

SWMS Title:	Cleaning Warehouse	Description of Task / Activity:	Cleaning Warehouse
Partner Site:	All Partner Sites		
SWMS prepared by: Matthew Lombardi	Position: Regional HSE Manager NSW/ACT	Date: 9/06/2023	SWMS reviewed by: Paul Nichols
Authorisation:			
Authorised by: Operational Business Unit Manager or Delegate		Date:	

Hierarchy of Control	Risk Matrix																																																																																																							
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Required PPE (Personal Protective Equipment)									
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1. Hazard / Hazardous Event	2. Current Controls
Cleaning Activity in Warehouse – Injuries resulting from slips, trips, collisions with falling, moving or stationary objects	<ul style="list-style-type: none"> • Cleaning in Progress/Wet floor signs are to be displayed at all access points to area being cleaned. • Always wear a High Visibility Vest/Jacket. • Always wear safety footwear.
Cross contamination of surfaces – Using a cleaning cloth, mop or brush from areas which may result in cross contamination	<ul style="list-style-type: none"> • Blue cloths, brooms, mops and buckets are to be use when cleaning the Warehouse area.
<p>Chemical Hazards Storage</p> <p>Decanting Chemicals</p> <p>Frequent immersing of hands into water-based cleaning solutions resulting in potential skin conditions.</p>	<ul style="list-style-type: none"> • Safety Data Sheets (SDS) have been obtained for products being used. • Ensure to keep containers securely sealed when not in use and protected against physical damage. Ensure product is stored in accordance with the relevant safety data sheet. • Team members to review SDS for appropriate handling and PPE requirements prior to decanting any chemicals and / or cleaning products. Use manual handling techniques appropriate to task. • All containers must be labelled with product/chemical name and manufacturer. • Risk assessments have been completed for any hazardous chemicals being used, team members are to be briefed on their contents and the training recorded; see SDS Register for Chemical Risk Assessments. • Check your skin regularly for signs of Dermatitis (eczema); such as dryness, itching or redness, and report any concerns to your Line Manager, who should inform the Health Safety and Environment Department of the concern. • Wear rubber protective gloves when carrying out cleaning tasks which require you to immerse your hands frequently into water.
Workplace Transport – Collision with MHE Plant and Vehicles	<ul style="list-style-type: none"> • All ways have 2 bays between you and an area where a MHE plant is operating. • When cleaning in areas where there is MHE Plant or vehicle access, barrier it off to prevent vehicle entry. • Always look around you before stepping off or turning corners. • Always use marked Pedestrian Routes and doors when moving around a warehouse on foot. • When operating MHE, always look around you, stop and look before turning corners and going through access points.
Removal of Pumpkin boxes from Pallets – Secured	<ul style="list-style-type: none"> • Only team members who have been trained and competent to use a Forklift and who hold the appropriate license can operate the forklift. Refer to: SWMS-422 Operation of Forklift. • Ensure appropriate barricades are in place to separate vehicles and pedestrians prior to operation. • Ensure pedestrians are not within 1 metre of operation. • Follow site traffic management plan.

<p>Removal of Pumpkin boxes from Pallets – Unsecured.</p>	<ul style="list-style-type: none"> • Visually inspect the area for any additional hazards and ensure these are controlled prior to commencing cleaning task. • Ensure forklift is stationary and slide pallet onto the forklift tynes. • Drive forward and impact the top of the pumpkin box to dislodge the box from the pallet if it is still secured. • Park and shut down forklift. • Wear cut resistant gloves. • Visually inspect the area for any additional hazards and ensure these are controlled prior to commencing cleaning task.
<p>Manual Handling – Muscle/joint injuries as a result of frequent bending, lifting and stretching</p>	<ul style="list-style-type: none"> • Use long handled dust pan and brush (Blue). • Use long handled duster to reach high level areas (Cobweb tool). • Keep rubbish bags away from body. • Avoid twisting and throwing rubbish bags into skip bins. • Ensure to place rubbish bags into skip bins. • Wear protective Gloves appropriate to the task (Rigger for general handling; Rubber for working with water and cleaning solutions). • Use manual handling techniques appropriate to task, as taught during Health and Safety training.
<p>Cleaning walls and external area of Rapid Rise / Dock Doors / Blast Doors Ceilings in Chill/Freezer DC sites – Fall from height, slips as a result of a wet floor, ice / black ice on floor and collision with MHE and pedestrians.</p>	<ul style="list-style-type: none"> • Complete visual inspection of the work area to identify any additional hazards prior to commencing cleaning task e.g slip / trip hazards from wet floor, ice or black ice. • Ensure that safety footwear is worn and it is in good condition. • Only team members who have been trained and competent to use a Scissor Lift can operate the scissor lift. See: SWMS 101 – Working with Elevated Work Platforms – Scissor Lifts. • Obtain EWP and perform all pre– operational checks as outlined in the scissor lift pre-operational check log book and drive the EWP to the freezer chamber area. • Communicate with site management to ensure that all doors/docks are placed out of service. • Erect barricades and safety signage on both sides of the rapid rise doors and close. This will ensure that no other team members / MHE or trucks can enter the doors whilst cleaning is in progress. • Use long handled dust pan and brush (Blue). • Use long handled mop to reach high level areas. • Use of hand wipes / rags. • Wear protective Gloves appropriate to the task (Rigger for general handling; Rubber for working with water and cleaning solutions). • Ensure hard hat is worn.

	<ul style="list-style-type: none"> • Wear Safety Glasses / Goggles appropriate to the task to avoid falling debris • Use manual handling techniques appropriate to task. • Ensure that residual waste/water spilled on the wall and/or floor is wiped dry prior to leaving the site. • Ensure all ice on the floor is removed from the work area using a floor scraper prior to beginning task. • Remove wet floor signs and barricades once cleaning has been completed.
<p>Cleaning Dock Control Panels – Plant collision with MHE, Manual handling injuries and Muscle sprain and strain.</p>	<ul style="list-style-type: none"> • Complete visual inspection of the work area to identify any additional hazards prior to commencing cleaning task e.g slip / trip hazards from wet floor or other obstacles within the vicinity. • Erect barricades and safety signage around the Dock leveller cleaning area. This will ensure that no other team members / MHE or trucks enter the area whilst cleaning is in progress. • Wear protective Gloves appropriate to the task (Rubber for working with water and cleaning solutions). • Cleaning and wiping should only be done on control panels that are closed. • Ensure the use of hand wipes or a dry cloth only to clean the control panel. • Use manual handling techniques appropriate to task, as taught during Health and Safety training. • Do not perform damp wiping operations for extended periods of time without intervals of alternative tasks. • Use a work step to reach and clean any high surfaces if required. • Remove barricading and signage once cleaning in the area is complete.
<p>Cleaning of Big Ass Fans (BAF) – Fall from heights, Electrocutation, Plant collision with MHE & laceration.</p>	<ul style="list-style-type: none"> • Visually inspect the area for any additional hazards and ensure these are controlled prior to commencing cleaning task. • Barricade and isolate work area around the BAF cleaning using high visibility safety cones and telescopic safety barrier bars or equivalent to prevent unauthorised access ‘safe drop zone’ around the scissor lifting. • Complete Coles Electrical & Gas isolation permit. • Arrange for suitably licenced person to perform electrical isolation of the BAF fan at the main distribution board. Isolation to be carried out in accordance with the HSEQ-PR-006 Electrical LOTO & Restoration of Power Procedure. • Only team members who have been trained and competent to use a Scissor Lift can operate the scissor lift when accessing the BAF. Refer to SWMS 101 – Working with Elevated Work Platforms – Scissor Lifts. • Ensure HSEQ-FM-181 Coles EWP and Scaffold Work Permit for DC’s is completed prior to using EWP. • Perform all pre-operational checks outlined in the scissor lift pre-operational check log book and drive Scissor lift to the BAF cleaning area. • Elevate the Scissor lift until the top of the fan blades can be comfortably reached and start cleaning the BAF. • Use battery powered Back Vac to vacuum the larger debris off the Fan blades initially. • Use a wet cloth to further clean the fan blades after vacuuming.

	<ul style="list-style-type: none"> • Wear a dust mask while vacuuming and cleaning fans. • Wear cut resistant-gloves appropriate for the task to avoid laceration of the body, limbs and fingers. • Wear Safety glasses/goggles to avoid falling debris and dust entering eyes. • Ensure no water or chemicals contact the BAF motor whilst cleaning the fan. • Once cleaning of the BAF fans are complete, arrange for suitably licenced person to remove all locks and isolation tags in accordance with the HSEQ-PR-006 Electrical LOTO & Restoration of Power Procedure. • Clean up the area below the BAF. • Remove barricading and signage once cleaning in the area is complete.
<p>Ice cleaning / removal from external area of Rapid Rise, Blast and Dock Door's in Freezer Chamber using an Elevated Work Platform.</p>	<ul style="list-style-type: none"> • Complete visual inspection of the work area to identify any additional hazards prior to commencing the cleaning task, e.g. slip / trip hazards, from wet floor, ice or black ice. • Ensure that safety footwear is worn and it is in good condition. • Only team members who have been trained and competent to use a Scissor Lift can operate the scissor lift. See: SWMS 101 – Working with Elevated Work Platforms – Scissor Lifts. • Obtain EWP and perform all pre– operational checks as outlined in the scissor lift pre-operational check log book and drive the EWP to the freezer chamber area. • Ensure that appropriate cut / cold resistant hand protection is worn (freezer gloves). • Ensure hard hat is worn. • Communicate with site management to ensure all doors/docks are placed out of service. • Erect barricades and safety signage on both sides of the door and close. This will ensure that no other team members / MHE can enter the doors whilst ice cleaning / removal is in progress. • Commence clean by cleaning the barriers that are around the fast lift doors. Line the scissor lift up as close as practical to the fast lift door barrier • Elevate the EWP until the top of the barrier can be reached comfortably and start sweeping the ice off the barrier using a long-handled broom which enables the reach to high level areas. • Ensure manual handling techniques are used that are appropriate to the task and maintain a safe clearance from any ice that may fall from height onto your person or onto the EWP. • Use long handled dust pan and brush (blue) to collect any ice that may have fallen into the EWP and brush on to the ground area below. • Once all ice has been cleaned off the barrier, the ice debris that have landed on the floor must be swept up and cleared. • Ensure all ice from around and on top of the freezer blast doors is removed prior to opening or closing. If there is any difficulty opening the door immediately report to the onsite manager to arrange rectification works.

	<ul style="list-style-type: none"> • Mop the impact barriers feet and surrounding floor and leave to air dry. • Remove wet floor signs and barricades once cleaning has been completed.
Ice cleaning between the Rapid Rise and Freezer Blast Door Floor Area.	<ul style="list-style-type: none"> • Complete visual inspection of the work area to identify any additional hazards prior to commencing the cleaning task, e.g. slip / trip hazards, from wet floor, ice or black ice. • Ensure that safety footwear is worn and it is in good condition. • Ensure all overhead ice has melted prior to entering the chamber area. • Ensure that appropriate cut / cold resistant hand protection is worn (freezer gloves). • Ensure hard hat is worn. • Erect barricades and safety signage on both sides of the door. This will ensure that no other team members / MHE can enter the doors whilst ice cleaning / removal is in progress. • Ensure all ice from around and on top of the freezer blast doors is removed prior to opening or closing. If there is any difficulty opening the door immediately report to the onsite manager to arrange rectification works. • Mop the impact barriers feet and surrounding floor and leave to air dry. • Remove wet floor signs and barricades once cleaning has been completed.
Spot Mopping Floor – Slips as a result of the floor being wet due to spot mopping	<ul style="list-style-type: none"> • Only team members who have been made aware of the hazards associated with spot mopping are to carry out this task, this awareness training is to be recorded in the team member training register; • See: SWMS 403 – Mopping of Floors.
Use of Portable Electrical cleaning equipment - Electric shock, injuries resulting from slips and trips	<ul style="list-style-type: none"> • Only team members who have been made aware of the hazards associated with the use of portable electric cleaning machines are to carry out this task, this awareness training is to be recorded in the team members training register, specific SWMS's have been carried out for the use of these machines; See: SWMS 402 – Use of Scrubber/ dryer.
Use of Front Load Washer – Electric Shock, strain/sprain, slips as a result of water leaking from Washer & burns	<ul style="list-style-type: none"> • Complete visual inspection of the work area to identify any additional hazards prior to commencing the cleaning task, e.g. slip / trip hazards, from wet floor, leaking water from Washer. • Do not pick up the washing machine without use of a mechanical aid and assistance. • Ensure the washing machine is correctly levelled using the stabiliser legs prior to use • Ensure manual handling techniques are observed when placing items in the Washer for cleaning e.g. Bend knees & straight back, do not overreach placing items in washer • Check and remove all debris from clothing pockets & objects prior to placing items into the Washer. • Ensure the Washer door is locked in place and secure before commencing the start of the cleaning cycle until the cycle is complete.

	<ul style="list-style-type: none"> • Do not touch the Washer door during a cleaning cycle as the door can become hot during cleaning cycle. • Ensure the detergent dispenser is closed during the entire cleaning cycle. Do not open dispenser as hot water may stream out causing hot water skin burn. • After completion ensure the washer door is closed
<p>Use of Dryer - Electric Shock, strain/sprain & slips as a result of water leaking from Dryer & burns</p>	<ul style="list-style-type: none"> • Inspect and clean Lint filter prior to each use. • Ensure manual handling techniques are observed when placing items in the Dryer for cleaning e.g. Bend knees & straight back, do not overreach placing items in the Dryer. • Ensure adequate ventilation is observed when the Dryer is in use i.e. keeping the doors open • Ensure flammables and combustibles are stored away from Dryer i.e. paper towels • Do not touch the Dryer door during a drying cycle as the door can become hot during the cycle. • Do not touch the Dryer door before the end of the drying cycle. • Ensure items in the Dryer go through the cool down/airing phase in final part of the cycle before removing from Dryer. • After completion ensure the Dryer doors are closed
<p>Cleaning of Material Handling equipment (MHE)</p>	<ul style="list-style-type: none"> • Ensure hands are washed thoroughly before commencing work. • Team Member must confirm that MHE is powered down, parked in an approved area and turned off prior to cleaning. Below are examples where the Infolink screen confirms the unit is powered down. <div style="display: flex; justify-content: space-around; align-items: center;">   </div>

	<ul style="list-style-type: none"> • If any MHE is not powered off, Team Member is to inform the appropriate Partner Representative to arrange for the machine to be turned off. If any MHE does not have Infolink and/or has a key to start, Team Member is to inform the appropriate Partner Representative to arrange for the key to be removed. • Under no circumstances is any MHE to be cleaned whilst still turned on. • Wear rubber protective gloves and safety glasses. • Use a disinfectant wipe to wipe the area first, then use a damp, soft, lint-free cloth, and finally dry the area with another soft, lint-free cloth. • Do not use excess force when disinfecting the area around the keypads, switches, controls etc. as this could cause damage. • Do not allow the liquid from the disinfectant wipe to sit or pool on the area being disinfected for a long amount of time. • Ensure hands are washed thoroughly at the completion of the task.
Cleaning External Dock Doors	<ul style="list-style-type: none"> • Use shovel and broom if required. • Barricade the work area, including the dock lanes, to prevent entry of vehicle's or unauthorised persons. • Only MHE's with a safety beacon installed can be driven outdoors. • Only team members who have been trained and competent can operate the MHE. • Operators are not to operate the MHE unless adequate lighting is available. • No cleaning to take place during adverse weather conditions. • Wear cut resistant gloves when working and picking up objects.
Cleaning External Ground Areas	<ul style="list-style-type: none"> • Review weather conditions prior to work commencing and determine if it is safe to proceed. • Only MHE's with a safety beacon installed can be driven outdoors. • Obtain MHE and Auto Sweeper and perform all pre-operational checks. • Move equipment to the cleaning location. Equipment includes the following: <ul style="list-style-type: none"> • MHE. • General Skip Bin. • Auto Sweeper. • Shovel. • Broom. • Blower. • Ensure that appropriate cut resistant hand protection is worn. • Ensure wide brimmed hat and dust mask is worn. • Barricade the work area to prevent entry of vehicle's or unauthorised persons.

	<ul style="list-style-type: none"> • Commence clean by sweeping the ground area and collect all rubbish with the Shovel and place it into the General Skip Bin. • Ensure correct manual handling techniques are used e.g. lift with back straight and knees bent. • Loosen dust with the Shovel and sweep the ground area using the Auto Sweeper. • If removal of dust in a corner is required sweep the dust away from the corner using a Broom or Blower and then sweep the ground area using the Auto Scrubber. • Remove all tools and equipment from the area once cleaning has been completed.
Cleaning kitchenette areas	<ul style="list-style-type: none"> • Where possible ensure cleaning is undertaken in low peak times. • Cleaning in Progress/Wet floor signs are to be displayed and clearly visible at all access points to area being cleaned. • Clean bench top surfaces, cupboards, sink, taps and kitchen appliances. • Avoid cross contamination of surfaces use green cloths, blue mops, broom and buckets to be used when cleaning kitchenette areas. • Ensure manual handling techniques are used that are appropriate to the task and maintain safe body position to prevent over reaching. • Do not attempt to move heavy / awkward appliances or objects such as microwave ovens, fridges etc. Seek team member assistance and use mechanical aids as required. • Isolate power from the general power outlets to powered appliances e.g. toaster, kettle, coffee machines prior to cleaning.
Handling of Wheelie Bins and Emptying of Bin Contents	<ul style="list-style-type: none"> • Visually inspect the wheelie bin prior to use to ensure it is in a serviceable condition. • Inspect the contents of the wheelie bin and ensure the bin is not overloaded. If it is not safe to fully tilt the wheelie bin to move it, remove some of the contents in the bin to reduce the load if it is safe to do so otherwise contact your supervisor / manager for assistance. • Both hands to be used when manoeuvring a full wheelie bin. • A wheelie bin should be pulled not pushed, wherever possible and avoid awkward positions. • Ensure correct manual handling techniques are used e.g. lift with back straight and knees bent. • Use caution when moving wheelie bins. • Do not use wheelie bins that do not fit the bin lifter supports or bins that are damaged or split, see: • SWMS-423 Handling of Wheelie Bins and Operation of Bin Lifter.

<p>Spot Sweeping Floors</p>	<ul style="list-style-type: none"> • Obtain broom or sweep mop, dustpan and brush and inspect the equipment to ensure they are serviceable. • Sweep into small piles that can be collected with the dust pan. • Ensure manual handling techniques are used that are appropriate to the task and maintain safe body position to prevent over reaching. • Ensure both hands are placed on the sweep mop or broom and sweep forwards. • Do not sweep through liquid spill or any kind of broken product or wet floor surface • Place contents into wheelie bin. • When task is completed return all equipment to the cleaning storage area.
<p>Organic Waste Disposal into a Food Recycling Bin – Manual Handling, over reaching, slips and trips, striking, twisting.</p>	<ul style="list-style-type: none"> • Complete visual inspection of the work area to identify any additional hazards prior to disposing of the organic waste, e.g. slip / trip hazards, from wet floor, ice or black ice. • Ensure that safety footwear is worn and it is in good condition. • Use a safety stool to stand on when disposing of organic waste to prevent over reaching. • Ensure the safety stool is placed as close a possible to the organic waste bin to avoid over reaching when disposing of organic waste. • Ensure manual handling techniques are used that are appropriate to the task and maintain safe body position to prevent over reaching. • Ensure the organic waste is placed securely into the bin and cannot fall out and strike you. • Ensure when stepping off the stool to step directly backwards off the stool to prevent any twisting of the body.
<p>Cleaning of Broken/Spilt Stock from Warehouse floor – Manual Handling, slips and trips, striking, twisting.</p>	<ul style="list-style-type: none"> • Ensure to barricade the area where broken/spilt stock is to be cleaned. • Ensure that safety footwear is worn and it is in good condition. • Complete a visual inspection of the work area to identify hazards prior to commencing cleaning works. • Contact the Partner Shift manger to report and scan the broken/spilt items prior to removing stock. • Clean up all liquid spills immediately by wiping clean the work area. • Before picking up broken stock from the floor ensure all stock that can fall from height is secured before works commence. • Ensure manual handling techniques are used that are appropriate to the task and maintain safe body position to prevent over reaching or lifting heavy items. Consider a two person lift if required.
<p>Picking up cardboard boxes, plastic wrapping and rubbish from the warehouse floor using bins on the rear of a LLOP.</p> <p>Reaching into skip bins.</p>	<ul style="list-style-type: none"> • Wear cut resistant gloves when picking up rubbish from the warehouse floor. • Do not reach into skip bins to remove rubbish, recyclables using hands, litter pickers or other. • Avoid overreaching and pushing down on cardboard boxes into skip bins to compact. • Use correct manual handling techniques with back straight and knees bent.

	<ul style="list-style-type: none"> Do not step off a moving LLOP. Refer to SWMS-417 Low Level Order Picker.
Computer Server or Data Room Servicing	<ul style="list-style-type: none"> Schedule computer / data room servicing activities with trained Coles Technician. Ensure ankle to wrist clothing, safety footwear, cut resistant gloves are worn prior to commencement of task. Complete visual inspection of the work area to identify any additional hazards prior to commencement. Ensure no water or solutions are taken into the area. A dry clean method, with no solutions are to be taken into the room. Ensure pre-loaded flat mop pads, microfibre pads that have been prepared outside of the environment of the rooms to be serviced. This includes any microfibre cleaning cloths that might be used to clean surface such as tables, wall and door surfaces. Pre-loading of micro-fibre pads and cloths is done by applying plain warm water to the surface of the of the microfibre pads or cloths. If required, a cleaning solution can be used to assist in removing a greasy stains. Pads are to be placed onto the flat mop and applied to a clean floor surface to ensure the mops are only damp, removing any excess moisture from the pads. Microfibre Cleaning Cloths are preloaded by immersing into warm water and had wring to remove excess moisture. Ensure to preload the correct number of pads, cleaning cloths to be used to clean the rooms. These are placed into a clean dry carrying bucket. Vacuum the floor edge to edge, using a HEPA filter vacuum. Note: Back Pack Vacuums have a four stage HEPA filter system. If the floor is required to be be mopped, it can only be mopped using a flat mop with a microfibre pad, that has been pre dampened prior to use. Pre-load the mop pads with the solution outside of the room. Take the flat mop, apply solution to the floor and move the flat mop across the surface, back ad forth until floor is only slightly damp..
3. Additional Information	
<ul style="list-style-type: none"> For Additional Information contact the HSE Team. 	
4. Activity Risk Rating:	Medium (C3)