

# Opening and Closing Procedure

SAMPLE

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## Opening and Closing Procedure

### 1. Purpose

The purpose of this Opening and Closing Procedure is to ensure that all daily start-up and shut-down activities at [Company Name] are carried out in a safe, consistent and legally compliant manner. This procedure is designed to:

- Protect workers, contractors, customers and visitors from foreseeable hazards during opening and closing times.
- Support [Company Name]'s work health and safety (WHS) obligations under relevant Australian WHS legislation, regulations and codes of practice.
- Reduce the risk of incidents such as slips, trips and falls, manual handling injuries, armed robbery, aggressive behaviour, fire, electrical hazards and security breaches.
- Provide clear instructions for workers in retail and wholesale, hospitality and events, and pharmacy environments.

This document should be read in conjunction with [Company Name]'s WHS Policy, Emergency Plan, Incident Reporting Procedure and relevant Safe Work Method Statements (SWMS) or Safe Operating Procedures (SOPs).

### 2. Scope

This procedure applies to:

- All permanent, casual and temporary workers of [Company Name].
- Contractors engaged to perform opening or closing activities on behalf of [Company Name].
- All retail and wholesale outlets, hospitality venues (cafés, restaurants, bars, function spaces) and pharmacy premises operated by [Company Name].

The procedure covers:

- Pre-opening checks and activities.
- Safe entry to and exit from the workplace.
- Security, cash handling and alarm systems.
- Plant and equipment start-up and shut-down.
- Housekeeping and hygiene, including food safety in hospitality and controlled medicines in pharmacy.
- End-of-day checks and documentation.

### 3. Responsibilities

#### 3.1 Officers (e.g. Directors, Senior Management)

Officers of [Company Name] must exercise due diligence to ensure that this procedure is implemented and resourced. This includes:

- Ensuring appropriate staffing levels so opening and closing can be completed safely (e.g. not requiring a single worker to open or close high-risk premises alone, where reasonably practicable).
- Providing adequate training, supervision, and competency assessment for workers performing opening and closing tasks.
- Ensuring that security systems, CCTV, lighting and emergency equipment are installed, maintained and periodically tested.
- Reviewing incident reports and near misses related to opening and closing and ensuring corrective actions are implemented.

### 3.2 Managers and Supervisors

Managers and supervisors must:

- Implement this procedure and ensure all workers understand and follow it.
- Allocate appropriate time at the beginning and end of shifts to complete checks without rushing.
- Ensure rosters provide at least two workers for opening and closing where risk assessments indicate this is necessary (e.g. late-night hospitality venues, pharmacies handling Schedule 4 medicines, retail sites in higher crime areas).
- Monitor compliance through regular inspections and audits.
- Update this procedure when there are changes to layout, equipment, operating hours, or WHS legislation.

### 3.3 Workers

Workers involved in opening and closing must:

- Follow this procedure and any related SWMS/SOPs.
- Use personal protective equipment (PPE) as required (e.g. non-slip footwear, gloves for cleaning chemicals).
- Report hazards, near misses, security concerns, faulty equipment or damaged fixtures immediately to their supervisor.
- Never override or bypass safety devices or security systems.
- Refuse unsafe work and notify a supervisor if they believe opening or closing cannot be completed safely (e.g. suspicious persons loitering, malfunctioning alarms, inadequate lighting).

### 3.4 Contractors

Contractors (e.g. cleaners, security guards, maintenance personnel) must:

- Comply with this procedure and any site-specific induction requirements.
- Coordinate with [Company Name] representatives when accessing the premises outside normal trading hours.

- Ensure their own work activities do not introduce additional risks during opening or closing (e.g. leaving trip hazards, blocking exits, isolating services without notice).

## 4. General Safety Principles for Opening and Closing

Before detailing specific steps, [Company Name] adopts the following general principles:

- Opening and closing activities are high-risk times due to reduced staffing, reduced public presence, and transition of systems from off to on (or vice versa).
- Workers must remain alert to their surroundings, particularly in car parks, loading docks, rear access lanes and cash handling areas.
- Communication systems (e.g. mobile phones, duress alarms, radios) must be available and functional.
- No worker should be required to confront aggressive persons, suspected thieves or intruders; de-escalation and withdrawal to a safe area are the preferred controls.

Key general controls include:

- Adequate external and internal lighting, especially at entry points, car parks, loading docks and waste disposal areas.
- Clear access and egress routes, free from obstructions.
- Secure storage for cash, keys, medications (for pharmacies) and alcohol or high-value stock (for retail and hospitality).
- Keep up-to-date emergency contact lists and procedures.

## 5. Pre-Opening Procedure

### 5.1 Arrival and External Area Check

Workers should arrive with sufficient time to complete checks before doors open to the public or clients.

Steps:

- Park in well-lit, designated areas where available, and avoid isolated spots where reasonably practicable.
- Before exiting vehicles, visually scan the area for suspicious activity, damaged lighting, or obstructions.
- Approach the premises with keys and access devices ready, avoiding unnecessary delays at the door.

External safety checks:

- Check external lighting is operational (where lights are on timers or sensors, verify they activate correctly).