

# Visual Merchandising Safety Plan

SAMPLE

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## Purpose and Scope

This Visual Merchandising Safety Plan sets out how [Company Name] will manage work health and safety (WHS) risks associated with visual merchandising activities in retail and wholesale environments. It is designed to ensure that all merchandising work is planned, executed, and reviewed in a way that eliminates or minimises risks to workers, contractors, customers, and other persons.

This plan applies to:

- All visual merchandising activities, including window displays, in-store displays, point-of-sale (POS) installations, seasonal setups, and promotional fixtures.
- All locations where [Company Name] operates, including retail stores, showrooms, pop-up sites, kiosks, warehouses, and wholesale display areas.
- All workers, including permanent, casual, labour hire, contractors, shopfitters, merchandisers, and any other persons involved in visual merchandising tasks.

This document should be read in conjunction with [Company Name]'s WHS Policy, Risk Management Procedure, Contractor Management Procedure, and relevant Safe Work Method Statements (SWMS).

## WHS Responsibilities

### Officers and Senior Management

Officers (e.g. directors, senior managers) must exercise due diligence to ensure [Company Name] complies with its WHS duties in relation to visual merchandising.

This includes:

- Ensuring appropriate resources and processes are in place to eliminate or minimise merchandising-related risks.
- Providing and maintaining safe systems of work for display installation, maintenance, and removal.
- Monitoring WHS performance related to merchandising activities (e.g. incident trends, inspection findings).
- Ensuring workers are consulted and have opportunities to contribute to improving merchandising safety.

### Managers and Supervisors

Managers and supervisors responsible for retail or wholesale areas must:

- Plan merchandising activities so they can be completed safely and without unreasonable time pressure.
- Ensure risk assessments are completed for new or changed displays, fixtures, or promotional concepts.
- Verify that only competent workers perform tasks involving ladders, elevated work platforms (EWPs), power tools, or electrical equipment.

- Ensure workers have access to appropriate personal protective equipment (PPE) and understand how to use it.
- Monitor compliance with this Visual Merchandising Safety Plan and address unsafe practices immediately.
- Coordinate with contractors (e.g. shopfitters, external merchandisers) to ensure their work is integrated safely with store operations.

## Workers and Contractors

All workers and contractors involved in visual merchandising must:

- Take reasonable care for their own health and safety and that of others.
- Follow [Company Name]'s procedures, training, and instructions related to visual merchandising.
- Use equipment, tools, and PPE correctly and report any defects immediately.
- Keep work areas tidy and free from slip hazards, especially during changeovers and after-hours setups.
- Immediately report hazards, near misses, and incidents associated with displays, fixtures, or merchandising activities.

Workers must not:

- Stand on shelves, stock, pallet boxes, or other makeshift platforms.
- Override or remove safety devices from tools, equipment, or fixtures.
- Work at height or with electricity if they are not trained, competent, and authorised.

## Health and Safety Representatives (HSRs)

Where HSRs are in place, they will:

- Represent workers in visual merchandising areas on WHS matters.
- Participate in inspections and risk assessments for merchandising activities.
- Assist with incident investigations and recommend improvements.

## Consultation, Communication and Coordination

[Company Name] will consult with workers and, where applicable, HSRs on WHS matters related to visual merchandising, including when:

- Introducing new display concepts, fixtures, or merchandising equipment.
- Planning major seasonal changes, store re-sets, or refurbishments.
- Reviewing procedures following incidents, near misses, or significant hazards.

Consultation methods may include:

- Toolbox talks before major merchandising changeovers.

- Pre-start meetings for after-hours or overnight resets.
- WHS committee meetings covering merchandising safety.
- Feedback channels (e.g. email, hazard reporting forms, digital apps).

Where multiple duty holders are involved (e.g. landlords, centre management, contractors, labour hire providers), [Company Name] will coordinate activities by:

- Exchanging relevant WHS information (e.g. site rules, access times, emergency procedures).
- Clarifying responsibilities for isolations, barricading, and public access control.
- Agreeing on work sequencing to avoid conflicting activities (e.g. stock replenishment vs. ladder work in the same aisle).

## Risk Management for Visual Merchandising

[Company Name] will apply a systematic risk management process to all visual merchandising tasks:

1. Identify hazards.
2. Assess risks (likelihood and consequence).
3. Implement appropriate control measures using the hierarchy of control.
4. Review and monitor the effectiveness of controls.

## Typical Visual Merchandising Hazards

Common hazards in retail and wholesale merchandising include, but are not limited to:

- Slips, trips and falls from stock, props, cables, and packaging.
- Falls from height while using ladders, step platforms, or working on fixtures.
- Manual handling injuries from lifting, carrying, pushing, pulling, and repetitive tasks.
- Struck-by or crush injuries from unstable fixtures, falling stock, or unsecured props.
- Electrical risks from lighting, power boards, and temporary electrical installations.
- Cuts and punctures from knives, box cutters, glass, and sharp display materials.
- Exposure to hazardous substances (e.g. aerosols, adhesives, cleaning products, artificial snow, paints).
- Psychosocial risks from time pressure, after-hours work, fatigue, and customer interactions during merchandising.

## Risk Assessment Requirements

Risk assessments must be completed for: