

Executing Point-Of-Sale Operations Risk Assessment

Business Name:		ABN:	
Business Address:			
Contact Person:	Phone:	Email:	

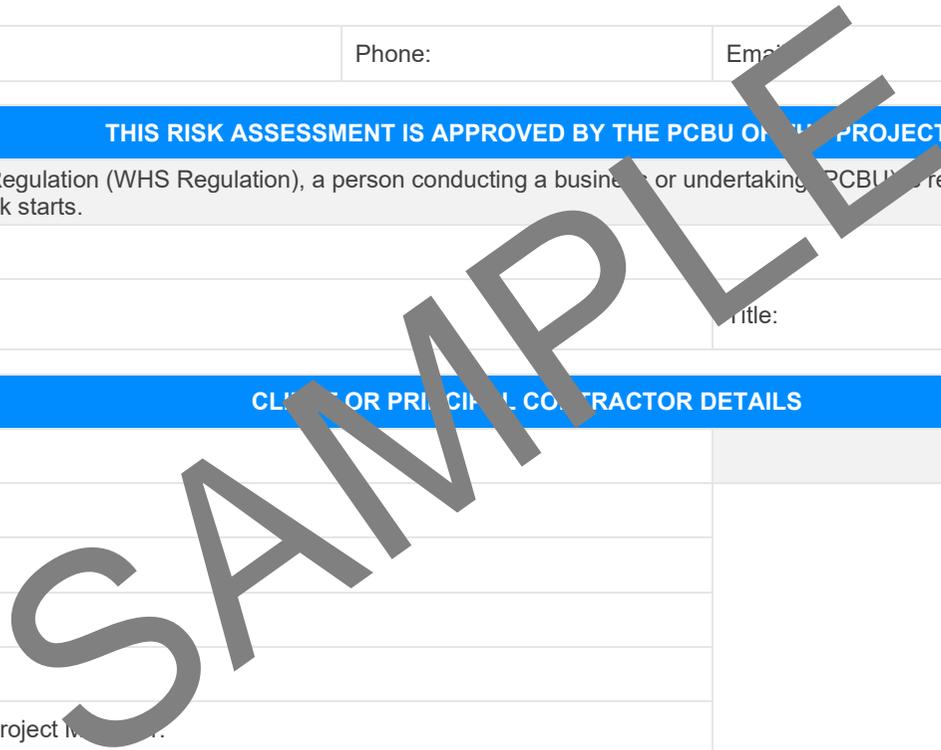
THIS RISK ASSESSMENT IS APPROVED BY THE PCBU ON THIS PROJECT

Under the Work Health and Safety Regulation (WHS Regulation), a person conducting a business or undertaking (PCBU) is required to ensure that a RISK ASSESSMENT is prepared before the proposed work starts.

Full Name:		
Signature:	Title:	Date:

CLIENT OR PRINCIPAL CONTRACTOR DETAILS

Client:	SCOPE OF WORKS
Project Name:	
Project Address:	
Project Manager:	
Contact Phone:	
Date Risk Assessment supplied to Project Manager:	



RISK MATRIX									
LIKELIHOOD	INSIGNIFICANT	MINOR	MODERATE	MAJOR	CATASTROPHIC	SCORE	ACTION	HIERARCHY OF CONTROLS	
ALMOST CERTAIN	3 HIGH	3 HIGH	4 ACUTE	4 ACUTE	4 ACUTE			Elimination Remove the hazard.	
LIKELY	2 MODERATE	3 HIGH	3 HIGH	4 ACUTE	4 ACUTE	4A ACUTE	DO NOT PROCEED	Substitution Replace the hazard.	
POSSIBLE	1 LOW	2 MODERATE	3 HIGH	4 ACUTE	4 ACUTE	3H HIGH	Review before work starts.	Isolation Isolate People from the hazard	
UNLIKELY	1 LOW	1 LOW	2 MODERATE	3 HIGH	4 ACUTE	2M MODERATE	Ensure control measures in place.	Engineering Isolate the hazard	
RARE	1 LOW	1 LOW	2 MODERATE	3 HIGH	3 HIGH	1L LOW	Monitor and keep records.	Administrative Change	
								PPE	

Risk Rating & Required Action:	
4A	Stop work. The risk is intolerable. Eliminate the hazard or redesign the activity before proceeding. A Safe Work Method Statement (SWMS) or higher-level authorisation is required.
3H	Review and approve additional controls before task starts. Senior supervisor sign-off needed.
2M	Ensure all nominated controls are in place and effective. Proceed with caution; monitor conditions.
1L	Proceed, following standard operating procedures. Monitor and keep records.

Consequence Scale:			
Consequence	People (injury/illness)	Project / Assets	Compliance / Reputation
Catastrophic	Fatality or permanent total disability	project shutdown	Significant regulator intervention; criminal prosecution
Major	Serious injury/illness (hospital > 5 days)	critical delay	Improvement notice; major media coverage
Moderate	Medical-treatment injury; lost-time > 1 day	moderate delay	Minor breach; adverse client comment
Minor	First-aid only, no lost time	negligible delay	Isolated non-conformance
Insignificant	No injury	no schedule impact	Deviation caught and corrected on site

Notes on Hierarchy of Controls:
Remember to apply controls in the preferred order shown by the coloured pyramid:

1. **Eliminate**
2. **Substitute**
3. **Isolate**
4. **Engineering**
5. **Administrative**
6. **PPE**

Always document **why** a lower-order control is accepted if elimination or substitution is not reasonably practicable.

aligned with Safe Work Australia's Managing the risk of fatigue at work (2023) and ISO 45001:2018 clauses 6–8.

JOB STEP	POTENTIAL HAZARDS	IR	CONTROL MEASURES	RR
SPECIFIC WORK STEPS	HAZARDS THAT MAY ARISE	INITIAL RISK	SPECIFIC MEASURES TO BE PUT IN PLACE TO ELIMINATE OR CONTROL THE RISKS	RESIDUAL RISK
1. Preparation	Slip hazards from wet floor, Inadequate lighting	3H	<ul style="list-style-type: none"> - Ensure floors are clean and dry to prevent slipping - Maintain consistent lighting levels throughout work area - Display slip hazard signs if floor cleaning in progress - Install non-slip mats in high-risk areas - Regularly check and maintain lighting fixtures - Train staff on the importance of maintaining a clutter-free environment to reduce trip hazards - Implement a floor cleaning schedule outside of peak hours - Equip staff with appropriate footwear - Use anti-slip floor treatment in key areas - Install emergency lighting as a backup 	2M
2. Cash Handling	Theft risk, Repetitive strain injuries	4M	<ul style="list-style-type: none"> - Install CCTV cameras to monitor cash handling areas - Encourage staff to periodically rotate tasks to reduce strain - Implement cash limit policies in cash registers - Provide staff with training on proper lifting techniques for cash bags - Provide ergonomic equipment to reduce strain - Use drop safes to minimise cash held on premises - Encourage safe counting procedures at the end of day - Have a security protocol for cash transport - Use software to accurately track transactions - Conduct regular cash handling audits 	2M
3. Customer Interaction	Aggressive customers, Cross-contamination risks	3H	<ul style="list-style-type: none"> - Train staff on conflict resolution and customer management techniques - Maintain a clean workspace with regular sanitisation of contact points - Display clear signage regarding store policies - Provide staff with personal protective equipment (PPE) as necessary - Ensure access to hand sanitiser for both staff and customers - Adopt a zero-tolerance policy towards abuse - Install panic buttons at point of sale locations - Implement procedures for handling delicate situations 	1L

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			<ul style="list-style-type: none"> - Ensure availability of first aid kits for potential injuries - Conduct regular customer service training sessions. 	
4. Equipment Operation	Electrical hazards, Mechanical failure	4A	[REDACTED]	2M
5. Inventory Management	Manual handling injuries, Slips and trips from misplaced stock	3H	[REDACTED]	2M
6. Pricing Activities	Price tagging equipment injuries, Inaccurate pricing leading to customer disputes	3H	[REDACTED]	1L

SAMPLE

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			[REDACTED]	
7. Point-Of-Sale System Use	Data entry errors, Cybersecurity threats	4A	[REDACTED]	2M
8. Receiving Deliveries	Crushing hazards, Exposure to harmful substances	3H	[REDACTED]	2M
9. Opening Procedures	Unauthorized access, Electrical shock during equipment startup	3H	[REDACTED]	1L

SAMPLE

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			[REDACTED]	
10. Closing Procedures	Potential robbery, Leaving equipment unsecured	4A	[REDACTED]	2M
11. Customer Returns	Disgruntled customers, Spread of infectious diseases	3H	[REDACTED]	1L
12. Stock Shelving	Falling items, Strain injuries from overreaching	3H	[REDACTED]	1L

SAMPLE

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			[REDACTED]	
13. Dealing with Emergencies	Panic during evacuations, Injury from emergency equipment	4A	[REDACTED]	2M
14. Cleaning Operations	Hazardous chemical exposure, Slip hazards	3H	[REDACTED]	1L
15. Staff Training and Development	Inadequate skill leading to accidents, Poor understanding of safety protocols	3H	[REDACTED]	1L

SAMPLE

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			[REDACTED]	
16. Managing Complaints	Aggressive customer behaviour, Loss of reputation	3H	[REDACTED]	1L
17. Communication Systems	Miscommunication during service, Data mishandling	3H	[REDACTED]	1L
18. Business Continuity Planning	Operational disruption, Financial loss during downturn	4A	[REDACTED]	2M

SAMPLE

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			[REDACTED]	
19. Waste Management	Chemical leakages, Pest infestation	3H	[REDACTED]	1L
20. Employee Wellbeing	Stress and burnout, Work-related injuries	3H	[REDACTED]	2M

SAMPLE

EMERGENCY RESPONSE – CALL 000 FOR EMERGENCIES

Ensure to have an Emergency Management Plan in place as well as adequate numbers of trained first aid staff with easy access to fully stocked first aid kits, rescue equipment, material safety data sheets, adequate access to emergency communication equipment and fire-fighting equipment suitable for all classes of fire and ignition sources.

LEGISLATIVE REFERENCES

RELEVANT LEGISLATION AND CODES OF PRACTICE. DELETE THE LEGISLATIVE REFERENCES FOR ANY STATE THAT ARE NOT APPLICABLE

Queensland & Australian Capital Territory

Work Health and Safety Act 2011
 Work Health and Safety Regulations 2011
 Legislation QLD: <https://www.worksafe.qld.gov.au/laws-and-compliance/work-health-and-safety-laws>
 Codes of Practice QLD: <https://www.worksafe.qld.gov.au/laws-and-compliance/codes-of-practice>
 Legislation ACT: <https://www.worksafe.act.gov.au/laws-and-compliance/acts-and-regulations>
 Codes of Practice ACT: <https://www.worksafe.act.gov.au/laws-and-compliance/codes-of-practice>

Victoria

Occupational Health and Safety Act 2004
 Occupational Health and Safety Regulations 2017
 Legislation VIC: <https://www.worksafe.vic.gov.au/occupational-health-and-safety-act-and-regulations>
 Codes of Practice VIC: <https://www.worksafe.vic.gov.au/compliance-codes-and-codes-practice>

New South Wales

Work Health and Safety Act 2011
 Work Health and Safety Regulations 2017
 Legislation NSW: <https://www.safework.nsw.gov.au/legal-obligations/legislation>
 Codes of Practice NSW: <https://www.safework.nsw.gov.au/resource-library/list-of-codes-of-practice>

Western Australia

Work Health and Safety Act 2020
 Work Health and Safety Regulations 2022
 Legislation Western Australia: <https://www.commerce.wa.gov.au/worksafe/legislation>
 Codes of Practice WA: <https://www.commerce.wa.gov.au/worksafe/codes-practice>

Northern Territory

Work Health and Safety (National Uniform Legislation) Act 2011
 Work Health and Safety (National Uniform Legislation) Regulations 2011
 Legislation NT: <https://worksafe.nt.gov.au/laws-and-compliance/workplaces-and-laws>
 Codes of Practice NT: <https://worksafe.nt.gov.au/laws-and-compliance/codes-of-practice>

Safe Work Australia Links

Law and Regulation (All States): <https://www.safeworkaustralia.gov.au/law-and-regulation>
 Model Codes of Practice: <https://www.safeworkaustralia.gov.au/resources-publications/model-codes-of-practice>

South Australia

Work Health and Safety Act 2012 (SA)
 Work Health and Safety Regulations 2012 (SA)
 Legislation for SA: <https://www.safework.sa.gov.au/resources/legislation>
 Codes of Practice for SA: <https://www.safework.sa.gov.au/workplaces/codes-of-practice#COPs>

Model Codes of Practice

- Managing noise and preventing hearing loss at work
- Confined spaces
- Labelling of workplace hazardous chemicals
- Managing risks of hazardous chemicals in the workplace
- Welding processes
- First aid in the workplace
- Managing the risk of falls at workplaces
- Hazardous manual tasks
- Managing the risk of falls in housing construction
- Managing electrical risks in the workplace
- Demolition work
- Excavation work
- Work health and safety consultation, cooperation and coordination
- Managing the work environment and facilities
- How to manage work health and safety risks
- Managing risks of plant in the workplace
- Construction work

Tasmania

Work Health and Safety Act 2012
 Work Health and Safety (Transitional and Consequential Provisions) Act 2012
 Work Health and Safety Regulations 2012
 Work Health and Safety (Transitional) Regulations 2012
 Legislation for TAS: <https://worksafe.tas.gov.au/topics/laws-and-compliance/acts-and-regulations>
 Codes of Practice for TAS: <https://worksafe.tas.gov.au/topics/laws-and-compliance/codes-of-practice>

Details of permits, licenses or access required by regulatory bodies (add or delete as required):

- Permits from local council
- Authorisation to commence work
- Any required documents.

