Handling Shoplifting Sce	narios SAFE WORK METH	OD STATEMENT (SWMS)	
TASK OR	ACTIVITY: Handling Shoplifting	Scenarios	
Business Name:		ABN:	SWMS#
Business Address:			
Contact Person:	Phone:	E fil:	
THIS SAFE WORK METHOD	STATEMENT IS APPRO		
Under the Work Health and Safety Regulation (WHS Regulation), a person conduct the proposed work starts.	cting a business or under the (Po _U) is	required to en the that a safe work method s	tatement (SWMS) is prepared before
Full Name:			
Signature:		Title:	Date:
Details of the person(s) responsible for ensuring implementation, monitoring	opliance the VMS a well as review	s and modifications of the SWMS.	
Full Name:		Title:	Phone:
ALL PERSONNEL PARTICIPATING IN ANY ACTIVITY ON THIS MAS PHAVE THE FOLLOWING COMMUNICATED	NATE OF ALL RELEVANT PERSONNE EVELOPMENT AND APPROVAL OF	EL WHO HAVE BEEN CONSULTED AND CO THIS SWMS	DMMUNICATED TO IN THE
Safety meetings or toolbox talks will be sched ed in according with gislative requirements to first identify any site hazards, such to compare those hazards and then to further take steps to either eliminate or contract each hazard.			
If an incident or a near miss occurs, all work must stop an attactive Depending on the severity of the incident, a meeting will be called with all workers to amend the SWMS if required. The meeting may also be an educational opportunity.			
Any changes made to the SWMS after an incident or a near miss must be approved by the Person Conducting Business or Undertaking and communicated to all relevant personnel.			
The SWMS must be kept and be available for inspection at least until the work is completed. Where a SWMS is revised, all versions should be kept. If a notifiable incident occurs in relation to which the SWMS relates, then the SWMS must be kept for at least two years from the occurrence of the notifiable incident.			



CLIENT OR PRINCIPAL	CONTRACTOR DETAILS
Client:	SCOPE OF WORKS
Project Name:	
Project Address:	
Project Manager:	
Contact Phone:	
Date SWMS supplied to Project Manager:	
ANY HIGH-RISK CONSTRUC	
☐ involves a risk of a person falling more than 2 meters	I is carried out on or near pressurised gas mains or piping
□ is carried out on a telecommunication tower	carried out on or near chemical, fuel or refrigerant lines
☐ involves demolition of an element of a structure that is load-bearing	□ is carried out on or near energised electrical installations or services
□ involves demolition of an element related to the physical integ. Y of a sucture	\square is carried out in an area that may have a contaminated or flammable atmosphere
□ involves, or is likely to involve, disturbing asb	☐ involves tilt-up or precast concrete
involves structural alteration or repair that quires terminary supart to prevent collapse	☐ is carried out on, in or adjacent to a road, railway, shipping lane or other traffic corridor
□ is carried out in or near a confined space	\Box is carried out in an area of a workplace where there is any movement of powered mobile plant
is carried out in/near a shaft or trench deeper that tunnel involving use of explosives	☐ is carried out in areas with artificial extremes of temperature.
☐ is carried out in or near water or other liquid that involves a risk of drowning.	☐ involves diving work.
ANY HIGH-RISK MACHINER	RY OR EQUIPMENT NEARBY



					RISK	MATRIX				
LIKELIHOOD	INSIGNIFICANT	MINOR	MODERATE	MAJOR	CATASTROPHIC	SCORE			HEIRARCHY OF CONTROLS	
ALMOST CERTAIN	3 HIGH	3 HIGH	4 ACUTE	4 ACUTE	4 ACUTE	SCORE	ACTION		Elimination Remove the hazard.	
LIKELY	2 MODERATE	3 HIGH	3 HIGH	4 ACUTE	4 ACUTE	4A ACUTE	DO NOT PROCE		Substitution	
POSSIBLE	1 LOW	2 MODERATE	3 HIGH	4 ACUTE	4 ACUTE	3H HIGH	Review befor work starts.		Replace the hazard.	
UNLIKELY	1 LOW	1 LOW	2 MODERATE	3 HIGH	4 ACUTE	2M MODERATE	Ensure control measures in place.		Isolate People from the hazard	
RARE	1 LOW	1 LOW	2 MODERATE	3 HIGH	3 HIGH	1L LOW	nitor and k⊾ records		Engineering Isolate the hazard.	
is the second me	LOW LOW MODERATE HIGH HIGH LOW ke records Dode the include. Administrative Inters on Hierarchy of Controls: Elimination methods are the most effective and preferre than non-time a hazard. Substitution the second most effective method of controlling a hazard. Engineering by isolation is the sit host enditive, while Administrative controls by changing the work is the fourth most effective method. PPE (Personal Protective Equipment), the least effective									

						TIVE EQUIPM					
		Select the ap	propriate PPL	abo, ruitab	i or the equi	oment used or	the job task	being perform	ned (if applica	able).	
FOOT PROTECTION	HAND PROTECTION	HEAD PROTECTION		P ECTION	R⊾ ⇒PIRATORY PROTECTION	FACE PROTECTION	HIGH-VIS CLOTHING	PROTECTIVE CLOTHING	FALL PROTECTION	SUN PROTECTION	HAIR/JEWELLERY SECURED
Other PPE Required:											
	Permit or Licenses Requirements						Ма	andatory Qual	ifications and	Training	

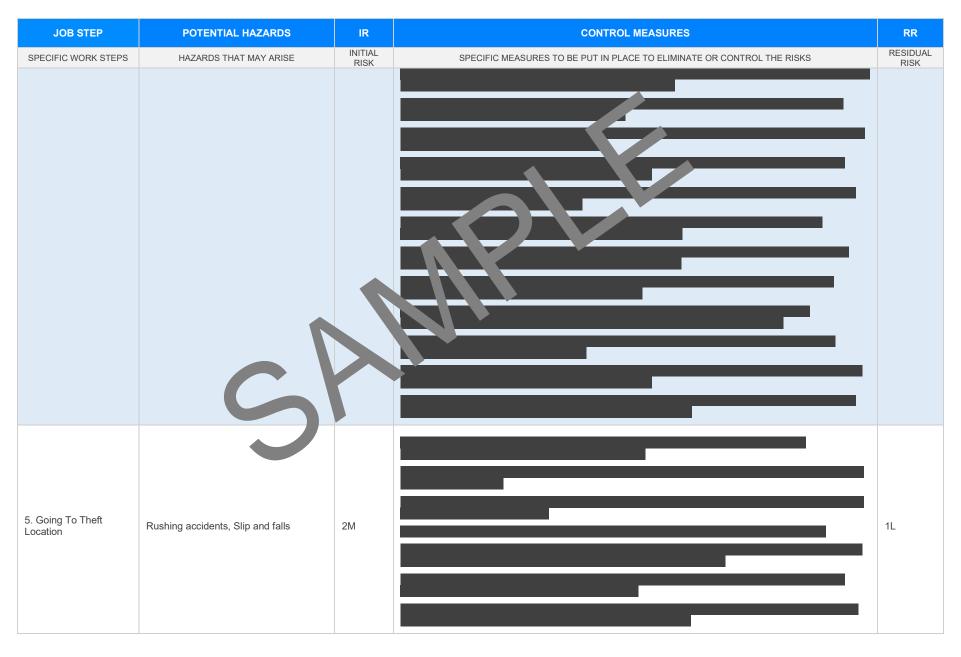


JOB STEP	POTENTIAL HAZARDS	IR	CONTROL MEASURES	RR
SPECIFIC WORK STEPS	HAZARDS THAT MAY ARISE	INITIAL RISK	SPECIFIC MEASURES TO BE PUT IN PLACE TO ELIMINATE OR CONTROL THE RISKS	RESIDUAL RISK
1. Preparation	Shoplifter confrontations, Physical harm	ЗН	 Provide staff with de-escalation training to comage confrontational situations calmly and professionally. Ensure security personnel are present durin beak burs or in high-risk areas to deter potential shoplifters. Install CCTV cameras in strengic locations to number potent uneft and assist in identifying suspects. Establish a clear communication protocol for report or undents to management and security staff. Display visible charge in mating the presence of security measures and the consequences of shoplifting. Encourage encloyees to maintain same cances from suspected shoplifters to reduce confrontation risk. Implemential clean of the policy on how to handle thefts, emphasising safety over recovery of merchandis. Equip t aff who personal alarms that can be activated to alert colleagues in case of a threatening station. Arrange or regular meetings to discuss recent incidents and update control measures as necessary. Imit the number of exits accessible to the public to control possible escape routes for shoplifters. Desting or other reflective surfaces in blind spots within the store to increase visibility for staff and prevent theft. 	2М
2. Training Staff	Inadequate training, Misinterpretation of scenarios	ЗН	 Conduct comprehensive induction training for all staff focused on recognising and handling shoplifting scenarios. Implement ongoing training sessions to refresh staff knowledge and address new or evolving shoplifting techniques. Develop clear, detailed training materials such as manuals, videos, and role-playing exercises that cover various shoplifting scenarios. Use experienced trainers or external consultants to provide expertise and real-life insights into effective shoplifting prevention and response techniques. Establish a mentorship program where new employees can learn from experienced staff members who have successfully handled shoplifting incidents. Encourage open communication and regularly scheduled debriefing sessions where staff can discuss experiences and clarify any uncertainties about handling shoplifting situations. Employ visual aids like posters and quick-reference cards in staff-only areas to reinforce key procedures and indicators of potential shoplifting. Incorporate scenario-based assessments during and after training sessions to assess understanding and capability in handling shoplifting incidents. 	2М

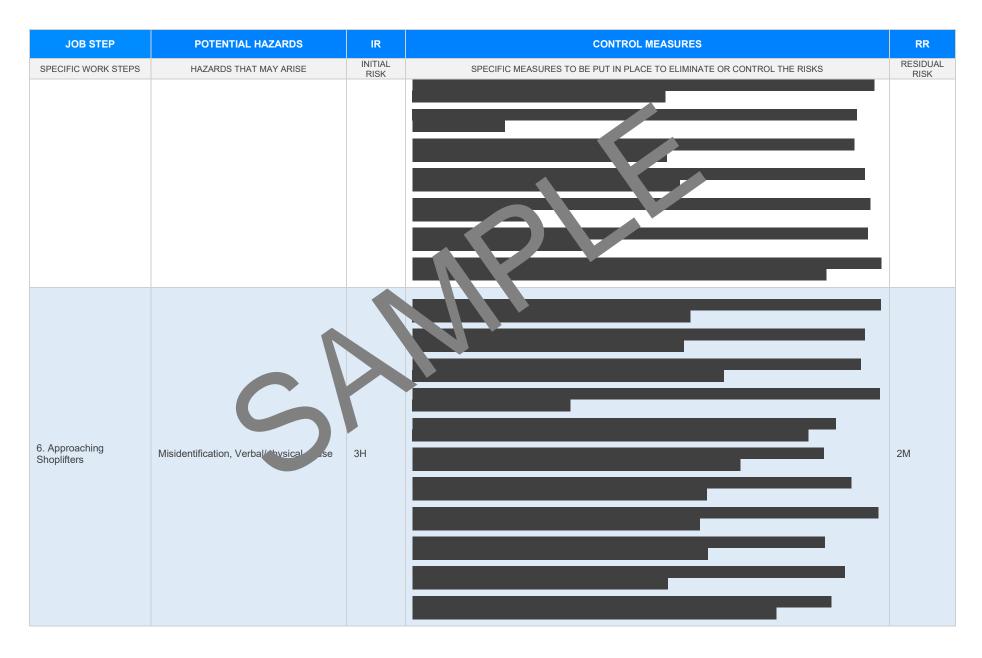


JOB STEP	POTENTIAL HAZARDS	IR	CONTROL MEASURES	RR
SPECIFIC WORK STEPS	HAZARDS THAT MAY ARISE	INITIAL RISK	SPECIFIC MEASURES TO BE PUT IN PLACE TO ELIMINATE OR CONTROL THE RISKS	RESIDUAL RISK
			- Include modules on communication skills in the training to help staff effectively interact with suspected shoplifters without escalating the situation.	
			- Partner with local law enforcement agencies to provide insights and updates on prevalent shoplifting trends and case studies relevant to the location	
			- Ensure all training materials and procedul, ware review and updated regularly to reflect changes in legislation, company policy, and shoplifting the ics.	
3. Surveillance	Eye strain, Poor visibility of shoplifters Incomplete video surveillance		 Conduct regular maintenance and testing of surrelance exponent to ensure proper functionality. Position cameras strategically within the store to consummatize areas, including entrances, exits, and high-theft merchan downtions. Train staff control or not or survey once for use effectively, focusing on identifying suspicious behaviour without causing de strain. Use use definite control or not or survey once for use effectively of video footage, particularly in low-light condition. Use use definite control or not or survey of visibility and clarity of video footage, particularly in low-light condition. Adjustic react bright area and contrast settings to optimise viewing quality and reduce eye fatigue for employs s. Indemn t periods breaks for staff responsible for monitoring camera feeds to prevent eye strain and main or a entiveness. Insure adequate lighting within the store premises to enhance visibility both in person and through since illance footage. Utilise analytics software capable of detecting unusual movements or behaviours to support human surveillance efforts. 	1L
	5		 Regularly review and update camera placement as store layout or display arrangements change. Maintain a centralised surveillance monitor area with ergonomic seating and adjustable screens to support staff comfort. 	
			- Develop clear protocols for escalating suspected shoplifting incidents identified via surveillance to ensure timely intervention.	
			- Encourage staff teamwork during peak times to assist in monitoring different areas concurrently, reducing individual workload.	
			- Install signage around the store alerting customers that they are under video surveillance to deter potential shoplifters.	
4. Identifying Shoplifters	Making false accusations, Escalated conflicts	ЗН		2M











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
7. Communication	Incorrect procedure, Threats			2М
8. Detaining Shoplifters	Physical aggression, Legal repercussions	4A		ЗН

Version 2.5

Date of Issue:



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
9. Calling Authorities	Delayed response time, Escalation during wait	2М		1L



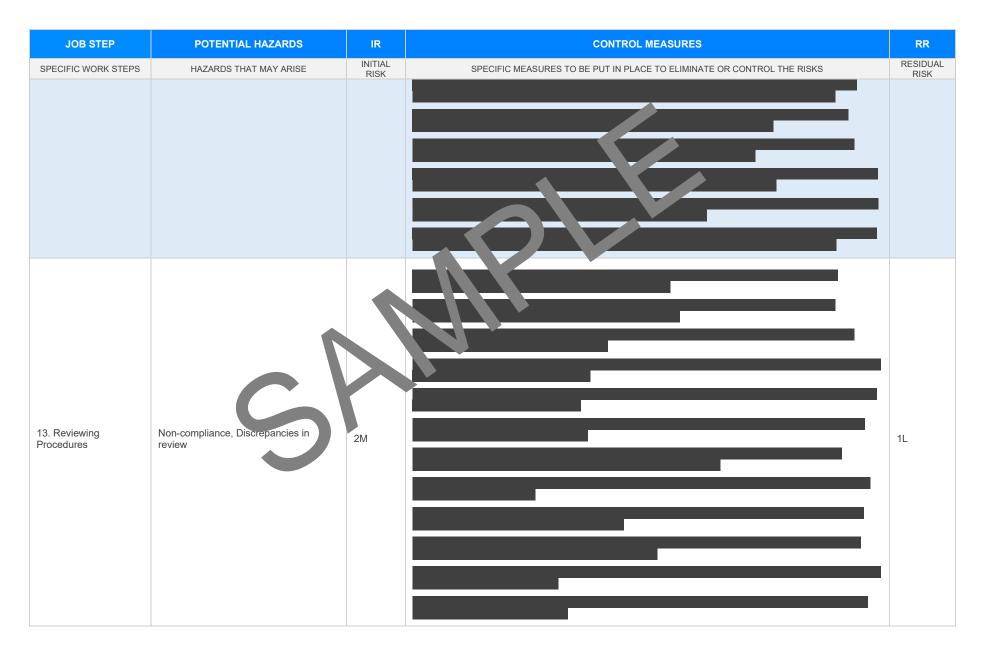
JOB STEP	POTENTIAL HAZARDS	IR	CONTROL MEASURES	RR
SPECIFIC WORK STEPS	HAZARDS THAT MAY ARISE	INITIAL RISK	SPECIFIC MEASURES TO BE PUT IN PLACE TO ELIMINATE OR CONTROL THE RISKS	RESIDUAL RISK
10. Recording Evidence	Misplacement of evidence, Tampering Incorrect documentation			2М
11. Aftercare (Post Incident)	Trauma, Insufficient debriefing, Lack of support	2M		1L

Date of Issue:









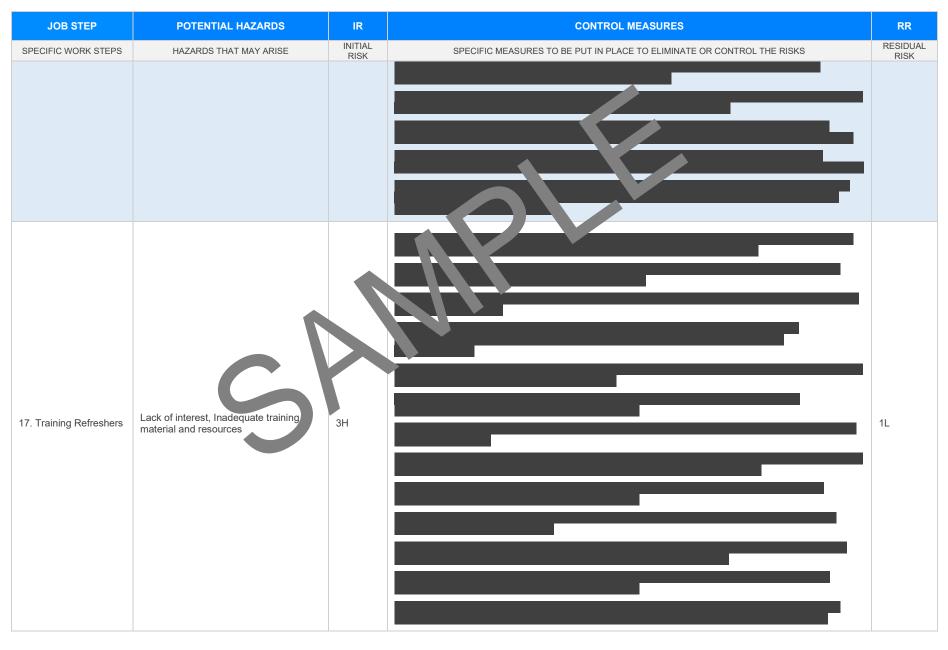


JOB STEP	POTENTIAL HAZARDS	IR	CONTROL MEASURES	RR
SPECIFIC WORK STEPS	HAZARDS THAT MAY ARISE	INITIAL RISK	SPECIFIC MEASURES TO BE PUT IN PLACE TO ELIMINATE OR CONTROL THE RISKS	RESIDUAL RISK
14. Training Improvement	Ineffective improvements, Lack of resources	2M		1L
15. Monitoring & Follow-up	Insufficient follow-up, Non compliance with rules	ЗН		2M





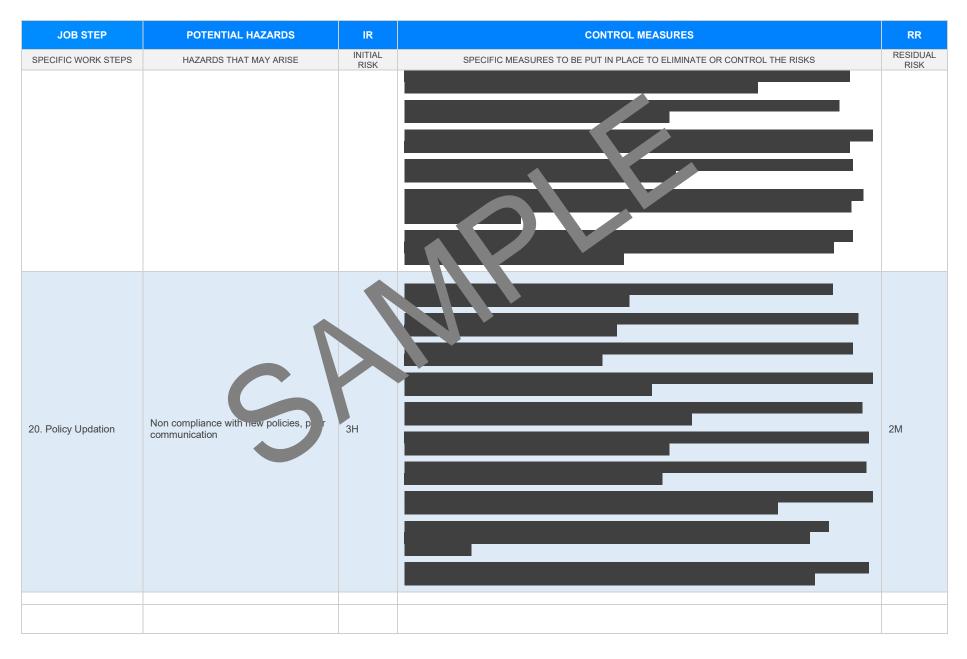






JOB STEP	POTENTIAL HAZARDS	IR	CONTROL MEASURES	RR
SPECIFIC WORK STEPS	HAZARDS THAT MAY ARISE	INITIAL RISK	SPECIFIC MEASURES TO BE PUT IN PLACE TO ELIMINATE OR CONTROL THE RISKS	RESIDUAL RISK
18. Regular Audit	Missed non-compliance issues, poor audit standards	2М		1L
19. Incident Analysis	Incomplete analysis, Incorrect data interpretation	2М		1L





Version 2.5

Date of Issue:









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 R	EFERENCES
RELEVANT LEGISLATION AND CODES OF PRACTICE. DELETE THE LEGI	ISLATIVE REFERENCES ANY STATE AT 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 au Safety Act 204 Occupational Health and Safety Act 204 Legis from VIC: <u>https://www.safe.vic.gov.au/occupational-health-and-safety-act-and- squlatures</u> Unles of mactice VIC <u>autps://www.worksafe.vic.gov.au/compliance-codes-and-codes-practice</u>
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/legislatic Codes of Practice NSW: https://www.safework.nsw.gov.au/legal-obligations/legislatic	Western Australia Work Health and Safety Act 2020 Work Health and Safety Regulations 2022 Legislation Western Australia: <u>https://www.commerce.wa.gov.au/worksafe/legislation</u> Codes of Practice WA: <u>https://www.commerce.wa.gov.au/worksafe/codes-practice</u>
Northern Territory Work Health and Safety (National Uniform Legislation) Act 2011 Work Health and Safety (National Uniform Legislation) Regulation 2011 Legislation NT: <u>https://worksafe.nt.gov.au/laws-and-compliance/worplace-serve-laws</u> Codes of Practice NT: <u>https://worksafe.nt.gov.au/laws-and-compliance/worplace-serve-laws</u> Codes of Practice NT: <u>https://worksafe.nt.gov.au/laws-and-compliance/worplace-serve-laws</u>	Safe Work Australia Links Law and Regulation (All States): <u>https://www.safeworkaustralia.gov.au/law-and-regulation</u> Model Codes of Practice: <u>https://www.safeworkaustralia.gov.au/resources-publications/model- codes-of-practice</u> Model Codes of Practice
South Australia Work Health and Safety Act 2012 (SA) Work Health and Safety Regulations 2012 (SA) Legislation for SA: <u>https://www.safework.sa.gov.au/resources/legislation</u> Codes of Practice for SA: <u>https://www.safework.sa.gov.au/work_saces/codes-of-practice#COPs</u>	 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
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	 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
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.	 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



SIGNATORIES OF THE SAFE WORK METHOD STATEMENT

The signed and dated personnel listed below have cooperated in the consultation and development of this Safe Work Method Statement which has been approved by the Person/s Conducting a Business or Undertaking (PCBU). In signing this Safe Work Method Statement each individual acknowledges and confirms that they have read this SWMS in full, having raised any questions for items on this Safe Work Method Statement that require clarification, and confirms that they are competent, skilled and knowledgeable for the task assigned to them. Every person acknowledges that they have received the relevant training and gualifications where required, before carrying out any work contained in this Safe Work Method Statement. By signing this Safe Work Method Statement each individual agrees to work safely, to follow any safe work instructions which are provided, and agrees to use all Personal Protective Equipment where appropriate.

Worker Name	Signature	Date

SAFE WORK N THE ST ATEM ANT MONITORING AND REVIEW

d must reviewed (and

hav be sted by the operation

should be carried out in

The SWMS must be reviewed regularly to make sure it remains fective revised if necessary) if relevant control measures are revised. The viewn consultation with workers (including contractors htractors of the SWMS and their health and safety representatives who represented that work group at the workplace.

When the SWMS has been revised the PCBU must ensure that persons involved with the work are advised that a revision has been made and how they can acces he revised SWMS, including all persons who will need to change a work procedure or system as a region of the review are advised of the changes in a way that will enable them to implement their duties antly with the revised SWMS. All workers that will be involved in the work must be provided with the relevant information and instruction that will assist them to understand and implement the revised SWMS.

The SWMS must be monitored regularly for the effectiveness of ensuring hazard controls are effective in reducing the risk of incidents, keeping the workplace safe for all personnel. The person responsible for monitoring the effectiveness of the Safe Work Method Statement should employ a multi-faceted approach which includes but is not limited to:

- 1. Spot Checks.
- 2. Consultation with workers, contractors and sub-contractors.
- 3. Internal audits on a continual basis.

An approach of continuous improvement, promptly recording inconsistencies or deficiencies. followed up by immediate corrective action and consultation with all relevant personnel ensures that the PCBU is consistently developing ever-improving systems of safe work principles.

REVIEW NUMBER	1	2	3	4	5	6	7
NAME							
INITIALS							
DATE							



SAFE WORK METHOD STATEMENT REVIEW CHECKLIST

This Safe Work Method Statement Review Checklist is to be followed and used upon initial development of the SWMS to help ensure that all steps have been adequately taken before work commences. Think of this document as an internal audit review checklist before commencing work, and may form part of a Toolbox Talk (safety meeting) and may be used as an opportunity for education and training.

ITEMS WHICH MUST BE INCLUDED IN THE SWMS	COMPLETED	COMMENTS
The company details have been entered, including the project name and address.		
All relevant personnel consulted during the development of the SWMS.		
Name, signature, position and date signed of the person approving the SWMS.		
Specific personnel and qualifications, experience is noted in the SWMS.		
Provides a step-by-step process of tasks required to carry out the activity or task.		
Adequate risk assessment of any identified hazards has been completed.	\boxtimes	
Foreseeable hazards are identified and documented for each step.	\boxtimes	
Any hazards listed in any site risk assessments have been added to the SWMs	\boxtimes	
SWMS initial risk (IR) column as well as residual risk (RR) column mpleted.	\boxtimes	
Check control measures added to the SWMS are the most effective selection	\boxtimes	
Responsible person is assigned and listed on the property of the importation control measures.	\boxtimes	
Permit or licenses requirements specified, su as Hot Work, Electric Work, Work at Heights etc.	\boxtimes	
SWMS identifies plant and equipment to be use	\boxtimes	
Details of inspection checks required for any equipment listed protection on the SWMS.	\boxtimes	
Describes any mandatory qualifications, experience, and g or skills required to perform the work.	\boxtimes	
Applicable personal protective equipment is selected on the SWMS.	\boxtimes	
Reflects and documents any legislative references and/or Australian Standards.	\boxtimes	
Identifies any hazardous substances used with specific control measures in line with any SDS.	\boxtimes	
REVIEWED BY	DATE REVIEWED	
SIGNATURE	DATE COMPLETED	