.
- Participate in WHS training and consultation.

Contractors, Labour Hire and Delivery Drivers

Contractors, labour hire workers and delivery drivers engaged by [Company Name] must:

- Comply with [Company Name]'s WHS policies, procedures and site rules.
- Provide evidence of licences, qualifications, and insurances where required (e.g. forklift licence, high risk work licence, traffic control, electrical licence).
- Use safe systems of work for tasks such as installation, maintenance, cleaning, pest control and transport.
- Cooperate with site induction, supervision, and monitoring requirements.