



Contents

Before you begin	v
Introduction Follow work health and safety procedures	1
Topic 1 What you need to know about WHS	3
1A Emergency and evacuation procedures	4
Activity 1	10
1B Signs and information in a warehouse	14
Activity 2	22
1C Manual handling	24
Activity 3	28
1D WHS requirements	30
Activity 4	40
Workplace example for Topic 1	45
Summary of Topic 1	46
Topic 2 What you need to do	47
2A Follow procedures	48
Activity 5	56
2B Communicate effectively	59
Activity 6	62
2C Complete documentation	63
Activity 7	66
Workplace example for Topic 2	67
Summary of Topic 2	67
Words to remember	69








Before you begin

This learner guide is based on the unit of competency *TLIF1001 Follow work health and safety procedures*, Release 1. Your trainer or training organisation must give you information about this unit of competency as part of your training program. You can access the unit of competency and assessment requirements at: www.training.gov.au.

How to work through this learner guide

Your trainer will advise which parts of the learner guide you need to read, and which activities you need to complete. This learner guide will help you in your training.

Icon	Feature	How you can use each feature
	Learning content	Read each topic. Speak to your trainer if you need help.
	Activities	Activities give you the opportunity to put your skills and knowledge into action. Your trainer will tell you which activities to complete.
	Video clips	Where you see a QR code, you can use a smartphone or tablet to access video clips about the content. For information about how to download an app that will read the QR code, or for more help, visit our website: www.aspirelr.com.au/help
	Workplace examples	Workplace examples at the end of each topic show how your learning applies in practice.
	Summaries	Key learning points are provided at the end of each topic.
	Words to remember	<p>As you read the learner guide, use the table at the back of the book to write down any words you need to remember. There is a space for you to write the word and a space for you to write down what the word means.</p> <p>You can also access a full glossary of terms via this QR code.</p>



1A | Emergency and evacuation procedures

Emergency and evacuation procedures are the steps you need to follow when a situation in the warehouse makes it unsafe to stay there.

When you understand emergency and evacuation procedures, you know exactly what to do if an unsafe or dangerous situation occurs. If you do not know what to do, ask your supervisor and follow their instructions.



Examples of emergency and evacuation procedures

Fire



Fire procedures explain what to do when there is a fire.

If there is a fire, you need to:

- Follow instructions to leave the worksite immediately and safely.
- Alert supervisors and fire services.
- Ensure the safety of personnel (including yourself) before taking action to protect property.
- Access and use firefighting equipment if you have been trained to do so.

Evacuation



Emergency evacuation procedures must be followed when a workplace is unsafe. 'Evacuate' means to leave the worksite immediately and safely. For example, a warehouse may need to be evacuated if there is a flood or fire, fumes or high winds. All personnel must be trained to follow the evacuation plan and procedures.

Warning signals

It is critical that warning signals are understood.

There may be a range of warning signals that you need to understand as part of your work. If you do not understand what they mean, you must ask your supervisor to explain them to you.



Examples of warning signals in a warehouse

Red flashing light



A red flashing light on a piece of equipment may signal that something is wrong, or that you must stop what you are doing.

Thumbs down



This is a thumbs down signal that means it is not good or it is not safe to perform a task.

Stop sign/signal



A stop sign or signal means you must stop. You must wait until the person holding the sign says it is okay to go.

Stop light



This is a stop light signalling that traffic is coming and you must stop. If it is red, you must not go until the light is green.

HAZCHEM symbols

HAZCHEM stands for the words 'hazardous chemicals'.

Chemicals with the HAZCHEM symbol may cause harm or death if they are not handled the right way. HAZCHEM symbols on the side of a drum or container show what type of chemical is inside.

You must understand what the symbols mean because the chemicals inside can cause serious harm or death to you and the people you work with.



Examples of HAZCHEM symbols, what they mean and how you can use them

Acute toxicity



Substances with this symbol are very toxic and dangerous and may cause death and must be handled with extreme care. You may come into contact with them via your mouth (oral), skin (dermal) or breathing them in (inhalation).

Safety measures to take include:

- using personal protective equipment (PPE)
- ensuring adequate ventilation
- using personal monitoring devices and/or alarms
- working in pairs.

Explosive hazard



Substances with this symbol can explode under certain conditions.

Safety measures to take include:

- using PPE
- storing these substances in a temperature-controlled area
- keeping containers an upright position
- having 'No smoking' or 'open flame' signs displayed.

Flammable hazard



Substances with this symbol are extremely flammable. They may be in solid, liquid, gas and/or vapour form. Some can catch fire easily if exposed to air, heat up if large quantities are stored, and/or release flammable gases if exposed to water.

Safety measures to take include:

- using PPE
- storing flammable substances away from sparks and flames
- washing hands after handling substances
- storing flammable substances in an area with air flow
- storing substances at the right temperature.



Activity 2

Question 1

Draw a line from the symbol to its correct meaning on the right.



* Flammable hazard

Safety measures to take include:

- using PPE
- storing flammable substances away from sparks and flames
- washing hands after handling substances
- storing flammable substances in an area with air flow
- storing substances at the right temperature.

* Oxidising hazard

Safety measures to take include:

- using PPE
- keeping the substance away from heat
- storing the substance away from combustible (flammable) products.

* Health hazard

Safety measures to take include:

- using PPE
- avoiding breathing in dust, fumes, gases, mist, vapours and spray
- leaving contaminated work clothing at the workplace.

* Acute toxicity

Safety measures to take include:

- using PPE
- ensuring adequate ventilation
- using personal monitoring devices and/or alarms
- working in pairs.

* Explosive hazard


Safety measures to take include:

- using PPE
- storing these substances in a temperature-controlled area
- keeping containers an upright position
- having 'No smoking' or 'open flame' signs displayed.

Mechanically assisted lifting equipment

Lifting equipment are devices that help you lift and move items.

Mechanically assisted lifting equipment should be used to lift heavy items or goods.

 *Examples of mechanically assisted lifting equipment*

Hand trolley



Pallet jack



Hand truck



Platform trolley



Forklift



Examples of PPE

If PPE is required, make sure appropriate equipment is used.

Workplace procedures outline the PPE that must be used. If you are working with chemicals, advice on the appropriate PPE can be found on the SDS. Here are some examples.



Examples of PPE

Eye protection



Procedures outline the steps to take that are appropriate to the hazard, which may be dust, particles, chemical splattering or smoke. Information will include the type of eye protection required for a particular setting.

Ear protection



Procedures outline the steps to take that are appropriate to the hazard, which may be the level and frequency of noise. Information will include the type of ear protection required for a particular setting.

Respiratory protection



Procedures outline the steps to take that are appropriate to the air contaminant, which may be dust or gases. Types of respiratory protection include an air purifying respirator, an air-supplied respirator and a self-contained breathing apparatus.

Hand protection



Procedures outline the steps to take that are appropriate to the hazard, which may be heat, cold, shock or cuts. Information will include the type of hand protection required for a particular setting.



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

Sarah has just started work as a warehouse operator for Manufacturing Warehouse Supplies. Dan is training Sarah in her role and starts her work induction with WHS. Dan explains emergency and risk control procedures to Sarah as he takes her through the receiving area where she will work. He shows Sarah where the emergency alarms, exits and evacuation assembly area are located. Dan helps her become familiar with the warehouse layout and the types of equipment and stock in the warehouse.

After the walkthrough, Dan gives Sarah a floor plan of the receiving area and asks her to mark out where the emergency exits and alarms, fire extinguishers and hose reels are located. Dan shows Sarah where to access a hazard audit checklist on the computer, prints a copy and asks her to do a visual walk around and note down any hazards on the checklist.

When Sarah completes her notes, she meets with Dan to discuss her observations. Sarah has noted that:

- four workers were not wearing appropriate PPE for their tasks
- a light globe has blown in a corner of the warehouse, leaving that area considerably darker than the surrounding area
- the bin used for recyclable cardboard is full and overflowing
- a pallet has been left in an aisle.

Dan is impressed with Sarah's understanding of WHS issues and together they effectively manage these hazards.

Watch the workplace example video [02m:01s] below.





Summary of Topic 1

1. Procedures are a set of steps you need to follow to do a task correctly. For example, you must follow emergency and evacuation procedures when a situation occurs in the warehouse that makes it unsafe for you and those you work with.
2. When you work in a warehouse you need to understand signs and information that will help you work safely.
3. Some goods in a warehouse may have specific instructions about how to move them, store them and deal with them if there is an incident involving them.
4. In a warehouse there are designated WHS personnel who you can talk to about WHS issues. Designated WHS personnel are the people chosen to deal with WHS issues and may include an HSR, HSO and HSC.
5. When discussing WHS issues, you need to understand the meaning of a hazard and the meaning of risk. A hazard is something that may cause harm or injury to people and property. A risk is the likelihood that the hazard will cause harm.
6. If you need to enter confined spaces, there are procedures to ensure that the entry, exit and any work carried out while in the confined space is done safely.
7. Personal protective equipment (PPE) and clothing is the last line of defence in efforts to eliminate or reduce the risk associated with workplace hazards. PPE is only effective if it is the right type of equipment for the task, and if it is used and worn correctly.