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Point of Sale (POS) and General Retail Operations

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

THIS RISK ASSESSMENT IS APPROVED BY THE PCBU OF THE 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

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

SAMPLE

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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			
LIKELY	2 MODERATE	3 HIGH	3 HIGH	4 ACUTE	4 ACUTE	4A ACUTE	DO NOT PROCEED	
POSSIBLE	1 LOW	2 MODERATE	3 HIGH	4 ACUTE	4 ACUTE	3H HIGH	Review before work starts	
UNLIKELY	1 LOW	1 LOW	2 MODERATE	3 HIGH	4 ACUTE	2M MODERATE	Ensure control measures in place.	
RARE	1 LOW	1 LOW	2 MODERATE	3 HIGH	3 HIGH	1L LOW	Monitor and keep records.	

Hierarchy of Controls pyramid:
- **Elimination** — Remove the hazard.
- **Substitution** — Replace the hazard.
- Isolation — Isolate People from the hazard
- **Engineering** — Isolate the hazard
- **Administrative** — Change
- PPE

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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 the 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.*

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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. WHS Governance, Duties and Consultation	• Unclear allocation of WHS duties between PCBUs, franchisees, landlords and contractors • Absence of documented WHS policy and objectives for retail and POS operations • Inadequate worker consultation mechanisms, HSR representation, or safety committee structures • Failure to incorporate WHS Act 2011 due diligence duties into senior management roles and KPIs • Poor integration of WHS requirements into procurement, HR, IT and facilities management processes • No formal process to review incidents, legal changes or regulator guidance specific to retail and POS • Inadequate governance over roadside trading and pop-up/temporary trading sites	4A	• Establish a WHS management system aligned with WHS Act 2011 and ISO 45001, endorsed and signed by the PCBU's officers • Define and document WHS roles, responsibilities and accountabilities for executives, store management, supervisors and workers, including shared duties in shopping centres and roadside trading locations • Implement a formal WHS consultation procedure including HSR election, safety committees, toolbox talks, and written consultation records • Integrate WHS due diligence into officer position descriptions, performance reviews and board reporting, including POS and retail operation risk indicators • Develop a WHS legal register and process for monitoring changes to WHS legislation, codes of practice and regulator guidance relevant to retail and POS technologies • Include WHS requirements in contracts and service level agreements with landlords, security providers, IT vendors, payment providers and labour hire firms • Schedule regular WHS management reviews (at least annually) addressing POS and retail risks, with action plans and documented outcomes • Implement a governance framework for temporary or roadside trading, including pre-approval risk assessments, council permits and specific WHS conditions	3H
2. Worker Competency, Induction and Training Systems	• Inadequate induction covering POS systems, barcode scanners, EFTPOS terminals and retail-specific hazards • Workers operating tills, handling alcohol, controlled goods or gift cards without validated competency • Insufficient training on handling age-restricted sales and identity verification requirements • Lack of training in incident reporting, emergency procedures and escalation for suspicious transactions or contaminated items • No refresher training system for system upgrades, new POS features or new payment technologies • Inconsistent contractor and agency worker induction for checkout and roadside trading roles	4A	• Implement a structured WHS and operational induction program for all workers and contractors that includes POS operation, barcode scanners, payment systems, demo of electrical/electronic goods, hazardous goods and alcohol handling • Develop competency standards and training modules for key roles: POS Operator, Duty Manager, Alcohol Responsible Person, Controlled Goods Specialist, Roadside Trader, and use documented competency assessments • Provide specific training on age verification processes, acceptable forms of ID, and refusal-of-service procedures for alcohol, tobacco, controlled goods and restricted games/films • Conduct regular refresher training and toolbox talks on system changes, new products (including controlled goods), new POS software releases and updated fraud trends • Implement e-learning and practical assessments for handling returns, potentially contaminated goods, payment disputes and chargeback risk indicators • Ensure labour hire and casual staff receive a site-specific induction including POS, emergency response, manual handling, hygiene and security protocols before starting work • Maintain centralised training records and use alerts to trigger refresher training when competencies are due to expire or when legislation changes	2M

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3. POS Hardware, Workstation Design and Ergonomics	• Inadequate workstation design leading to repetitive strain, shoulder and back injuries for checkout operators • Poorly positioned barcode scanners, screens, receipt printers and scales causing awkward postures and overreach • Inappropriate bench heights for standing or seated work, and lack of adjustability • Cabling hazards from POS equipment creating trip or electrical risks • Insufficient space behind counters and in checkout lanes resulting in compression, bump and collision hazards • Glare, poor lighting or screen resolution causing eye strain and decreased error detection • Inadequate workstation design for roadside trading or temporary retail setups	3H	• Specify ergonomic standards for POS workstation including adjustable monitor height, scanner placement within neutral reach zones, and appropriate bench heights for typical workforce anthropometrics • Undertake ergonomics assessments of checkout lanes and counters, including bagging areas, scales and receipt printers, and modify layouts based on assessment outcomes • Use integrated or hands-free barcode scanners where practicable to reduce repetitive gripping and awkward wrist postures • Standardise cable management solutions (tray, conduit, floor covers) and electrical outlet placement to prevent trip hazards and cable strain • Ensure minimum clearances behind counters and around checkout lanes to enable safe movement and safe access during emergencies • Implement design standards for mobile and roadside trading POS (portable counters, cable-free or low-voltage systems, weather protection and anti-glare screens) • Include ergonomic features and cable management requirements in procurement specifications and store fit-out contracts • Conduct periodic workstation reviews and incorporate worker feedback to continually improve design and layout	2M
4. POS Software, Configuration and Data Integrity	• Incorrect POS configuration leading to pricing errors, tax miscalculations or incorrect discounts • Software instability causing transaction failures, duplicated charges or incomplete sales • Inadequate access controls allowing unauthorised overrides, returns or gift card issuance • Failure to update software and security patches exposing systems to vulnerabilities and transaction errors • Lack of audit trails for high-risk activities such as refunds, voids, gift card activation and controlled goods sales • Insufficient system validation for roadside and pop-up POS installations	3H		2M

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5. Payment Security and Financial Controls (EFTPOS, Credit Cards, Gift Cards)	• Credit card fraud, chargebacks and identity theft facilitated by inadequate controls • Skimming or tampering with EFTPOS terminals or mobile payment devices • Improper handling of cardholder data leading to privacy breaches and regulatory non-compliance • Gift card activation, redemption and refund abuse through poor system controls • Inadequate reconciliation processes causing undetected financial losses • Inadequate procedures for managing declined transactions and disputed payments	4A		2M
6. Manual Handling, Stock Presentation and Checkout Throughput	• Repetitive lifting and twisting while scanning and bagging items at checkout • Poor system for moving high-volume or bulky items through the POS area • Inadequate procedures for stocking and replenishment in impulse displays near checkouts causing congestion and strain • No controls for manual handling of heavy items in roadside or temporary trading setups • Pressure to increase throughput leading to unsafe work pace and poor use of mechanical aids	3H		2M

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7. Hazardous, Controlled and Age-Restricted Goods Management	• Inadequate systems for selling dangerous controlled goods (e.g. certain chemicals, blades, lighter fuels) leading to unlawful sales or unsafe use • Non-compliance with alcohol sales legislation due to poor procedures or supervision • Inconsistent application of age verification processes, resulting in underage access to restricted items • Inadequate product labelling, storage or separation of controlled and hazardous goods in POS and retail areas • Lack of clear procedures for refusing service and dealing with aggressive customers following refusal of sale	4A			2M
8. Product Safety, Returns and Potentially Contaminated Items	• Inadequate system for identifying, isolating and managing returned goods that may be contaminated, tampered with or unsafe • Failure to respond appropriately to food safety or product contamination concerns at the POS • Poor communication between store, suppliers and regulators regarding recalls or contamination alerts • Lack of clear guidance on when returned products can be re-shelved, disposed of or quarantined • Workers handling contaminated items without access to appropriate PPE or hygiene facilities	3H			2M

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9. Electrical Safety and Demonstration of Electronic Equipment	• Unsafe electrical setups for demonstration units and POS equipment, including overloading power boards and use of damaged leads • Customers and workers exposed to live electrical components during demonstrations or product testing • Trip hazards from power cables used for demo stands, freestanding displays and roadside trading setups • Insufficient test-and-tag and inspection regimes for portable electrical appliances and demo stock • Unauthorised modification of demo units, adapters or chargers to suit displays	3H		1L
10. Violence, Aggression and Robbery Risk at POS and Checkout	• Customer aggression towards staff during disputes, returns, refused sales or payment issues • Armed robbery or theft targeting POS, cash, high-value electronic goods, controlled items • Lack of physical separation or protective design for high-risk checkout areas and roadside trading stalls • Inadequate duress alarm, CCTV coverage or incident response procedures • No structured post-incident support resulting in psychological injury to workers	4A		2M

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11. Fatigue, Workload, Rostering and Supervision	• Extended shifts, insufficient breaks or excessive consecutive days for checkout and POS workers • High cognitive load from multitasking across POS, customer service, age verification and security observations • Inadequate supervision during peak times or late-night trading when risk is elevated • Insufficient staffing at roadside or temporary trading sites leading to lone working and fatigue • Failure to adjust staffing and supervision during major promotions, holidays or system changes	3H		2M
12. Roadside and Temporary Trading Site Management	• Exposure to vehicle impact risk for workers and customers at roadside stalls or car park trading • Inadequate control of power supply, weather exposure and environmental conditions at temporary sites • Poor traffic management leading to conflicts between shoppers, vehicles and delivery vehicles • Inconsistent application of POS, payment security and controlled goods procedures at off-site locations • Limited access to amenities, first aid and emergency response at mobile or pop-up operations	4A		2M
13. Hygiene, Infection Control and Public Health at POS	• Transmission of infectious diseases through shared equipment, payment terminals and close contact at checkouts	3H		1L

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	• Inadequate hand hygiene facilities and cleaning regimes for POS equipment and counters • Poor procedures for handling soiled, returned or potentially contaminated items at checkout • Lack of guidance on working while unwell and managing symptomatic customers				
14. Emergency Preparedness, Evacuation and Business Continuity for POS Operations	• Confusion or delay in evacuating customers and staff from checkout and retail areas during emergencies • POS system failure during emergencies leading to crowd congestion, disputes or inability to manage stock and cash • Inadequate procedures for power outages affecting POS, refrigeration of controlled items and security systems • Failure to account for workers and customers, including roadside traders during site evacuations	3H			1L
15. Incident Reporting, Investigation and Continuous Improvement	• Under-reporting of near misses, aggression, ergonomic symptoms and minor incidents at POS • Inconsistent or poor-quality investigations leading to repeat incidents and unaddressed systemic issues • Lack of trend analysis preventing early identification of emerging WHS risks (e.g. scanner-related injuries, payment fraud attempts)	3H			1L

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	• Failure to close out corrective actions or communicate learnings to all relevant locations				

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 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 2025
Legislation NSW: https://www.safework.nsw.gov.au/legal-obligations/legislati...
Codes of Practice NSW: https://www.safework.nsw.gov.au/resource-library/list...codes-of-practic...

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) Regulation 2011
Legislation NT: https://worksafe.nt.gov.au/laws-and-compliance/workplace-safety-laws
Codes of Practice NT: https://worksafe.nt.gov.au/forms-and-resources/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.