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1A

Workplace procedures for receiving goods

Being familiar with procedures for receiving goods helps to minimise safety risks and ensure the safety of goods.

Workplace procedures are based on legislation, codes of practice, regulations and standards that set out requirements that must be followed when receiving goods into the warehouse. The requirements that must be followed depend on the type of goods received.



Workplace policies and procedures

Policies and procedures comply with state and national legislation, guidelines and regulations, and ensure your workplace meets all safety and environmental requirements.

Procedures also ensure processes and systems run smoothly, according to schedule and allocated time frames, and help to protect goods that are received. Your workplace will have specific policies and procedures for receiving stock.

Housekeeping standards

Housekeeping standards are principles for the best or safest way to carry out work. Housekeeping standards apply to managing a work area, maintaining a piece of equipment or undertaking tasks to complete an activity. Upholding effective housekeeping standards contributes to WHS, hazard identification and legislative compliance.

Housekeeping standards that apply when receiving goods include ensuring:

- the receival area clear of debris, which contributes to the safety of workers and equipment
- all equipment used for unloading goods is maintained and monitored for faults
- all documentation is inspected and compliant with legislative requirements
- all goods are correctly labelled and compliant with regulations and standards.

1B

Documentation requirements for receiving goods

Ensure you follow organisational requirements for completing documentation.

All goods should arrive with documentation, which varies between industries and the contents of the packages. Understanding the documentation allows you to do your job properly, and helps you to comply with legislative and regulatory requirements. Complete documentation accurately and pay attention to detail. For example, when recording weight and size calculations, record numbers exactly. Take special care when documenting goods that may contain dangerous substances and require special handling.



Here are types of documents you may encounter when receiving goods.

Workplace documents

- Manifests – a goods manifest shows all of the items on a vehicle.
- Picking slips (also called product delivery advice) – a list of the items that have been sent, not necessarily what was ordered.
- Stock requisition information – the order that was placed with the supplier.
- Barcodes – information is stored in the barcodes of the stock; you need a barcode reader to view this information.
- Goods identification numbers – unique identification numbers given to every parcel.
- Stock specifications – information about the height, weight and chemical composition (where appropriate).
- Stock declarations – these include dangerous goods declarations.
- Manufacturer's specifications – information concerning storage, transport, use or chemical composition of goods.
- Instructions from the customer – this may include where the customer wants the goods delivered.
- Quality assurance documents – these depend on the individual workplace.
- Safety data sheets (SDSs) – outline safety and emergency information about the load or product.
- Consignment notes – documents that describe the goods being sent.



Read the following workplace example to see how the concepts you have learned are applied in a real-life situation.

Workplace example for Topic 1

Rodney and Chen work at Super Warehouse Solutions. Their supervisor, Vicky, has asked them to review the workplace procedures and relevant legislation for receiving goods as the warehouse is due to receive a shipment of batteries containing lead acid from another state. The goods are due to arrive next Thursday at 3 pm, and will be stored for two months, until delivery at the end of March.

Vicky wants Rodney and Chen to review the environmental and WHS requirements for storing batteries for this period. They also need to check which PPE they are required to wear, and which documentation they need to complete.

Vicky locates the ADG Code and identifies that the sign for Class 8 (corrosive substances) needs to be displayed where batteries will be stored.

Chen looks up the *Environment Protection and Biodiversity Conservation Act 1999* (Cth), and learns that faulty acid lead batteries need to be disposed of in a specialised waste disposal unit.

Rodney and Chen consult the workplace procedures for handling dangerous goods, and learn that they need to use and wear the required PPE. They also read that for packages over 10 kg, manual-handling equipment, such as pallet jacks, must be used.

Rodney and Chen also prepare a hazard report listing the risks associated with storing lead acid batteries, and a plan for minimising the risk of an incident occurring.

Next, they prepare a document summarising the requirements, and indicate on the site layout map where the batteries need to be stored. They supply this information to their supervisor by email, and as a hard copy that can be viewed by other team members.





Topic 2 | What you need to do to receive goods

Understanding workplace procedures for receiving goods ensures you work safely and protect goods.

In this topic you will learn how to:

2A Check and inspect goods

2B Unload, unpack and store stock

Apply this knowledge when checking goods, inspecting for damage, unloading and storing stock. You should also report any discrepancies and damage.

In addition, you should always use appropriate manual-handling techniques, and seek assistance and advice when unloading and storing goods, to ensure the safety of yourself and others.

International Maritime Dangerous Goods (IMDG) Code markings



Shipping labels



Consignment details



Identify dangerous goods codes

The ADG Code and IMDG Code are used to communicate hazards.

Dangerous goods codes and regulations apply to any substance that may be dangerous when stored or transported. Warehouses have rules and document requirements depending on what substances they handle. If a dangerous goods code label is on a package or pallet, you must proceed with caution and follow all workplace procedures. If you suspect a package contains dangerous goods, but is not labelled, speak to your supervisor before handling it.

For more information, refer to the:

- ADG Code at: www.ntc.gov.au/heavy-vehicles/safety/australian-dangerous-goods-code
- IMDG Code at: www.imo.org/en/Publications/IMDGCode/Pages/Default.aspx

Watch this video [04m:46s] to learn about following classifications of dangerous goods in Australia.



Here are some forms of communication you may use when communicating with others.

Email and instant messaging



Letter and mail



Policies, procedures and guideline manuals and instructions



Checklists and notes





Activity 3

Question 1

Which of the following statements refer to minimising, controlling and eliminating hazards? Tick all that apply.

- Find a way to avoid doing the hazardous task or redesign the job to control the risk.
- Close all the doors.
- Replace hazardous substances or tasks with ones that are less hazardous.
- Clean items with a scrubbing brush.
- Separate the hazard or hazardous work process from people and other work areas.
- Create new equipment or technology to reduce or control the risk.
- Remove PPE before conducting a hazardous task.

Question 2

Circle the correct answer.

The weight of a wooden pallet is 10 kg. Each package on the pallet weighs 3 kg. One pallet load contains 16 packages. The estimated total weight of one pallet load is 65 kg.

- * True
- * False

Question 3

Explain one task you must do when checking and inspecting received goods.

Apply manual-handling procedures and regulations

Take all measures to ensure the workplace is safe.

Workers should be familiar with the type of equipment their workplace uses to move pallets. These may include conveyors, rollers, forklifts, pallet jacks, load carriers, specially designed pallet racks or other appropriate devices.

Whatever system is used, try to minimise damage to the stock. Operators should take care to avoid damage to pallets from machinery as this can be costly in lost stock, and in breakages to the pallet. Broken pallets should not be used as they cannot carry their full load and may cause safety issues in moving stock. Any damage should be reported as soon as possible using the appropriate workplace procedures.

Observe the following procedures when using manual-handling equipment.



Step 1

Don't overload pallets

Overloading can damage equipment; the pallet may not be able to take the stock weight, or stock could be damaged due to compression. Over stacking pallets in a warehouse is extremely dangerous for operators of machinery and workplace personnel in general. There is a high risk that these could become unstable or fall causing significant injury. Over stacking could also exceed safe working limits of machinery.

Step 2

Ensure loads are balanced or stabilised

Unbalanced loads on pallets are unsafe and need special handling. If a load is top heavy, it should be labelled so operators can take appropriate action to control the risk of the item falling over. Unbalanced loads can move during transit and cause the entire pallet load to be unstable.

Step 3

Move with care

Care should be taken when moving stock in the workplace as visibility can be reduced when carrying loaded pallets. Ensure you only move in zoned areas. Avoid pedestrian areas and follow markings. Observe speed limits.

Step 4

Follow codes of practice

Each state or territory safety regulator will have codes of practice available for the safe movement of materials. Check with your workplace procedures or supervisor if you need assistance or training in this area of operations.

Unload and unpack stock safely

After analysing the stock to be unloaded, the next step is unloading and unpacking the stock safely.

Moving stock safely involves following workplace policies and procedures and legislative requirements, including having the correct licences and accreditations to operate machinery, and following the correct manual-handling procedures.

Here is a description of how stock should be unloaded, unpacked and stored safely.

Unload safely

- Move loads low to the ground.
- Never overload the machinery being used to unload the stock.
- Be aware of the load requirements.
- Ensure safety of all personnel in the area and never move machinery until it is safe to do so.
- Use the appropriate PPE.
- Seek assistance from a supervisor or co-workers.

Unpack safely

- Read documentation.
- Know what is in the package.
- Follow workplace procedures.
- Follow correct manual-handling procedures.
- Use the appropriate PPE.
- Observe labels, including ADG Code markings.

Store safely

- Never overstock or overbalance pallets.
- Keep loads at the correct heights.
- Leave space for moving through aisles.
- Always follow workplace procedures and policies.
- Always follow ADG Code and IMDG Code requirements.
- Consider the licences needed to operate equipment such as forklifts and cranes.
- Consider the training requirements of operators.
- Consider enterprise or industry requirements such as grading or experience levels of operators.

Store stock safely

Unload, unpack and store stock according to instructions and advice.

The type of stock being stored dictates the storage requirements. Always check the documentation that comes with the items, and seek advice from your supervisor, the supplier and manufacturer. This advice outlines the correct storage requirements for the items.

Sources of information include:

- Supervisors, managers and co-workers
- Suppliers and manufacturers
- Drivers and plant operators
- Quality assurance officers
- Maintenance staff
- Document control staff
- Storage system manufacturers
- Health and safety representatives (HSRs)
- Union representatives
- Government agencies