Riskcon engineering

HAZARD AUDIT

COLES AUTOMATED DISTRIBUTION CENTRE, KEMPS CREEK

Coles ADC – Kemps Creek – Hazard Audit
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Coles ADC – Kemps Creek – Hazard Audit

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Quality Management

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Rev	Date	Remarks	Prepared By	Reviewed By
A	18 August 2025	Draft for Comment	Steve Sylvester	Renton Parker
0	25 August 2025	Final		

EXECUTIVE SUMMARY

Introduction, Objectives & Scope

The Coles Group (Coles) operates an Automated Retail Distribution Centre (ADC) at Kemps Creek, NSW (the Site). The ADC was completed and commissioned in July/August of 2024 and as part of the site Conditions of Consent (CoC) a Hazard Audit is required 12 months after commencement of operations at the Site and once every 5 years after the initial audit. The audit is required to be facilitated by an independent auditor approved by the Department of Planning, Housing and Infrastructure (DPHI).

To assist with the initial audit, Coles has commissioned RiskCon Engineering Pty Ltd to facilitate the Hazard Audit and to report on the audit findings for submission to DPHI. This document reports on the results of the Hazard Audit of the Coles ADC at Kemps Creek, NSW

The objective of the study is to conduct a Hazard Audit of the Coles Automated Distribution Centre (ADC) at Kemps Creek, NSW following the audit methodology published in Hazardous Industry Planning Advisory Paper (HIPAP) No.5, Hazard Audit Guidelines, and to report and the finding of the audit.

Methodology

The methodology selected for the hazard audit as that prescribed in NSW DPHI Hazardous Industry Planning Advisory Paper No.5, Hazard Audit Guidelines.

Brief description of the Coles ADC

The site is located at Building 1A, Oakdale West Industrial Estate, Kemps Creek, which is approximately 44 km west of the Sydney Central Business District (CBD). The site is located within an industrial estate surrounded by facilities of a similar nature (i.e. Distribution Centres).

The ADC comprises an automated warehouse with hardstand and awnings, including offices and other ancillary areas (e.g. LPG tank for forklift refueling and diesel tanks for truck refueling). The ADC will hold Dangerous Goods (DGs) for storage prior to distribution to retail outlets. General DG storage is located within the automated section of the warehouse, with a separate flammable liquids store located on the eastern end of the warehouse building.

Trucks enter the site with goods for storage in the warehouse until distribution is required to retail stores. Pallets are unloaded using forklift trucks and are loaded into the automation via in-feeds. Pallets of boxed and packaged goods are put onto a system pallet and automatically stored in the racking within the warehouse. The pallets are later broken down onto trays for automation picking, or sent to stations for decanting of inner cartons, or to the manual picking area for hand-picked orders. Orders are filled by the retrieval of goods and the loading of pallets for delivery to retail stores. The majority of goods are handled by automation. Goods palletised for delivery to retail stores are collected by trucks and transferred to the stores as per the delivery documentation.

Audit Results, Conclusions and Recommendations

The Hazard Audit of the Coles ADC concluded that there were effective equipment and systems in place at the ADC facility to manage the hazards at site. The audit also identified that the equipment and systems at the ADC were operating successfully to manage the hazards at the site. The site inspections, during the audit, identified that the equipment on site was in good operating condition, with good housekeeping and the operations and systems were well managed with many examples showing good industry practices.

The conclusion of the audit is that the Coles ADC is applying the hazard, risk and safety management systems using a range of tools based on Coles “in-house” systems at the site. These systems are considered to provide an effective method of site safety management by maintaining good information control and monitoring, supported by the extensive software base within the Coles organisation.

Notwithstanding the conclusions reached above, a number of recommendations and observations were made regarding the facility, which are mainly aimed at continuation of monitoring of key safety control systems at the site.

Recommendations

R2025/1 – It was identified that a comprehensive Hazardous Area Verification Dossier (HAVD) could not be located at the ADC. A review of the documents held at the ADC identified that whilst some of the documents listed in the standard (Ref.6), some required documents could not be located and it appeared that a HAVD was not fully developed. Hence, it is recommended that the ADC compile a HAVD following the list of requirements in the standard (Ref.6). This may be in electronic or hard copy form, but in both cases, a reference document (HAVD) must be available which lists the require document location within the ADC information system.

Observations

O2025/1 - it was observed that there has been no requirement to update the risk assessments due to “timing (i.e. mandatory update based on time / warehouse has not been in operation long enough to trigger an update) or due to an incident, hence, it was not possible to check whether the risk assessment update procedure was being implemented. Hence, it is recommended that the risk assessment documents be reviewed at the next audit to confirm the required procedural update of risk assessment is being implemented.

O2025/2 - A review of the documentation supporting the Management of Change (MoC) process identified that there had been no modifications up to the date of the audit. Considering the site is new and maintenance has only involved like for like replacements, no new projects have been applied at the site since its commissioning and therefore no MoCs have been implemented. As it is not possible to review the MoC application at this audit, it is recommended that the MoC process be reviewed at the next audit to confirm it is being applied as per the procedures.

O2025/3 – The site penstock was identified as a critical environmental safety item, which isolates the stormwater discharge in the event of a fire event. A review of the maintenance system identified that the penstocks scheduled maintenance period is 12 months. The penstocks were tested as part of commissioning and were tested on 3 July 2025, around 12 months since the commissioning tests. A copy of the penstock valve test report is provided at **Appendix N**. it is recommended that the penstock annual test records be reviewed at the next audit to confirm these components are being tested as per the scheduled maintenance periods (i.e. once every 12 months).

O2025/4 – It was identified that refresher training, for employees, is required once every two (2) years, hence, as the site has only been in operation for one(1) year, refresher training hasn’t been performed as yet. It is therefore recommended that the refresher training process be reviewed at the next audit to confirm this is being effectively applied at the ADC.

O20256/5 - It is recognised that the ADC is a relatively new operating site, hence, the number of audits and subsequent recommendations are limited. Whilst the audit actions are currently demonstrated to be actioned reasonably quickly, as time progresses, a higher number of actions may cause extended action delay. Hence, it is recommended that the actions list, used to provide

the list of actions which are required to be completed, be reviewed at the next audit and confirmation that the ADC continues to progress action in a timely manner, meeting the action completion dates set in the actions list.

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Abbreviations

Abbreviation	Description
CoC	Conditions of Consent
ADC	Automated Distribution Centre
DPHI	Department of Planning, Housing and Infrastructure
SMS	Safety Management System
HIPAP	Hazardous Industry Planning Advisory Paper
DG	Dangerous Goods
HazChem	Hazardous Chemicals
FSE	Functional Safety Engineer
EEHA	Electrical Engineering Hazardous Areas
ADG	Australian Dangerous Goods Code
WHS	Work Health and Safety
TAFE	Technical and Further Education
LPG	Liquefied Petroleum Gas
KPI	Key Performance Indicator
DC	Distribution Centre
CBD	Central Business District
AS/NZS	Australian Standard/New Zealand Standard
FM	Factory Mutual
AIO	All In One
DPS	Dynamic Pick System
OPS	Order Picking System
HBW	High Bay Warehouse
CPS	Car Picking System
kg	kilogram
n/a	Not applicable
L	Litres
IEC	International Electrotechnical Commission
HAVD	Hazardous Area Verification Dossier
E-Stop	Emergency Stop
EHS	Environment, Health & Safety
MoC	Management of Change
ERP	Emergency Response Plan
ESIP	Emergency Services Information Pack
FRNSW	Fire & Rescue NSW
SWMS	Safe Work Method Statement
JSEA	Job Safety & Environment Analysis

1.0 INTRODUCTION

1.1 Background

The Coles Group (Coles) operates an Automated Retail Distribution Centre (ADC) at Kemps Creek, NSW (the Site). The ADC was completed and commissioned in July/August of 2024 and as part of the site Conditions of Consent (CoC) a Hazard Audit is required 12 months after commencement of operations at the Site and once every 5 years after the initial audit. The audit is required to be facilitated by an independent auditor approved by the Department of Planning, Housing and Infrastructure (DPHI).

To assist with the initial audit, Coles has commissioned RiskCon Engineering Pty Ltd to facilitate the Hazard Audit and to report on the audit findings for submission to DPHI. This document reports on the results of the Hazard Audit of the Coles ADC at Kemps Creek, NSW

1.2 Objectives

The objectives of the study are to:

- conduct a hazard audit of the Coles ADC at Kemps Creek, NSW, and its operations in accordance with Department of Planning, Housing and Industry (DPHI) Hazardous Industry Planning Advisory Paper No. 5 – Hazard Audit Guidelines (HIPAP No.5 – Ref.1);
- review the Safety Management System (SMS) elements and the effectiveness of the SMS implementation at the ADC;
- recommend areas for improvement for the SMS and site operations in general, in relation to safety management, at major and occupational hazard levels; and
- report on the findings of the study, in a format compatible with HIPAP 5, for submission to DPHI.

1.3 Scope of Services

The scope of work is for a Hazard Audit of the Coles ADC at Kemps Creek, NSW in accordance with the requirements of HIPAP 5 (Ref.1). The audit is for the Coles ADC at Kemps Creek only and does not include any other Coles facilities.

1.4 Qualifications and Competencies – DG Consultants

The study was conducted by Steve Sylvester, Technical Director at RiskCon Engineering.

Steve is a mechanical engineer with over 50 years engineering experience including 20 years in chemical plant operations and over 30 years in risk engineering consultancy. Steve is a founding member of the Australasian Institute of Dangerous Goods Consultants (www.aidgc.org.au) and is considered by SafeWork NSW to be a “competent person” under the WHS Act 2011 to work in the area of Dangerous Goods (DG), as listed in the Australian Dangerous Goods Code (ADG). In his more than 30 years consultancy experience he has conducted over 500 risk, engineering safety and DG studies over a wide range of industries including warehousing, chemical and petrochemical, oil and gas (upstream and downstream), marine, aerospace, nuclear and mining & mineral processing. Steve is an internationally accredited Functional Safety Engineer (FSE) with TUV Rhineland (2203/10), and Electrical Engineering Hazardous Areas Engineer [EEHA] (CT05984a&b).

Steve was assisted by Renton Parker, Managing Director of RiskCon Engineering.

Renton is a chemical engineer (BEng.chem.hons) with nearly 13 years engineering experience. He has performed a range of studies for variety of industrial facilities including mining and mineral processing sites, chemical manufacture, oil and gas facilities, Dangerous Goods (DG) warehousing and logistics, DG transport, government facilities (Defence), pharmaceutical operations and steel manufacturing. He has assisted Steve Sylvester on a number of hazard audits, providing an additional auditing resource during the physical auditing function and interview.

He is a Chartered Engineer (CPEng.) and member of Engineers Australia (MIEAust), a member of the Australasian Institute of Dangerous Goods Consultants (www.aidgc.org.au), an internationally accredited Functional Safety Engineer (FSE) with TÜV Rhineland (15094/17) and a certified Hazardous Area Engineer (Illawarra TAFE).

Full resumes can be provided on request.

2.0 METHODOLOGY

HIPAP 5 states that the main objective of conducting the audits is to evaluate the nature and scale of the hazards at a site, the potential impact of those hazards and the systems that are used to control the hazards, both hardware (infrastructure) and software (management systems and procedures).

As the Coles ADC has only been operating for around 12 months, it has not been the subject of a Hazard Audit in the past. Hence, this audit has been conducted from a new site perspective focusing on key hazards, risks and hazard/risk control measures.

The Hazard Audit comprised the following main components:

- Familiarisation with the Site – site visits were arranged and safety/operational staff at the ADC escorted the auditors through the storage and operational facilities at the ADC. This included inspection of the automated systems at the Site and the automated receipt, storage and dispatch of goods at the ADC.
- ADC Operations - a review of operations carried out on Site was performed, focusing on the potential hazards that may occur, predominantly as a result of the storage and handling of Dangerous Goods (DGs). Hazards mainly focused on offsite impact, as a result of the incidents that were identified to have a potential to occur as a result of the storage of DGs. It is noted that the site is used only for storage of goods, there are no manufacturing process at the Site.
- Safety Management System (SMS) - a review of the Safety Management System implemented at the site was conducted. Documentation and application evidence was collected to demonstrate that these systems were being applied satisfactorily.
- Incident History – a review of the incidents at the Site since the commencement of operations was conducted, to identify whether there were any events that may lead to an incident with offsite impacts.

2.1 Site Familiarisation

As this is the first audit Hazard Audit conducted for the Site, the auditors conducted a detailed Site inspection to identify the key functions where hazards and risks may be evident as part of the Site operations. The auditors visited all areas of the Site commencing with incoming goods and following the automated location of goods within the warehouse complex then the collation of orders and the shipping of goods from the ADC. Discussion was held regarding the handling of DGs entering the Site via the incoming goods and how these gods are segregated and stored to ensure GG

incompatibilities are managed. Peripheral areas of the Site were also visited (i.e. flammable liquids store, diesel generators & diesel fuel storage, main switchyard, fire water storage and pump-house.

2.2 Review of Site Operations

Further site visits were conducted, including an un-announced visit, to review the implementation of the SMS and to inspect safety systems (e.g. fire services, emergency response systems, etc.). The induction has changed and is more streamlined and is now conducted on-line. In addition to the site inspections, the auditors reviewed the site inductions with the site safety and operations staff to confirm effective coverage of environmental and safety requirements for employees and contractors at the site. On successful completion employees and specific contractors are approved for entry to site un-accompanied and are issued a swipe card for entry through the main gate. The entry card is used for confirmation that the contractor has successfully completed the induction and has the authority to enter site to conduct work as required, detailed contractor management process is included at **Section 5.10**. The Site induction is valid for a period of one year, after which time refresher training is required.

The review of site operations involved the observation of operations handling hazardous materials and processes with the potential to impact the environment and sensitive land uses close to the facility. The review included the following operations:

- Loading and unloading operations for dangerous goods including materials, quantities handled, mode of transport to site, method for unloading, type of deliveries (i.e. packages, bulk diesel & LPG), number of movements per week.
- Hazardous materials handling was reviewed (e.g. flammable liquids transfer to the dedicated Class 3 storage area, etc.) including the potential for hazardous incident and work health and safety hazards.
- Protection and fail-safe systems were reviewed for critical components such as fire safety systems, stormwater retention systems and detection and alarm systems.
- Condition of alarms and their sensors were reviewed to determine functionality. If required, records of alarm operations and responses were also checked to determine continuing effectiveness of the alarm function.
- The automated stock and logistics control system was reviewed with the control system contractor (Witron) to identify how the system operates and manages the DG stock control and, in particular how the DGs are segregated within the warehouse to maintain the segregation required by the standard (Ref.2).
- Fire safety systems inspection for compatibility and adequacy, considering the types of hazards that may be encountered at the site. Pump inspections and testing records reviewed for currency.
- Review of environmental protection systems (e.g. Site bunding, stormwater treatment, etc.) were assessed to determine their effectiveness, condition and whether, for example, bunding was adequate to cater for the contained material as well as storm or fire water.
- A review of any environmental and/or safety incidents (historical since the commencement of operations) was also conducted as well as arrangements for clean-up of spills, including the hazardous materials contractor used to dispose of the waste (if any). The hazardous waste is collected and processed by Cleanaway.

Each of the operational areas were reviewed to determine the potential for hazardous incident as a result of the specific Site operation. Discussions were held with a broad range of personnel on site, including plant management, supervisors and operations staff, to identify the impacts of any operations that may result in a hazard. A record of discussion and results was made for inclusion in the audit report.

2.3 Reporting

On completion of the study a draft report was developed incorporating the following:

- Executive Summary;
- Introduction;
- Objectives;
- Scope of Work;
- Brief Description of the Plant Operations;
- Methodology; and
- Study Results and Actions.

The draft report was issued to Coles/Goodman for review and for comment on points of fact. Comments on the draft report and corrections for points of fact were incorporated and a final report issued.

2.4 Audit Programme

During the Coles ADC visits a number of personnel were interviewed and discussions held to identify operation at the site and to determine whether the various methods for controlling hazards, including the Coles SMS, was being implemented at the Site. The audit programme used for discussions with the various personnel at the ADC is shown at **Table 2-1**.

Coles ADC Employees and Staff involved with the audit:

- Sacho Noveski – Head of ADC Operations NSW
- Lauren Spencer - National Safety & Delivery Manager – ADCs
- Jenny Wang – Site Facilities Manager
- Amaher Saleib – Operations for Northern Region-CityFM
- Trevor Keany – Coles Facilities Manager
- James O'May – Automation Business Specialist
- Piyush Garg – Inventory Logistics Co-ordinator
- Truong Huinh – Maintenance Planner (Witron)
- Arno Bezuidinhout – Maintenance Manager (Witron)
- Annia Yogore – Training Co-ordinator
- Lulu Luknisova – Operations Manager
- Nicolas Colantonio – Safety Advisor

Table 2-1: Audit Programme - 2022 Audit

Audit Date	Section Visited/Personnel Interviewed	Task/System Audited
26 June 25	Kick off meeting – Site visit Preliminary work prior to attendance at site to conduct the Audit - Nicolas Colantonio, Safety Advisor - Sacho Noveski - Lulu Luknisova - Lauren Spencer	Establish audit approach, personnel involved with the audit, set dates for audit. Site inspection and walk-round. Visit delivery areas, warehouse automated storage, gods despatch and Class 3 flammable liquids storage.
29 July 25	Site walk round and review of site operations and equipment/infrastructure condition - Lauren Spencer	Review automation systems during Site walk-round. Observe automation systems and transfer of incoming goods to storage locations.
	Review of hazards associated with DG Operations (i.e. DG delivery and storage, LPG storage, Class 3 flammable liquids store) - Lauren Spencer	Confirm associated with the DG storage areas and review hazard control measures (e.g. prevention and mitigation).
	Document control – Lauren Spencer	Document management systems, document currency, access and update, control.
	Responsibilities & Accountabilities, site management functions – Sacho Noveski	SMS implementation, managing safety, communications between management and workforce, confidence that safety systems are being implemented, Management Responsibilities, Key Performance Indicators (KPIs), Safety/Environmental policies. Data and statistical methods (monthly reporting).
	Hazard & Risk Management – Lauren Spencer	Methodologies for hazard identification and risk assessment and risk control.
	Incident investigation, reporting and recording – Lauren Spencer	Incident recording using Sales Force, incident management using Safety Care – internal Coles system.
	Maintenance, Inspection and Testing - Jenny Wang, Amaher Saleib & Trevor Keany	CityFM team and application of maintenance systems at the Site.
30 July 25	Training systems - Annia Yogore,	Inductions, task/job training, Training Matrix.
	Emergency Management - Jenny Wang & Lauren Spencer	Emergency Response Plan, Emergency Services Information Pack, Site Emergency Box.
	Contractor Management – Jenny Wang and Lauren Spencer	Contractor inductions, training and contracts management.
	Procurement of Contractors and components – Jenny Wang and Lauren Spencer	Contract establishment, contract managers, procurement processes.

Audit Date	Section Visited/Personnel Interviewed	Task/System Audited
	Modification Control/Management of Change (MoC) – Lauren Spencer Witron Maintenance Systems – Truong Huinh & Arno Bezuidinhout Auditing – Lulu Luknisova & Lauren Spencer	Hazard Management and MoC within the hazard and risk management system. Witron maintenance system – automation maintenance and reliability Internal and external auditing systems.
14 Aug 25	Unannounced Visit – Nicolas Colantonio	Site walk-round and review of operations. Communications and Consultation. LPG Vessel details (inspections and shut down testing). Diesel fuel e-stop functions & spill kits Hazchem signage and labels.

3.0 BRIEF DESCRIPTION OF THE COLES ADC

3.1 Site Location and Surrounding Land Uses

The site is located at Building 1A, Oakdale West Industrial Estate, Kemps Creek, which is approximately 44 km west of the Sydney Central Business District (CBD). **Figure 3.1** shows the regional location of the site in relation to the Sydney CBD. **Figure 3.2** shows the layout of the site in Kemps Creek.

The land is located in an industrial area surrounded by the following land uses, which are adjacent to the site:

- North – Emporium Avenue, across Emporium Road – Warragamba to prospect Sydney Water Pipelines;
- East – Compass Drive, across Compass Drive - Currently vacant land;
- South – Crossmark DC, Compass Drive, across Compass Drive – Bevchain DC; and
- West – Sepia Road, across Sepia Road - Australia Post Parcel Facility & Amazon Fulfillment Centre.

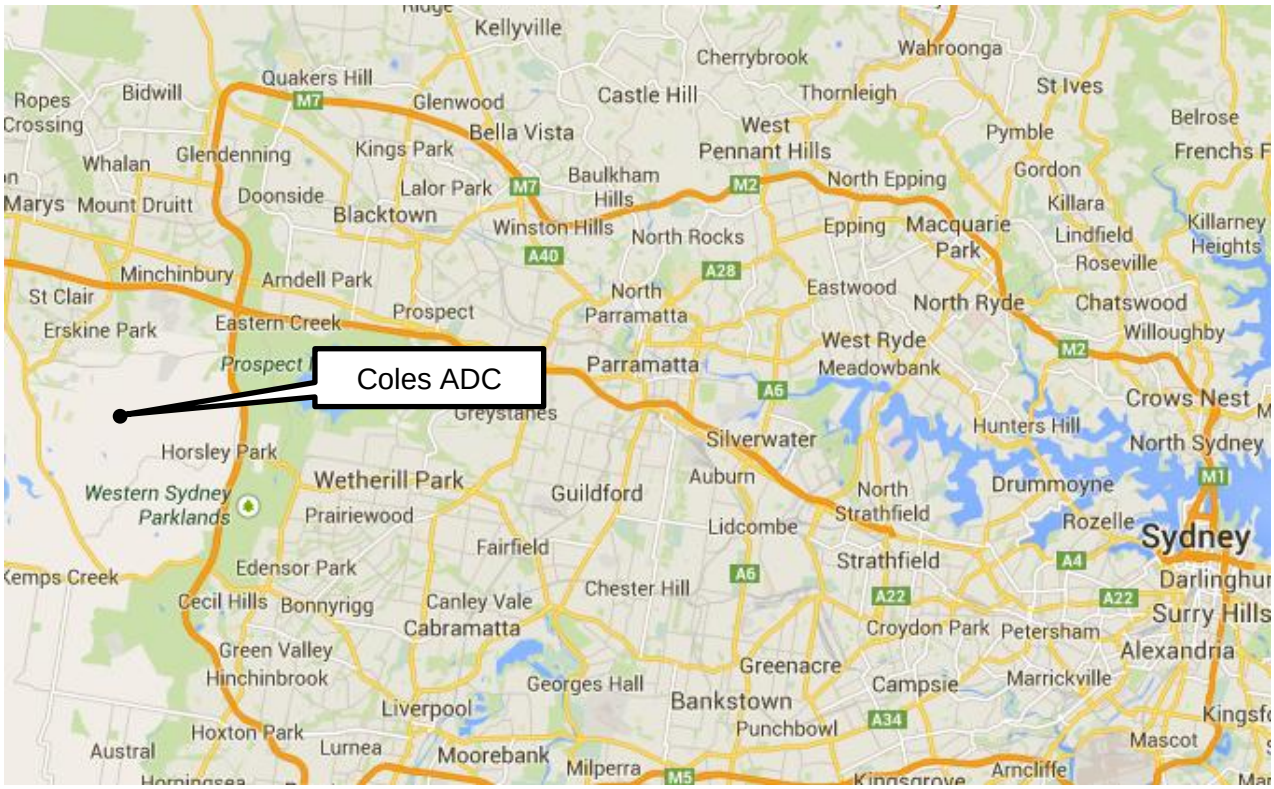

Figure 3.1: Regional Location of the Coles ADC

3.2 General Site Description

The warehouse uses an automated storage system which takes delivered pallets and stores them in high bay racking until required. The system stores products in a unique location which is tracked to allow accurate retrieval of products. Pallets are collected from within the high bay storage and products manually decanted to form composite pallets containing numerous products for delivery

to retail stores. The pallets can also be broken down by automation into individual cartons, picked and wrapped by the Witron automation equipment.

The warehouse stores a range of DGs in retail packages and the facility is designed to comply with AS/NZS 3833:2007 (Ref.2). Specifically, the facility complies with the Retail Distribution Centre (RDC) section of the standard which accounts for the reduced risk posed by packages stored in restricted small volumes.

The warehouse is protected by a bespoke automatic sprinkler system involving both ceiling mounted and in-rack sprinklers, installed in all racking locations, depending on commodities stored. The sprinklers which are activated upon fire detection and are designed to suppress and control any fire that may occur. The warehouse is air conditioned for both automation systems temperature control and occupation purposes, which provides adequate ventilation flow for preventing accumulation of any vapours released from packages in storage as required by AS/NZS 3833:2007 (Ref.2).

All DG products are protected by base building specified Storage Mode Sprinkler System (SMSS) sprinklers and in rack sprinklers throughout. The aerosols are protected by in-rack sprinklers scheme A sprinkler systems designed according to FM Global Data Sheet 7-31 (Ref.3).

The whole site will be capable of containing at least 90 minutes of potentially contaminated fire water as required by AS/NZS 3833:2007 (Ref.2) and the NSW "*Best Practice Guidelines for Contaminated* Water *and Retention Systems*" (Ref.4). The water will be contained via isolation of the stormwater system which is performed by the actuation of a penstock valve upon fire detection.

The site is subject to a hazardous area classification in accordance with AS/NZS 60079.10.1:2009 (Ref.5) and any electrical equipment within the hazardous zone is compliant with AS/NZS 60079.14:2017 (Ref.6), to minimise the potential for ignition of flammable vapours which may be released during storage.

The different classes of DGs are segregated as required under the ;provisions of AS/NZS 3833:2007 (Ref.2) which is configured within the logic of the automated stock control system. DGs will be stored throughout the warehouse in addition to dispersed throughout the warehouse as required (in lesser quantities).

3.3 Flow of DG Through the Automated Stock Control System

All the DGs listed (with the exception of class 3 flammable liquids in containers greater than 60ml) are initially stored in pallets in the ground level locations of the High Bay Warehouse (HBW). When required in the All-in-One (AIO) section, the pallets are conveyed to the Decant area and the cartons are removed from the pallets and placed into totes. The totes are conveyed to the AIO for storage and picking. DG's is either picked from totes at one of three fixed workstations in the Dynamic Pick System (DPS) aisle, or sent to the Order Picking System (OPS) workstation for picking, then sent back to reserve storage in the AIO racking.

A store order tote containing picked DG items is temporarily stored in the AIO racking until all totes on the pallet are ready, then they are sent to the palletiser for stacking and wrapping. All totes containing DG items are stacked onto a minimum number of pallets (e.g. if a store order contains enough totes for 4 full pallets, the system stacks the totes containing DG items onto a single pallet, rather than spreading them across multiple pallets).

When a pallet is received, which contains Class 3 DG items with a sales unit which is greater than 60ml, it will be immediately conveyed to an outfeed conveyor near the pallet returns area. From

here, it is picked up by a fork lift truck and taken immediately to the Class 3 flammable liquids store. It is placed into reserve storage, then replenished to the picking location when required. These items are manually picked into totes and taken to the AIO infeed conveyor at the appropriate time (when this store order is nearing completion). These totes will be stacked onto a pallet with the other totes containing DG items, again, with the aim of minimising the number of pallets containing DGs. Pallets containing DGs are stored in the bottom level of the Despatch Buffer. All other movements and locations used for DGs are classed as Transient.

Cooking oils are stored in the HBW in ground level locations under barrier boards and protected by in-rack sprinklers. The cooking oil packages are picked in one half of the last aisle of the Car Picking System (CPS), again under barrier boards. Similar to cooking oils, motor oils are stored in the HBW in ground level locations under barrier boards and protected by in-rack sprinklers. Motor oils are replenished to the manual racking to the north of the CPS for further reserve storage, or picking from this racking location.

The cooking oils, or motor oils are picked onto a pallet with other non-oil items, then wrapped and placed onto the despatch conveyor, where it is conveyed to the Despatch buffer for short term storage before being loaded onto the trailer for despatch to retail stores.

3.4 DG Depots Located on Level 1 (see Figure 3.2)

The dangerous goods stored at the warehouse are for various customers and may fluctuate with customer requirements. The classes and quantities approved for storage in the ADC are summarised in **Table 3.1.** The location of the DGs within the warehouse are shown in **Figure 3.2.**

Table 3.1: Maximum Classes and Quantities of Dangerous Goods Stored

Class	Description	Packing Group	Quantity (kg)
1.4s	Explosives	n/a	20,000
2.1	Flammable gas (LPG)	n/a	7,500 L / 4,125
2.1	Flammable gas (LPG) – Kitchen	n/a	450 L / 247.5
2.1	Flammable gas (aerosols)	n/a	70,000*
2.2	Non-flammable, non-toxic gas (aerosols)	n/a	25,000
3	Flammable liquids	II & III	300,000
4.1	Flammable solids	III	24,000
5.1	Oxidising agents	III	25,000
6.1	Toxic substances	III	45,000
8	Corrosive substances	II & III	60,000
9	Miscellaneous Dangerous Goods	III	105,000
C1/C2	Combustible Liquids	n/a	1,100,000

*Note: This refers to the quantity of LPG within the aerosols and not the total package weight. The LPG content within the cannisters is typically around 25% of product weight.

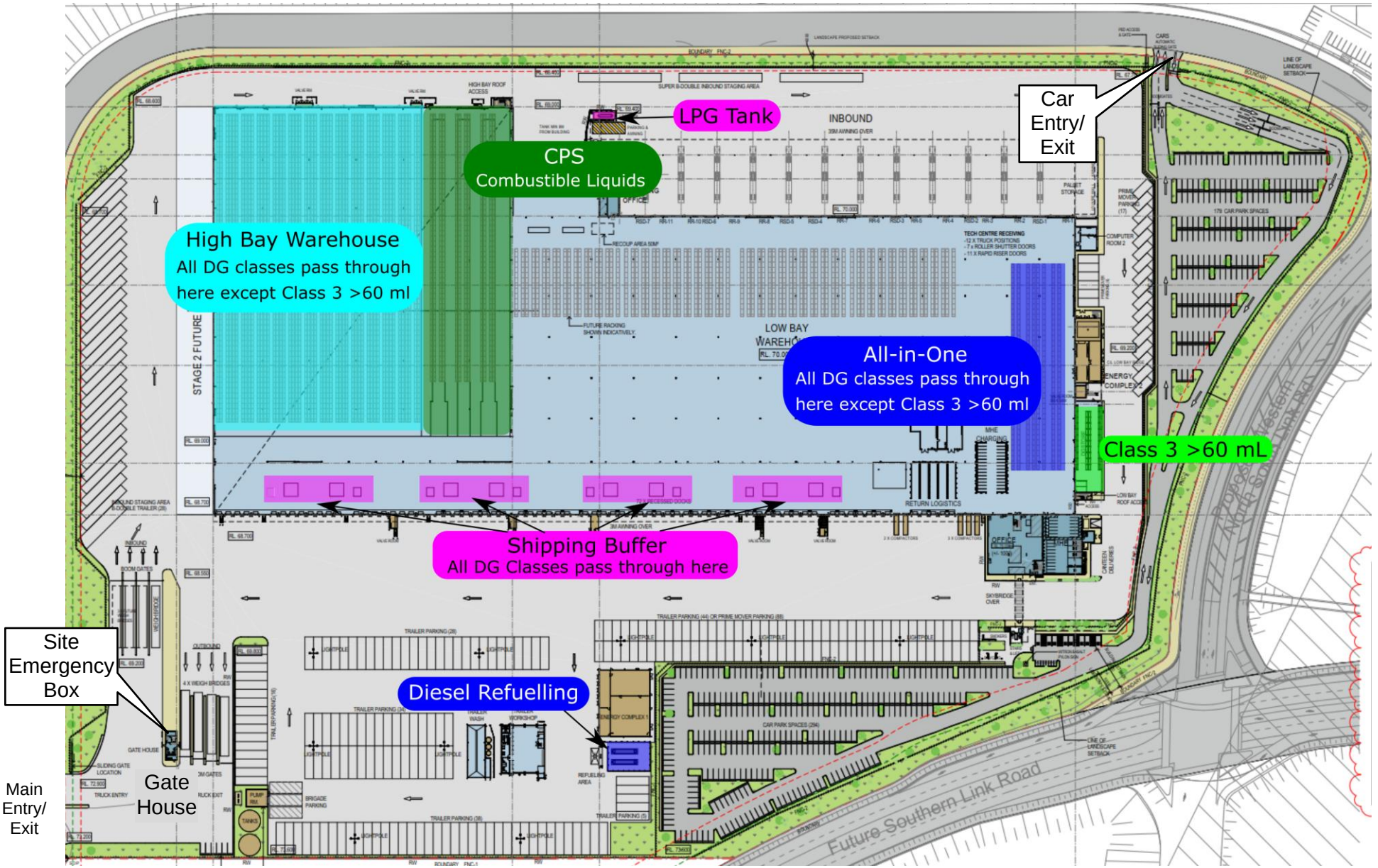

Figure 3.2: Site Layout showing DG Locations

4.0 HAZARDS AND HAZARDOUS OPERATIONS

4.1 Hazard Identification and Safety Systems Review

As part of the audit, the previous site safety studies were reviewed (e.g. Preliminary and Final Hazard Analyses, Fire Safety Study, etc.). A review of these documents and inspection of plant and equipment at the Site identified that there has been no change to the Site design and equipment installation since the commencement of operations. The hazards with the potential, that may result in offsite impact, are the same as those included in the original hazard studies conducted as part of the Site development. The review of the site hazards section of the original safety studies is aimed at identifying the safeguards installed and implemented at the Site and the effectiveness of the management of the safeguards. The following hazards were identified from the Site safety studies:

- Liquefied Petroleum Gas (LPG) – LPG is held in a 3,900 kg (7,500 L) bulk liquids vessel, located on the northern side of the warehouse building. The tank is used for refuelling of forklift trucks used in the external operations area of the Site. The main hazards associated with the LPG vessel are gas leak, immediate ignition and jet fire or delayed ignition and flash fire/explosion. A number of safety systems have been installed at the LPG vessel, including the following –
    - Vessel is AS1596 (Ref.7) Compliant – the vessel design and storage location complies with the requirement of AS 1596 (Ref.7). Review of the vessel marking plate and separation distances indicates compliance with the standard (Ref.7).
    - Automatic isolation valves – valves are installed at the liquid discharge nozzles on the vessel. The valves are held open by compressed air and automatically close by spring on release of the air. The valves and shut-down system are tested annually.
    - “Polyflo” tube – plastic tube installed to provide compressed air to the automatic isolation valves. In the event of fire, the plastic tube melts releasing air and automatically closing the isolation valve.
    - Hazardous Area Classification (HAC) – a HAC has been completed and applied to the LPG vessel. All electrical equipment within the hazardous zone is “Ex” rated to ensure ignition sources are controlled. During the site walk-round, the electrical components within the hazardous zone were inspected and all components were identified to be IECEx rated and compliant with AS/NZS 60079.14 (Ref.6).
    - Hazardous Area Verification Dossier (HAVD) – the Gas and Electricity Consumer Safety Regulation 2018 (Ref.8) requires compliance of facilities where there is a potential for a hazardous flammable atmosphere top form to comply with the AS/NZS 60079 series of standard. AS/NZS(IEC) 60079./14 (Ref.6) requires the development of a HAVD, which contains a series of documents listed within the standard. A review of the documents held at the ADC identified that whilst some of the documents listed in the standard (Ref.6), some required documents could not be located and it appeared that a HAVD was not fully developed. Hence, **it is recommended that the ADC compile a HAVD following the list of requirements in the standard (Ref.6). This may be in electronic or hard copy form, but in both cases, a reference document (HAVD) must be available which lists the require document location within the ADC information system**.
    - E-Stop – activation of the e-stop releases air from the “Polyflo” tube system, resulting in automatic isolation of gas. E-stops are tested annually.

- Class 3 Flammable Liquids Storage – a dedicated Class 3 flammable liquids storage is located on the eastern end of the warehouse building. A review of the design specification for the store indicates it complies with AS 1940 (Ref.9). The following safety features have been installed in the store:
  - Fire Wall – a four-hour fire rated wall has been installed between the store and the warehouse, the wall design complies with the requirements of the standard (Ref.9).
  - Fire Door – an automatically closing fire door is installed on the forklift ac cess between the warehouse and the store. The fire door complies with the requirements of the standard (Ref.9).
  - Ceiling and In-Rack Sprinklers – Early Suppression Fast Response (ESFR) sprinklers are installed in the ceiling of the store and in-rack sprinklers are installed within the storage area of the store. Sprinkler pumps have been tested in accordance with AS 1851 (Ref.10) to minimise the likelihood of pump failure on sprinkler activation. A copy of the sprinkler pump test sheet is included at **Appendix B**.
  - Spill Containment – a spill containment bund has been constructed for the storage of Class 3 flammables. The bund has a design capacity of 48m^3, which was confirmed by measurement during the audit. Based on the quantity of flammable liquids approved for the storage area, the bund capacity complies with the requirements of the standard (Ref.9).

  The audit confirmed the compliance of the Class 3 flammable liquids store with the requirements of the standard (Ref.9) and that the installed safety measures were all in place and for those systems requiring testing, all tests were complete in accordance with the requirements of the standard (Ref.10).
- Diesel Fuel Storage – two (2) x 55,000 L integrally bunded diesel storage tanks are located on the southern side of the warehouse. The tanks are located within a protected area by the provision of Armco barriers to prevent vehicle impacts. A diesel tanker unloading area is provided adjacent to the tanks and a vehicle filling bowser is provided for the refuelling of vehicles. The tanks and tank installation complies with the requirements of AS 1940 (Ref.9) and is well separated from the warehouse building and closest boundary. The following safety features have been installed at the diesel storage:
  - Integrally Bunded Tanks – both tanks are design with integral bunds, with all pipework connection at the top of the tanks (i.e. there is no penetration of the tank shell below the liquid level within both eh inner and outer tanks. Hence, the potential for release as a result of a tanks shell leak is negligible. The tank shell integrity was confirmed by inspection during the audit.
  - Pump Chamber – the tanks are constructed with a pump chamber, which contains the pumps and associated pipework/fittings within a spill retention area. Hence, any pump leaks are contained and do not escape the confines of the tanks. Pumps chamber configuration was confirmed during the tank inspections conducted as part of the audit.
  - E-Stop –An e-stop is provided at the tanker unloading bay and fuel bowser. The e-stop can be used by tanker and truck drivers to isolate fuel delivery in the event of an incident involving diesel transfer (e.g. leaks, releases, etc.). The e-stop function was confirmed as part of the audit inspection.
  - Spill Kit – a spill kit is provided in the diesel storage and transfer area for use of personnel transferring diesel in the event of a minor spill/release. A review of the spill kit identified it

was fully stocked with the appropriate spill clean-up materials as listed on the kit inventory inside the spill kit lid.

The audit confirmed compliance of the diesel storage with the standard and that the safety measures employed at the storage were effective and operational.

- DG Storage in the Automated Warehouse – DGs are delivered to site on pallets and may be transferred directly to the High Bay Warehouse or to the decanting area for removal of packages from pallets and loading of totes for storage in the AIO section of the warehouse. Hazards may arise where incompatible DGs are stored adjacent to each other, resulting in potentially dangerous reactions should simultaneous releases occur or where fire impacts incompatible DGs on adjacent pallets.

  To eliminate the potential for storage of incompatible materials in adjacent locations, a storage plan has been developed to maintain adequate segregation and separation between incompatible DGs. **Appendix C** shows an example of the warehouse inventory segregation plan. The plan is an integral part of the automation system and, hence, the automated transfer of DGs does not permit the storage on goods outside the allocated areas, maintaining the required segregation as per the standard (Ref.2).

  As part of the audit, the DG stock locations were reviewed with the Site logistics team. It was confirmed that all segregation were being maintained.

4.2 Dangerous Goods Documentation

Table 3.1 lists the DGs stored and handled at the Coles ADC. The quantity of DGs listed in the table confirms the storage quantity is within the Manifest Site category. Hence, under the provisions of the Work Health and Safety Regulation (Ref.11, the Regulation), the following documents are required to be held at the site:

- DG Notification;
- DG Risk Assessments;
- DG Register;
- DG Manifest; and
- Emergency Response Plan;

A review of each document was conducted to confirm the site holds the relevant information with regards to the Regulation.

4.2.1 DG Notification

The Regulation requires the Site operator to notify SafeWork NSW of the quantity of DGs stored and handled at the Site. Coles has notified SafeWork and submitted the required documentation in support of the notification. A copy of the notification form is provided at **Appendix D.**

4.2.2 DG Risk Assessments

The Regulation requires the operator to prepare DG/HazChem Risk Assessments. These has been prepared by the ADC and were sighted by the audit team. A copy of a DG/HazChem Risk Assessment is provided at **Appendix E**.

4.2.3 DG Register

The Regulation requires the operator to prepare DG/HazChem Register. This have been prepared by the ADC and was sighted by the audit team. A copy of the DG/HazChem Register is provided at **Appendix F**.

4.2.4 DG Manifest

The Regulation requires the operator to prepare DG/HazChem Manifest, following the requirements of Schedule 12 of the Regulation. This has been prepared by the ADC and was sighted by the audit team. The review of the Manifest also identified that it met the requirements of Schedule 12 of the Regulation. A copy of the DG/HazChem Manifest is provided at **Appendix G**.

4.2.5 Emergency Response Plan

As part of the site SMS, an emergency response plan and associated emergency response team has been established. This is discussed in detail in **Section 5.9** of this document.

4.2.6 Placards

The Regulation requires placards to be installed at the site in accordance with Scheule 13 of the Regulation. This schedule require placards to be installed where the quantity of storage of DG/HazChem exceeds 250 L in any single Class. As the site store well in access of this quantity, placards are required in accordance with the regulation.

During the site visit, placard and label locations were inspected. Hazchem and class labels were identified to be in the required locations throughout the site.

No further recommendations were made with regards to the DG placards and labels at the site.

5.0 SAFETY MANAGEMENT SYSTEMS

5.1 Introduction

Coles operates an integrated Safety Management System (SMS) at the ADC which incorporates work health and safety, environmental management and logistics safety. The system operates within an internally developed Coles system and application of a specific element is performed through the internal network. The SMS contains a range of elements that are related to Environment, Health and Safety (EHS) Management elements as well as other elements related to non-critical hazard management.

For this audit, a number of key elements of the SMS were audited from the full list of SMS elements listed below. The SMS elements audited are shown in bold, these were selected due to their criticality with regards to the identified hazards at the site., including the following:

- Safety Policies and System Overview;
- **Accountabilities and Responsibilities;**
- **Audits;**
- Communicable Diseases;
- **Communications & Consultation**
- **DG & Hazardous Substances (see Section 4.2);**
- Drugs and Alcohol;
- **Emergency Management;**
- First Aid;
- Food Safety;
- **Hazard and Risk Management (including Modification Control or MoC);**
- iCARE (injury Management);
- **Incident Investigation and Reporting;**
- Manual Handling;
- Mobile Phones and Devices;
- Personal Protective Equipment;
- **Contractor Management and Procurement (including Maintenance, Testing and Inspection);**
- **Records and Document Management;**
- Regulator Contacts;
- Safety Noticeboards;
- **Training, Knowledge and Competency;**
- Transport Safety – Light Vehicles; and
- Transport Safety – Heavy Vehicles

5.2 Accountabilities and Responsibilities

The ADC has a hierarchical structure for management of operations, which is led by the Head of ADC Operations NSW. The ADC organisation chart at the time of the audit is shown in **Figure 5.1**. An audit interview was conducted with the Head of ADC Operations NSW (Sacho Noveski) to discuss the implementation of the SMS element relating to Accountabilities and Responsibilities.

An important component of this SMS element is that the Head of ADC Operations understands and is confident that subordinates within the organisation are implementing the safety policies as required by the Coles management processes. The Head of ADC Operations indicated that the following processes were implemented so that there was confidence that the safety policies were being implemented as required.

- Daily meetings are held with team leaders and managers (T2 Meetings). The meeting agenda includes a safety update and discussion with input from all leaders and managers.
- Weekly meeting with the Witron Automotive team and facilities team (T3 meetings). The meeting covers all liaison processes, including safety, between the Coles and Witron teams.
- Monthly Action Plan (actions required to be implemented as a result of inputs from Audits, incident investigations, etc.) – the plan is reviewed each month to monitor progress on required actions. any outstanding items are escalated to the supervising manager.
- Key Performance Indicators (KPIs) – a number of KPIs are linked to SMS performance. KPIs are linked to staff involved with SMS tasks. Failure to meet the required SMS tasks may result in low KPI values and effects on remuneration.
- Weekly Safety Report – the National Systems Manager generates a weekly safety report which is presented to the Head of ADC Operations, ensuring the status of safety is monitored weekly.

The SafetyCARE system contains an accountability matrix, which provides details of what accountabilities and authorities each level of leadership is expected to implement. A copy of the matrix has been provided at **Appendix H**. It can be seen from this matrix that dot point listed above are formally included within the leadership requirement.

In addition to the meeting, communications and KPIs, Coles also implements a performance review process, whereby employees performance is reviewed against goals and KPI's, which forms part of the responsibility and accountability process. This provides supervisory staff and managers with indications of employees performance against their position structure and job description (i.e. what they are required to achieve within the tasks and roles).

The review of the system audited in this SMS element identified that it was currently in operation at the plant and documentation associated with the SMS component provided evidence that it was being implemented successfully. The Head of ADC Operations demonstrated a clear interest in the day-to-day operations of the ADC to ensure he was familiar with the individual operations at the site. No further recommendations are made with regards to the responsibilities and accountabilities

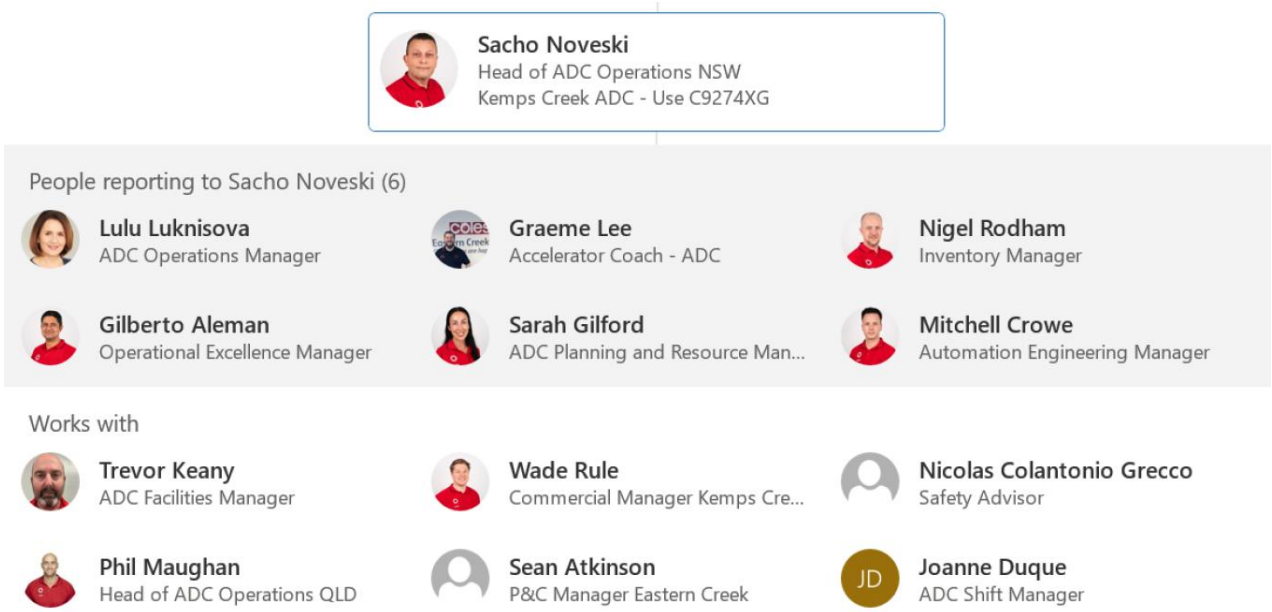

Figure 5.1: Organisation Chart – Coles ADC

5.3 Hazard and Risk Management

Coles operates an internal SMS called SafetyCARE, which includes, among other safety approaches, the preparation of Risk Assessments for all operations at the site, including the storage and handling of DGs. The SafetyCARE Procedure is included at **Appendix I**, and shows the incorporation of hazard identification, risk assessment and risk control.

All risk assessments are performed using Excel spread sheets, which are used to collect and collate the hazard and risk data and process the consequence, likelihood and risk values so that high risks can be identified and controlled/managed. A review of the risk assessment procedures indicated that the risk assessments are conducted every 5 years or in the event of an incident for which a risk assessment has been performed. It is noted that the site has only been operating for nearly 12 months and discussion with site staff indicated no major incidents had occurred at the site, hence, there has been no requirement to update the risk assessments at this stage.

A number of risk assessment documents were reviewed to confirm the risk management process was being implemented at the site. It was evident from these documents that the risk management approach is being applied at the ADC. Examples of risk assessments (including a DG Risk Assessment) are provided **Appendix E**.

As noted above, it was observed that there has been no requirement to update the risk assessments due to “timing” or incident, hence, it was not possible to check whether the risk assessment update procedure was being implemented. Hence, **it is recommended that the risk assessment documents be reviewed at the next audit to confirm the required procedural update of risk assessment is being implemented**.

5.4 Incident Investigation and Reporting

The ADC operates a comprehensive incident investigation and reporting system. A procedure has been developed and is implemented where incidents occur and require investigation (see **Appendix J.** In the event of an incident occurrence, the SafetyCARE system is used to collect and collate the information. “Salesforce”, a data collection component of the SafetyCARE system is

used to record the incident and commence the investigation. Once the data is collected, an investigation individual or team is allocated to the investigation and the results recorded in the Safety CARE system. Actions arising from the investigation are recorded in Salesforce, which is reviewed weekly to confirm actions are progressing.

In addition to the weekly review of the open corrective actions in Salesforce, where a date for action completion has not been met, the failure to meet the completion date is escalated to the responsible persons supervisor who can investigate the reason behind the failure to meet the action completion date. This process continues until the failure to meet the action date is brought to the attention of the Head of ADC Operations.

A review of incidents at the site was conducted to determine the type of incidents that had occurred since the commencement of operations. All incidents to date were related to work health and safety issues and logistics incidents. There were no incidents recorded in relation to the DG/HazChem or other incidents that many lead to impact offsite.

In summary, the ADC incident recording and investigation process was identified to be operating successfully and there are no recommendations with regards to this element of the SMS.

5.5 Document Control

Document control is considered a critical item in the SMS as failure to control the correct content of documents (i.e. information that aligns with the operations, equipment and plant) could result in incorrect operations and the introduction of hazards as a result of following in correct information within documents.

The document control system was reviewed in detail to identify how documents are certified and controlled within the ADC SMS. A number of example document are provided in the appendices to this audit report. It can be seen from the documents that the following document control details are provided within the document headers and footers:

- Date of document issue;
- Version number;
- Revision history;
- Document validity (i.e. printed versions are not controlled);
- Location of the current version;
- Document owners (e.g. Coles group and team, document type).

Coles has compiled a register which contains all controlled documents at the ADC. This list is available for any Coles personnel to reference but access for change is not permitted. In addition, document owners are the only employees/staff who are permitted to access documents for change and update.

The document control system at Coles is considered adequate to provide the relevant information for document control and to maintain the integrity of documents, preventing uncontrolled document modifications. No further recommendations were made regarding document control.

5.6 Modification Control or Change Management

Modification control or Management of Change (MoC) is incorporated into the risk management process. The Risk Management procedure includes the methodology for assessing the modification using the risk assessment approach (see Page 6 of the Hazard Management Process, see **Appendix K**).

The definition of a modification is included in the site maintenance system. Where like for like equipment is replaced, the replacement is not considered a modification and no MoC documentation is prepared. Where a like for like replacement cannot be provided, a MoC review is performed, which incorporates a risk assessment as described in the Hazard Management procedure **Appendix K**.

The MoC process is considered to be suitable for the ADC facility. A review of the documentation supporting this process identified that there had been no modifications to date, considering the site is new and maintenance has only involved like for like replacements. No new projects have been applied at the site since its commissioning and therefore no MoCs have been implemented.

As it is not possible to review the MoC application at this audit, **it is recommended that the MoC process be reviewed at the next audit to confirm it is being applied as per the procedures**.

5.7 Maintenance, Testing and Inspection

The Maintenance at the site is managed by a third-party organisation, City FM. The maintenance is overseen by an ADC (Coles) facilities manager, who monitors maintenance operations conducted by City FM. Details of the ADC maintenance system has been provided in the following dot points, with supporting evidence of implementation provided in the relevant appendices:

- Maintenance Software – The ADC maintenance system operates using an inhouse computer based system (IPOS), which uses tablets or mobile phones in communication with the central computer system. The maintenance is implemented as follows:
  - IPOS issues the workorder to the contractor/ maintenance personnel on the tablet or mobile phone held by the maintenance technician,
  - contractor/maintenance personnel completes the work required by the issued work order, which contains the details of the work required;
  - On completion of the work, the maintenance technician uploads the completed work order & information to WorkBench (the software repository for the maintenance records);
  - WorkBench then resets the maintenance schedule period (Planned Maintenance Schedule) ready for the work order issue when the planned maintenance is next required.

  A copy of a typical work order has been included at **Appendix L**, demonstrating this system is operational at the site.

- As noted above, job work orders are raised by IPOS and sent to technicians by message & phone. All technicians download the “app” MyFM on their phone, Lap Top or Tablet so that messages and work orders can be received on their device. The app can be downloaded by any authorised personnel, which provide them with the facility to monitor job progress and identify when jobs are due for completion. Where the technician cannot complete the task due to technical issues or time frame constraints, the job is passed to the next available technician or to contractor. COMMSII is a software package used to monitor the overview of the maintenance system and provide information for all aspects of the maintenance system function.
- Technicians tasks are prioritised by the system, hence, a Technician who has 10 jobs will work on the jobs in order of priority. The Facilities Manager (Coles ADC staff) reviews the priority list and sets these for the technicians to follow. The “System” has a default priority which is applied when priorities cannot be reviewed by the Facilities Manager (e.g. weekends and after hours).

- Break down – where breakdown maintenance or repairs are required, the “my jobs system” is used for low priority breakdown maintenance and manually applied to provide the required work orders.
- Key Performance Indicators (KPIs) - KPIs are linked to performance and effectiveness of maintenance completion.
- Automation System Maintenance - Witron is the automation contractor who manages the automation system in the ADC. Witron operates their own maintenance system which is applied to all the automation systems in the ADC. Similar to the Coles ADC, Witron uses their own in-house maintenance system known as “WiTool”. This system is extensively applied in all Witron sites throughout the world and is a comprehensive maintenance tool which has been successfully applied over many years. The “WiTool” system operates similarly to the Coles system in that planned maintenance is conducted based on manufacturers recommended maintenance periods and breakdown maintenance/repair is conducted on an as required basis.
- City FM manage high risk work – high risk work requires a work permit which is issued by City FM to the contractor who is conducting the high-risk work. Whilst the Permit to Work documents are issued by CityFM, Coles representatives monitor the Permit to Work system, ensuring it is applied as per the required procedures. A copy of a Permit to Work is included at **Appendix M**, demonstrating PTW are issued at the site.
- Penstocks – a critical environmental safety item are the site stormwater isolation penstocks. A review of the maintenance system identified that the penstocks scheduled maintenance period is 12 months. The penstocks were tested as part of commissioning and were tested on 3 July 2025, around 12 months since the commissioning tests. A copy of the penstock valve test report is provided at **Appendix N**. **it is recommended that the penstock annual test records be reviewed at the next audit to confirm these components are being tested as per the scheduled maintenance periods (i.e. once every 12 months)**.

Overall, the maintenance systems are considered to be operating successfully at the ADC, and both City FM and Witron contractors appear to be applying the planned/schedule maintenance successfully. No further recommendations are made with regards to the maintenance systems.

5.8 Training

Training is linked to job descriptions at the Coles ADC. Each job description has specific training needs and requirements. These are linked to the job description and employee and the require training components are allocated via the training matrix. The training matrix contains the list of employees and all training modules required at the ADC. The training modules required for the specific employee are then marked on the matrix. Refresher training for employees is once every two(2) years, hence, as the site has only been in operation for one(1) year, refresher training hasn’t been performed as yet. **It is recommended that the refresher training process be reviewed at the next audit to confirm this is being effectively applied at the ADC**. A copy of a Job Description is included at **Appendix O**., an example training matrix is included as **Appendix H**.

Training at the site is competency based and is a mixture of online and task based systems. Employees are required to complete the specific training module and are then examined on their knowledge. Some modules require demonstration of competency by conducting the task physically in the presence of trainers and/or supervisors, demonstrating their competence in completing the task.

Site inductions are also included within the training system. All visitors to site, contractors and employees must conduct the site online induction. Contractors and employees induction is supplemented by on-site inductions in the areas where the employee/contractor is required to work. The auditors conducted the on-line induction and reviewed examples of the specific section/area inductions at the ADC. The induction programme is considered to be comprehensive and well implemented at the site.

The training system appears to be comprehensive and well developed and implemented. No further recommendations are made with regards to this SMS element.

5.9 Emergency Management

The site has developed an Emergency response Plan (ERP) and Emergency Services Information Pack (ESIP). These documents have been submitted to FRNSW and FRNSW has visited the site to confirm fire safety systems design and operation are commensurate with the regulatory requirements. A copy of the index from the ERP has been included at **Appendix P**.

The site has installed Emergency Boxes at each of the two (2) entry gates for ready access by FRNSW, if they access the site in the event of an incident requiring FRNSW attendance. Each emergency box was inspected and the following documents were identified in each box:

- Emergency Response Plan;
- Emergency Services Information Pack (including tactical fire plans);
- Dangerous Goods/.Hazardous Chemicals Manifest (compliant with Schedule 12 of the WHS Regulation.

In addition to the inspection of the emergency boxes, the auditors also inspected the site emergency room, which is located in the main gate building. This room also holds the Fire Indicator Panel (FIP) for the site. The emergency room can be used as a tactical fire control centre, which is located well clear of any incident that may occur at the site.

A review of the documentation (ERP/ESIP, etc.) identified that the documents were currently “up-to-date” and were within the “currency” period stated in the document control information on the documents themselves.

Discussion with site staff indicated that FRNSW have attended the site as a result of invitations to the local brigades so that fire fighters from local stations, who may attend a incident at the site, are familiar with the site operations, layout, entry/exits and fire-fighting equipment.

In summary, all documentation and emergency management systems were considered to be appropriate for the site and met the Regulatory requirements. No further recommendations were made with regards to the facility.

5.10 Contractor Management and Procurement

The site operates with three (3) main contractors; CityFM, Witron and Linfox (transport). As noted ion **Section 5.7**, the two (2) operations contractors manage the maintenance of equipment at the site, including the automation systems that form the critical operations within the ADC. In addition to the main contractors, a range of smaller contract organisations are used at the site to cater for the specialist equipment that may be installed throughout the ADC.

All contractors are required to be “Pre-Qualified”, which involves a review of contractor qualifications, documentation and experience, including:

- Provisions of insurance, commensurate with the work required at the ADC;

- Risk Assessments of the work required;
- Safe Work Method Statements (SWMS) and/or Job Safety and Environmental Analysis (JSEA) for the required work;
- Incident records to confirm safety is a key component of the contractors operations;
- General Site Induction (Coles White Card), which is completed on-line (contractors must complete this before attending site);

Once the contractor has completed the “Pre-Qualification”, they are required to complete specific inductions for the area where they are required to work. These are conducted on site.

As noted above, Coles manages, through a contracts manager, the main contracts for CityFM, Witron and Linfox (transport). CityFM and Witron manage a number of smaller contractors that are involved with specific equipment and maintenance tasks onsite.

The auditors reviewed a number of contract documents including SWMS, JSEA, inductions, work-orders (planned and completed work), etc. All documents were considered to be completed correctly and contractors appropriately “registered” in the ADC “system”.

No further recommendations are made with regards to Procurement and Contractor Management.

5.11 Communications and Consultation

The ADC has a number of consultation and communication programmes that operate daily, weekly and monthly. The SafetyCARE Consultation and Communication procedure details all methods of communication at the ADC. Examples are provided below, a copy of the procedure is provided at **Appendix Q**.

- T2 Huddle – this is a daily meeting held between the site managers to discuss work scopes, daily operations and safety requirements;
- T1 Huddle – this also a daily meeting between supervisors and team members to discuss the work programme for the day, including safety considerations.
- Tool Box Talks – these are applied for specific tasks and are more ad=-hoc ion nature, based on the applied work.
- Work Health and Safety Committee – the site operates a WHS committee, which meets monthly. The committee meetings operate via an agenda, which includes communication/ consultation between employees and management (i.e. concerns raised by employees that are addressed by the committee).
- Notice Boards – the site uses electronic notice boards throughout the facility. Communication is posted on the notice boards and can be easily updated from a central location.

The communication and consultation process appears to be operating successfully and discussions held with operations staff indicated that feedback and methods of implementation of points raised was taken seriously by management.

No further recommendations are made with regards to communication and consultation.

5.12 Audits

A review of the audits conducted at the site identified that there have been no external audits up to the date of the Hazard Audit, hence, it was not possible to review results of external audits.

Notwithstanding this, Coles conducts a number of internal audits using external resources, which is driven by self-assurance requirements rather than an external audit process. The audit process is supported by an audit procedures, which is included at **Appendix R**. Audits listed in this procedure include:

- Business Assurance Audits;
- Self-Assurance Audits;
- Transport Safety Audits;
- Injury Management Audits;
- Regulator Audits; and
- Coles Group Audits.

The results of audits are provided in audit reports to Coles staff, who extract the recommendations from the audit documents and add these into “SalesForce” from which an actions lists is produced and dates set for action completion. Where actions are not completed in the set period it is raised in the T2 & T3 meetings or raised at higher levels if the completion date stretches too far.

The auditors reviewed a recent audit conducted by KPMG as part of the self-assurance process. The audit was conducted in May 2025 and only one (1) recommendation was made from this audit, which related to site physical security. A review of the site action plan identified that this recommendation had been implemented and completed.

It is recognised that the ADC is a relatively new operating site and, hence, the number of audits and subsequent recommendations are limited. Whilst the audit actions are currently demonstrated to be actioned reasonably quickly, as time progresses, a higher number of actions may cause extended action delay. Hence, **it is recommended that the actions list, used to provide the list of actions which are required to be completed, be reviewed at the next audit and confirmation that the ADC continues to progress action in a timely manner, meeting the action completion dates set in thew actions list**.

6.0 REFERENCES

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2. AS3833-2007, The storage and handling of mixed classes of dangerous goods in packages and intermediate bulk containers, Standards Australia, Sydney
3. FM Global Data Sheet 7-31 - The Storage of Aerosol Products, Property Loss Prevention Data Sheets - January 2012
4. NSW Government Best Practice Guidelines for Contaminated Water Retention and Treatment Systems – Hazardous Materials Policy Co-ordinating Committee, July 1994
5. AS/NZS (IEC) 60079.10.1:2022, Explosive atmospheres Part 10.1: Classification of areas, explosive gas atmospheres, Standards Australia, Sydney
6. AS/NZS 60079.14:2022, Explosive atmospheres Part 14: Electrical installations, design selection and erection, Standards Australia, Sydney
7. AS/NZS 1596-2014, “The storage and handling of LP Gas”, Standards Australia, Sydney
8. Gas & Electricity (Consumer Safety) Regulation 2018, under the Electrical (Consumer Safety) Act 2017, administered by Fair Trading, NSW
9. AS1940-2017, “The storage and handling of flammable and combustible liquids”, Standards Australia, Sydney
10. AS1851:2012, Routine Service for Fire Protection Systems and Equipment, Standards Australia, Sydney
11. Work Health and Safety Regulation 2017, administered by SafeWork NSW under the Work Health and Safety Act 2011

Appendix A

DPHI AUDITOR APPROVAL

Re: Coles Kemps Creek ADC – Hazard Audit Request

NH

Nick Hon <Nicholas.Hon@planning.nsw.gov.au>
To Lauren Spencer

11-Jun-2025

If there are problems with how this message is displayed, click here to view it in a web browser.

Hi Lauren,

My apologies for the delay, I'm catching up with the e-mails since last week.

Please go ahead for Steve Sylvester from Riskcon to proceeed with the Hazard Audit. The auditor approval letter will come your way soon.

Thanks.

Regards,

Nicholas Hon
Technical Specialist (Hazards)
Industry Assessments

Department of Planning, Housing and Infrastructure

T +61 2 9274 6344 | **E** nicholas.hon@planning.nsw.gov.au

4 Parramatta Square
12 Darcy Street
Parramatta NSW 2150

NSW GOVERNMENT

Appendix B

SPRINKLER & FIRE SAFETY SYSTEM TEST/ INSPECTION SHEETS

SPRINKLER AND HYDRANT PUMPS, INSPECTION AND TESTING REPORT

DEM Fire & Essential Services Group
Ph: 1300 510 854 Fax (02) 9620 4433 email: service@demfire.com.au

P68791

Site Name: Date: Job No:

Site Address: Time:

Client Name: Signature:

Tech Name: Signature:

Item No.	WEEKLY INSPECTION TEST: / MONTHLY INSPECTION TEST:	Pump1 type SE SD HE HD P	F	N/A	Pump 2 type SE SD HE HD P	F	N/A	Pump 3 type SE SD HE HD P	F	N/A	Pump 4 type SE SD HE HD P	F	N/A
1.1a	GENERAL: Check that pump areas are unobstructed, not used for storage and lighting adequate	✓			✓			✓					
1.1b	Where pump pressure relief valves are fitted check discharge will not cause flooding or water damage	✓			✓			✓					
1.2	Check all valves & alarm cocks are in the correct position as labelled and secured where applicable	✓			✓			✓					
1.4	Check that the water supply tank is full	✓			✓			✓					
1.5	Pump Controller. Check to ensure mains supply on, all indicator lights are functional, no warning lights are on	✓			✓			✓					
1.6	Check to ensure fuel tanks are full	✓			✓			✓					
1.7	General Inspection. Check for any obvious signs of physical deterioration	✓			✓			✓					
1.8 / 2.11c	Monitor and Engine Start Batteries: Check enclosure for corrosion, physical damage and secure mounting	✓			✓			✓					
2.11a/b	check battery complies with details on identification plate and for corrosion, physical damage and security	✓			✓			✓					
2.1a	Precautions: Check all safety guards are in place and secure prior to commencing Test	✓			✓			✓					
2.1b	check water, oil, fuel levels, belt drives, exhaust condensate drains & fuel water-trap for contamination	✓			✓			✓					
1.3/2.2	Check all pressure gauge readings within ranges indicated - Record system & water supply pressures	✓			✓			✓					
2.15	Restoration to operational Condition: Return after completion of testing procedure to normal condition	✓			✓			✓					
2.7a	ELECTRIC PUMPS: Pump Controller: Check enclosure for corrosion and ingress of water, dust or insects	✓			✓			✓					
2.7b	Pump Controller: Check operation of all visual indicators, switches & sounders	✓			✓			✓					
2.11d	Test & record float charge voltages on monitor and engine start batteries	✓			✓			✓					
2.8	Start pump by reducing water pressure, run Diesel 10 mins, Elec 3 mins. Record Start Pressure, & run time	✓			✓			✓					
2.9a	Operates at correct discharge pressure: Record suction and discharge pressure	✓			✓			✓					
2.9b	Pump gland and drain or mechanical seal operate efficiently (where applicable)	✓			✓			✓					
2.9c	Out of balance condition or abnormal noises are not evident	✓			✓			✓					
2.9d	Both local and remote "Pump Running" alarms operate	✓			✓			✓					
2.9f	Relief Valves operates correctly, flow is evident during closed head pump operation	✓			✓			✓					
2.9e	The pump runs continuously under load for not less than 180 seconds (electric pumps)			✓			✓			✓			
2.3a	DIESEL PUMP SET: Pump Controller: Check enclosure for corrosion and ingress of water, dust or insects	✓			✓			✓					
2.3b	Pump Controller: Check operation of all visual indicators, switches & sounders	✓			✓			✓					
2.4	Test & record float charge voltages on monitor and engine start batteries	✓			✓			✓					
2.5	Start pump by reducing water pressure, run Diesel 10 mins, Elec 3 mins. Record Start Pressure, & run time	✓			✓			✓					
2.6a	Operates at correct discharge pressure: Record suction and discharge pressure	✓			✓			✓					
2.6b	Pump gland and drain or mechanical seal operate efficiently (where applicable)	✓			✓			✓					
2.6c	Out of balance condition or abnormal noises are not evident	✓			✓			✓					
2.6d	Both local and remote "Pump Running" alarms operate	✓			✓			✓					
2.6l	Relief Valves operates correctly, flow is evident during closed head pump operation	✓			✓			✓					
2.6e	Running speed is correct. Record result	✓			✓			✓					
2.6f	Water, oil and fuel leaks are not evident & ancillary equipment is secure	✓			✓			✓					
2.6g	Battery charger, alternator/generator operates correctly. Test and record battery float voltage	✓			✓			✓					
2.6h	Engine stop mechanism returns to start position automatically	✓			✓			✓					
2.6i	Belt drives are in good condition	✓			✓			✓					
2.6j	Battery charger power failure alarm operates correctly	✓			✓			✓					
2.6k	Engine instrumentation is operating. Record temperature and oil pressure	✓			✓			✓					
2.6m	Exhaust system is leak free	✓			✓			✓					
2.6n	Cooling water (heat exchanger cooled engines only) is discharging	✓			✓			✓					

RECORDINGS TABLE	Pump 1	Pump 2	Pump 3	Pump 4
water supply pressure	TANK		TM	
pump start pressure	700	700	825	
pump suction pressure	25	25	400	
pump discharge pressure	1100	1100	1260	
system pressure	1100	1100	1350	
pump speed	1900	1900	2643	
pump run time	48.3	32.7	2.10	
engine oil pressure	[illegible]	76.	600	
engine temperature	70°c	70°	70°c	
monitor battery float voltage	26.9	26.9	13.71	
battery float voltage	26.9	26.9	13.72	
battery float voltage	—	—	—	

Pump type legend (cross out non-applicable)

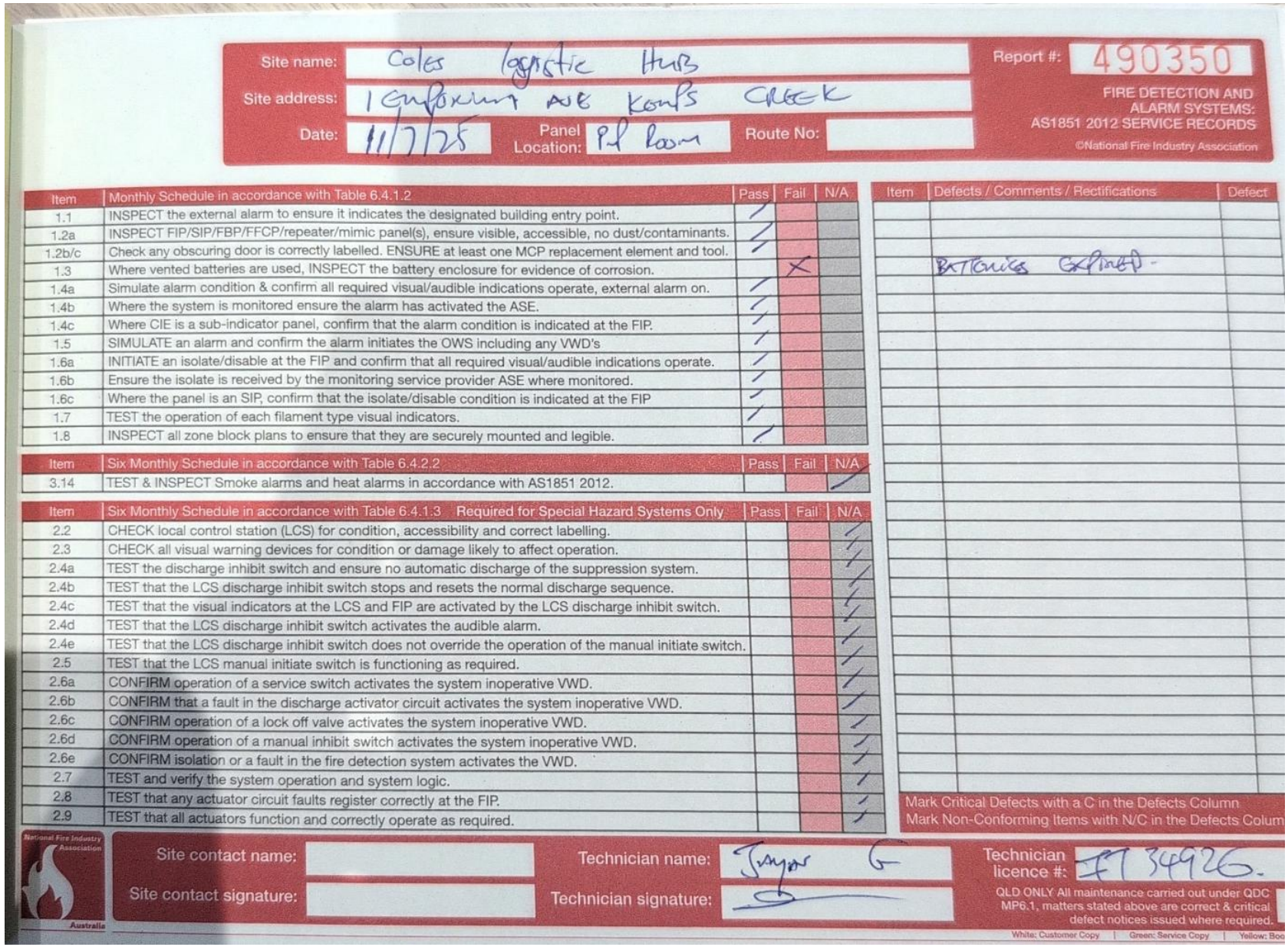
SE - sprinkler electric DE - sprinkler diese HE - hydrant electric HD - hydrant diesel

Comments

TCA OK

No Defects or Attack

white - DEM copy green - customer copy yellow - book copy



Site name: Coles logistic Hub

Site address: 1 Emporium Ave Kemps Creek

Date: 11/7/25 Panel Location: Pit Room Route No:

Report #: 490350

FIRE DETECTION AND ALARM SYSTEMS: AS1851 2012 SERVICE RECORDS

©National Fire Industry Association

Item	Monthly Schedule in accordance with Table 6.4.1.2	Pass	Fail	N/A
1.1	INSPECT the external alarm to ensure it indicates the designated building entry point.	✓		
1.2a	INSPECT FIP/SIP/FBP/FFCP/repeater/mimic panel(s), ensure visible, accessible, no dust/contaminants.	✓		
1.2b/c	Check any obscuring door is correctly labelled. ENSURE at least one MCP replacement element and tool.	✓		
1.3	Where vented batteries are used, INSPECT the battery enclosure for evidence of corrosion.		X	
1.4a	Simulate alarm condition & confirm all required visual/audible indications operate, external alarm on.	✓		
1.4b	Where the system is monitored ensure the alarm has activated the ASE.	✓		
1.4c	Where CIE is a sub-indicator panel, confirm that the alarm condition is indicated at the FIP.	✓		
1.5	SIMULATE an alarm and confirm the alarm initiates the OWS including any VWD's	✓		
1.6a	INITIATE an isolate/disable at the FIP and confirm that all required visual/audible indications operate.	✓		
1.6b	Ensure the isolate is received by the monitoring service provider ASE where monitored.	✓		
1.6c	Where the panel is an SIP, confirm that the isolate/disable condition is indicated at the FIP	✓		
1.7	TEST the operation of each filament type visual indicators.	✓		
1.8	INSPECT all zone block plans to ensure that they are securely mounted and legible.	✓		

Item	Six Monthly Schedule in accordance with Table 6.4.2.2	Pass	Fail	N/A
3.14	TEST & INSPECT Smoke alarms and heat alarms in accordance with AS1851 2012.			✓

Item	Six Monthly Schedule in accordance with Table 6.4.1.3 Required for Special Hazard Systems Only	Pass	Fail	N/A
2.2	CHECK local control station (LCS) for condition, accessibility and correct labelling.			✓
2.3	CHECK all visual warning devices for condition or damage likely to affect operation.			✓
2.4a	TEST the discharge inhibit switch and ensure no automatic discharge of the suppression system.			✓
2.4b	TEST that the LCS discharge inhibit switch stops and resets the normal discharge sequence.			✓
2.4c	TEST that the visual indicators at the LCS and FIP are activated by the LCS discharge inhibit switch.			✓
2.4d	TEST that the LCS discharge inhibit switch activates the audible alarm.			✓
2.4e	TEST that the LCS discharge inhibit switch does not override the operation of the manual initiate switch.			✓
2.5	TEST that the LCS manual initiate switch is functioning as required.			✓
2.6a	CONFIRM operation of a service switch activates the system inoperative VWD.			✓
2.6b	CONFIRM that a fault in the discharge activator circuit activates the system inoperative VWD.			✓
2.6c	CONFIRM operation of a lock off valve activates the system inoperative VWD.			✓
2.6d	CONFIRM operation of a manual inhibit switch activates the system inoperative VWD.			✓
2.6e	CONFIRM isolation or a fault in the fire detection system activates the VWD.			✓
2.7	TEST and verify the system operation and system logic.			✓
2.8	TEST that any actuator circuit faults register correctly at the FIP.			✓
2.9	TEST that all actuators function and correctly operate as required.			✓

Item	Defects / Comments / Rectifications	Defect
	Batteries expired.	

Mark Critical Defects with a C in the Defects Column
Mark Non-Conforming Items with N/C in the Defects Colum

National Fire Industry Association Australia

Site contact name:

Site contact signature:

Technician name: Jayan G

Technician signature:

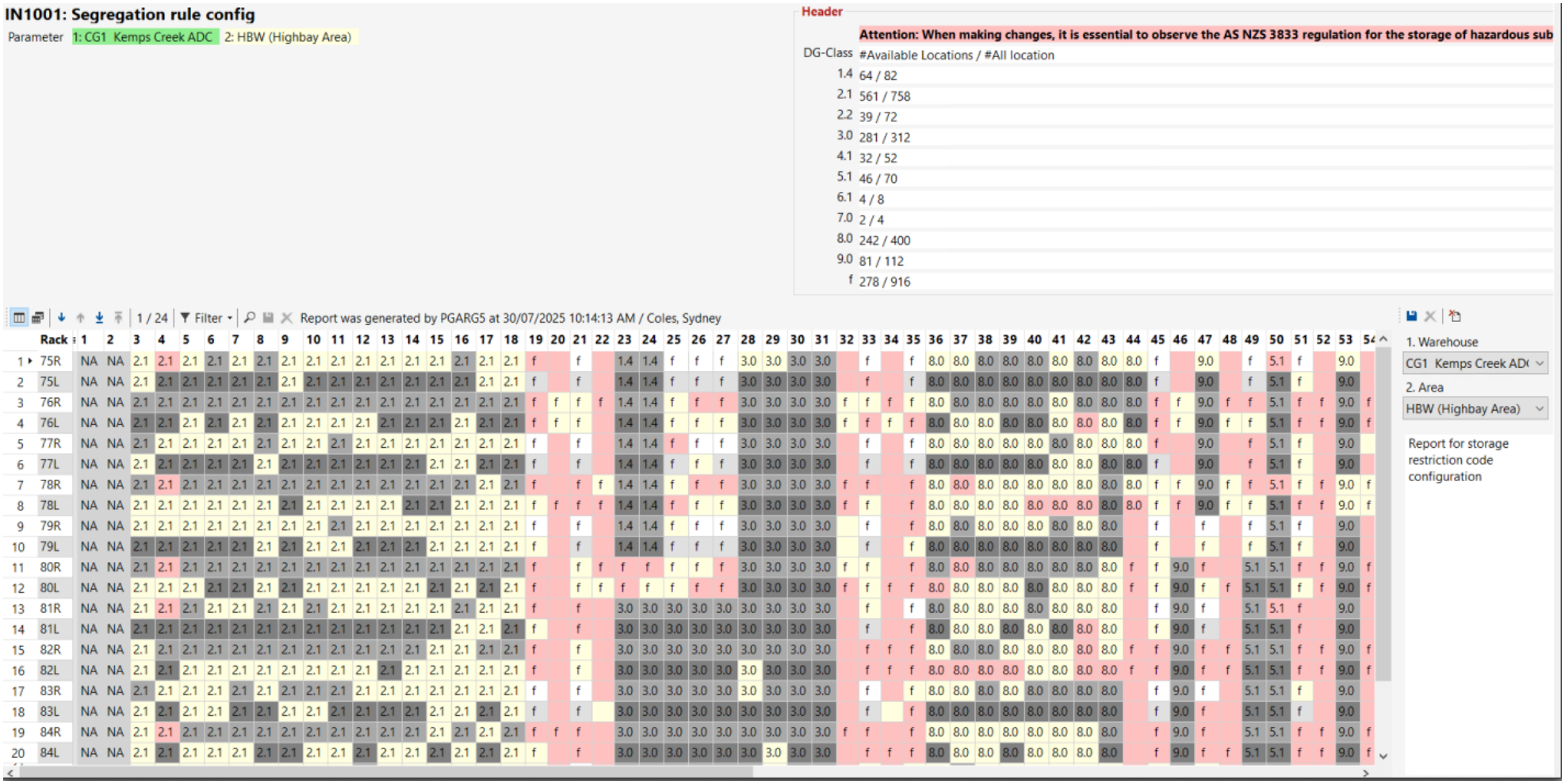
Technician licence #: FT 34926.

QLD ONLY All maintenance carried out under QDC MP6.1, matters stated above are correct & critical defect notices issued where required.

White: Customer Copy | Green: Service Copy | Yellow: Boo

Appendix C

WAREHOUSE INVENTORY SEGREGATION PLAN



IN1001: Segregation rule config

Parameter 1: CG1 Kemps Creek ADC 2: HBW (Highbay Area)

Header

Attention: When making changes, it is essential to observe the AS NZS 3833 regulation for the storage of hazardous sub

DG-Class	#Available Locations / #All location
1.4	64 / 82
2.1	561 / 758
2.2	39 / 72
3.0	281 / 312
4.1	32 / 52
5.1	46 / 70
6.1	4 / 8
7.0	2 / 4
8.0	242 / 400
9.0	81 / 112
f	278 / 916

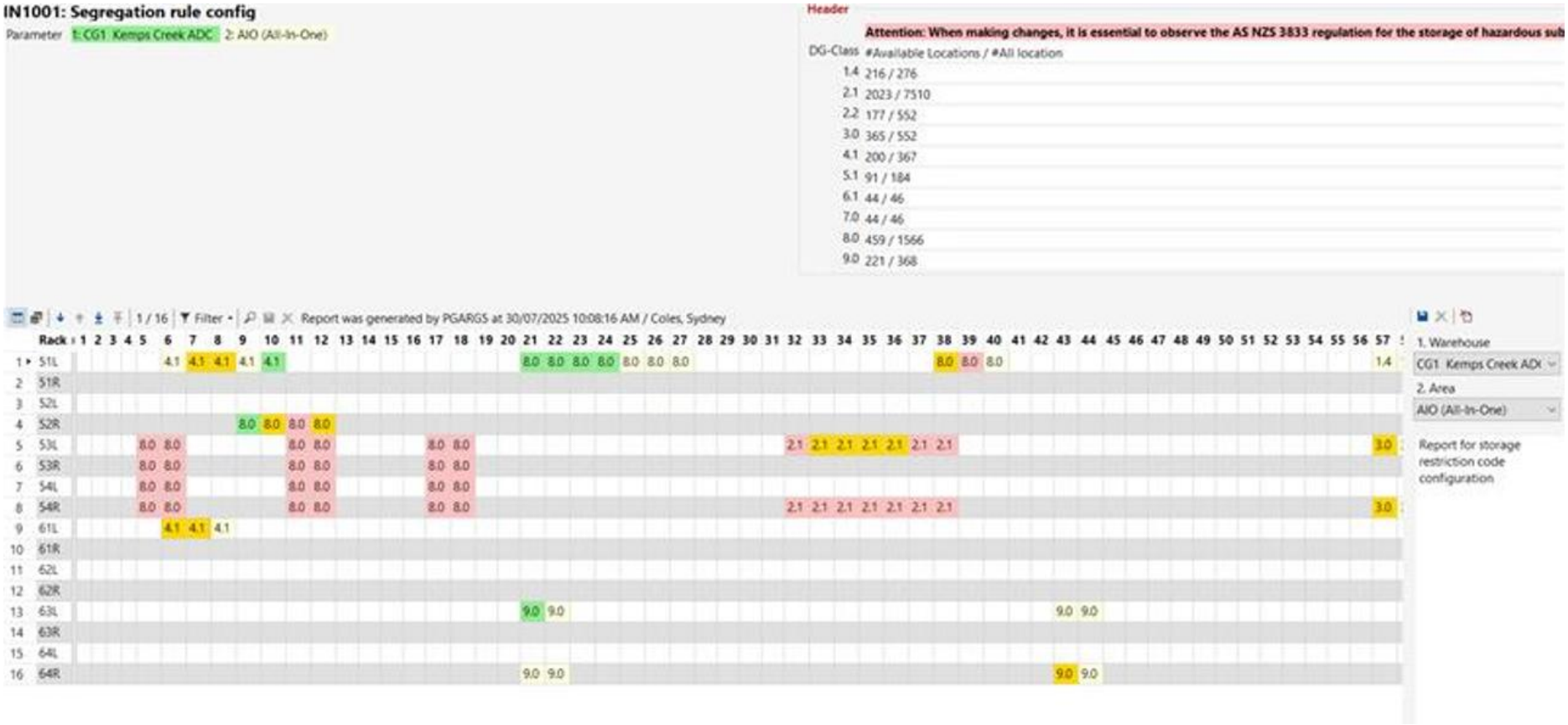
1 / 24 Filter Report was generated by PGARG5 at 30/07/2025 10:14:13 AM / Coles, Sydney

1. Warehouse: CG1 Kemps Creek ADC

2. Area: HBW (Highbay Area)

Report for storage restriction code configuration

Rack	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54
75R	NA	NA	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	f		f		1.4	1.4	f	f	f	3.0	3.0	3.0	3.0		f		f	8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0	f		9.0		f	5.1	f		9.0	
75L	NA	NA	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	f		f		1.4	1.4	f	f	f	3.0	3.0	3.0	3.0		f		f	8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0	f		9.0		f	5.1	f		9.0	
76R	NA	NA	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	f	f	f	f	1.4	1.4	f	f	f	3.0	3.0	3.0	3.0	f	f	f	f	8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0	f	f	9.0	f	f	5.1	f	f	9.0	f
76L	NA	NA	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	f	f	f		1.4	1.4	f	f	f	3.0	3.0	3.0	3.0	f	f	f	f	8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0	f	f	9.0	f	f	5.1	f	f	9.0	f
77R	NA	NA	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	f		f		1.4	1.4	f	f	f	3.0	3.0	3.0	3.0		f		f	8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0	f		9.0		f	5.1	f		9.0	
77L	NA	NA	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	f		f		1.4	1.4	f	f	f	3.0	3.0	3.0	3.0		f		f	8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0	f		9.0		f	5.1	f		9.0	
78R	NA	NA	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	f		f	f	1.4	1.4	f	f	f	3.0	3.0	3.0	3.0	f	f		f	8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0	f	f	9.0	f	f	5.1	f	f	9.0	f
78L	NA	NA	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	f	f	f	f	1.4	1.4	f	f	f	3.0	3.0	3.0	3.0	f	f		f	8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0	f	f	9.0	f	f	5.1	f	f	9.0	f
79R	NA	NA	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	f		f		1.4	1.4	f	f	f	3.0	3.0	3.0	3.0		f		f	8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0		f		f		f		5.1	f		9.0	
79L	NA	NA	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	f		f		1.4	1.4	f	f	f	3.0	3.0	3.0	3.0		f		f	8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0		f		f		f		5.1	f		9.0	
80R	NA	NA	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	f		f	f	f	f	f	f	f	3.0	3.0	3.0	3.0	f	f		f	8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0	f	f	9.0	f		5.1	5.1	f	f	9.0	f
80L	NA	NA	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	f		f	f	f	f	f	f	f	3.0	3.0	3.0	3.0	f	f	f	f	8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0	f	f	9.0	f	f	5.1	5.1	f	f	9.0	f
81R	NA	NA	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	f		f		3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0		f		f	8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0		f		9.0	f		5.1	5.1	f		9.0	
81L	NA	NA	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	f		f		3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0		f		f	8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0		f		9.0	f		5.1	5.1	f		9.0	
82R	NA	NA	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	f		f		3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0		f	f	f	8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0	f	f	9.0	f	f	5.1	5.1	f	f	9.0	f
82L	NA	NA	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	f		f		3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0		f	f	f	8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0	f	f	9.0	f	f	5.1	5.1	f	f	9.0	f
83R	NA	NA	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	f		f		3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0		f		f	8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0		f		9.0	f		5.1	5.1	f		9.0	
83L	NA	NA	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	f		f		3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0		f		f	8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0		f		9.0	f		5.1	5.1	f		9.0	
84R	NA	NA	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	f	f	f		3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	f	f		f	8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0		f		9.0	f		5.1	5.1	f	f	9.0	f
84L	NA	NA	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	f		f		3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0		f	f	f	8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0		f		9.0	f	f	5.1	5.1	f	f	9.0	f


IN1001: Segregation rule config
Parameter 1: CG1 Kemps Creek ADC 2: AIO (All-In-One)
Header
Attention: When making changes, it is essential to observe the AS NZS 3833 regulation for the storage of hazardous sub
DG-Class #Available Locations / #All location
1.4 216 / 276
2.1 2023 / 7510
2.2 177 / 552
3.0 365 / 552
4.1 200 / 367
5.1 91 / 184
6.1 44 / 46
7.0 44 / 46
8.0 459 / 1566
9.0 221 / 368
1 / 16
Filter
Report was generated by PGARGS at 30/07/2025 10:08:16 AM / Coles, Sydney
1. Warehouse
CG1 Kemps Creek ADC
2. Area
AIO (All-In-One)
Report for storage restriction code configuration

Appendix D

DG/HAZCHEM NOTIFICATION

Notification of Schedule 11 Hazardous Chemicals

Notification type

Please select the type of notification you are making:	New Notification

Application details

Contact person

Title	Miss
Family name	Jones
Given name	Chloe
Mobile number	0478268360
Email address	chloe.jones6@coles.com.au

Business name/person conducting business or undertaking (PCBU)

ABN (for Australian businesses only)	45004189708 | *COLES SUPERMARKETS AUSTRALIA PTY LTD*
Type of business or undertaking being conducted	Automated Warehousing
Activities of the PCBU	Automated DC for Coles Supermarkets (ambient goods). Items are received, stored, picked and despatched to Coles Stores. Bulk storage of LPG & diesel.

Site Address

Address of the business or undertaking where Schedule 11 hazardous chemicals exceeding manifest quantities are to be used, handled or stored.

Is this a mine or petroleum site regulated by the NSW Resources Regulator?	No
Building/property name	Coles
Street address (must NOT be PO Box)	BUILDING 1A 1 EMPORIUM AV, KEMPS CREEK NSW 2178
I can't find my address	No
Latitude	-33.82623503
Longitude	150.80257622
Nearest cross street	1 Sepia Rd, Kemps Creek

Postal address

Same as street address?	Yes

Site plan

Please upload a site plan, detailing the location and storage identifiers of all hazardous chemicals. Attach more than one page if required.	Dangerous Goods Site Map.pdf

Emergency contact details

Please provide emergency contact details

Appendix E

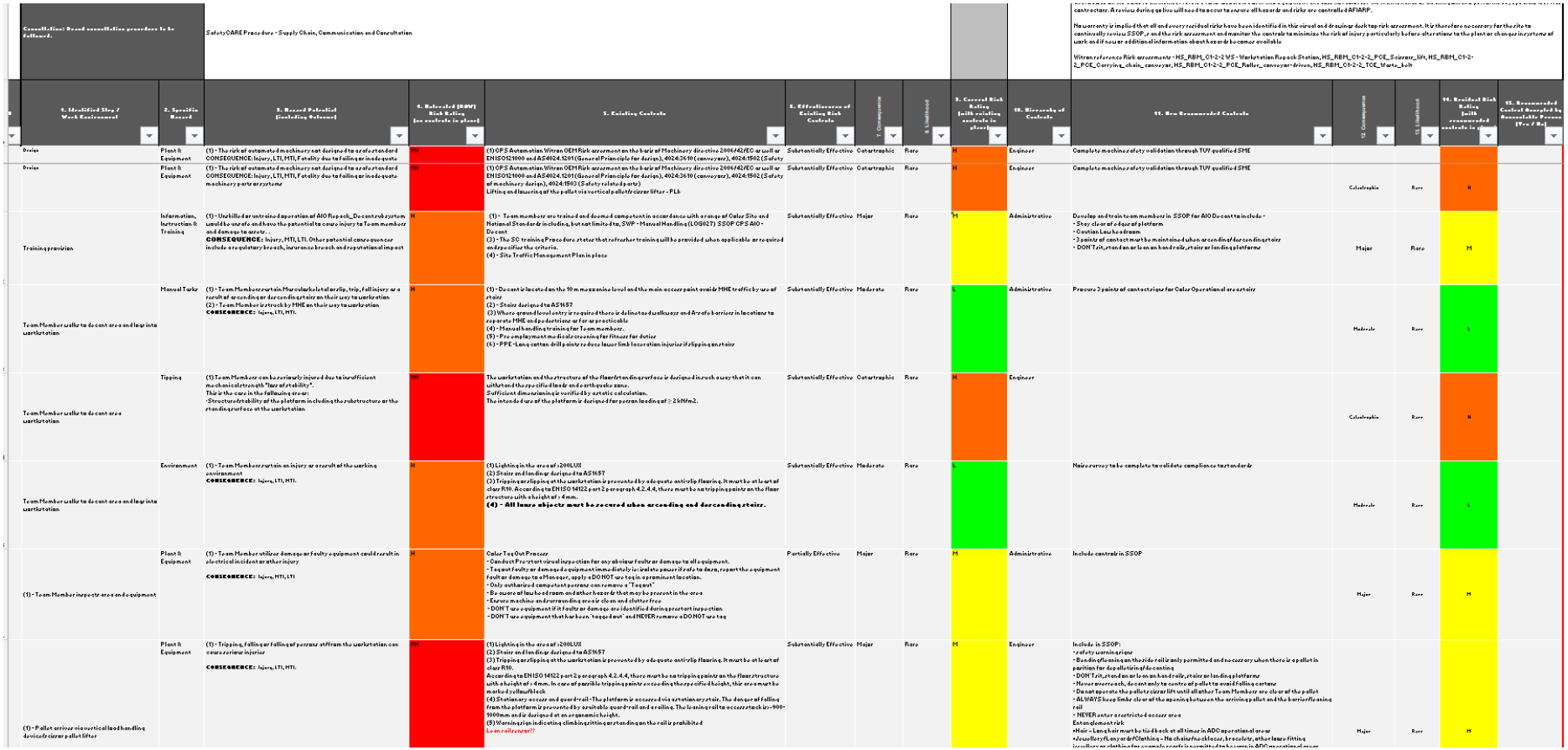
COPY OF DG/HAZCHEM RISK ASSESSMENT SHEET

DG RISK ASSESSMENT EXAMPLE

Task/Plant/Equipment/ Work Environment Being Assessed:	The storage and handling of Dangerous Goods, Hazardous Chemicals and Combustible Liquids in packages and intermediate bulk containers.								**Date of Risk Assessment:**		February-2021	**Risk Assessment No.**	SC010	**Next Review Date:**	February-2026	
Description of what is being assessed: e.g. task profile, process, dimensions, plant/equipment details, manufacturer and model details. Include a description of the Work Environment.	The storage and handling of Dangerous Goods, Hazardous Chemicals and Combustible Liquids in packages and intermediate bulk containers.								**People exposed to Risk**		**ALIGNED TRAINING REQUIREMENTS & REFERENCES:** In addition to implementation of controls, team members are trained in the following SWPs, Training Programs, Licences & Permits: (1) - LOG 012 Dangerous Goods/ Hazardous Substances Storage & Handling. (2) - LOG 002 Battery Bull and Battery Work (3) - LOG 003 Battery Charging					
RAT: Person(s) who developed the draft RA.	Daniela Tutman (TSR Engineering) Western Australian Department of Mines Industry Regulation and Safety, Accredited Risk Consultant. Sven Weichbrodt (Health & Safety Specialist)								**Team Members**	☑						
									Contractors	☑	**Operating Standards** (1) - LOG 012 Dangerous Goods/ Hazardous Substances Storage & Handling. (2) - LOG 002 Battery Bull and Battery Work (3) - LOG 003 Battery Charging					
Development Team: Persons consulted during the development of the draft RA.	Sven Weichbrodt (Health and Safety Specialist), Phillip Purcell (Training Manager), Brendan Gallon (Inventory Manager), Maria Barrera (Health, Safety and Wellbeing Coordinator), Muhammad Mahmood (Site Security Manager), John Wood (Transport Operations Manager), Joanne Duffy (Shift Manager), Vaughan Irving (Transport Operations Manager - Tall), Andrew Keating (Facilities Manager, City FM), Ian Kitching (Transport Manager), Richard Beresford (Health & Safety Representative), Dale Earle (Risk Coordinator, Tall).								**Customers**	☑						
Review Team: Persons consulted during the review of the RA.	Sven Weichbrodt (Health and Safety Specialist), Phillip Purcell (Training Manager), Brendan Gallon (Inventory Manager), Maria Barrera (Health, Safety and Wellbeing Coordinator), Muhammad Mahmood (Site Security Manager), John Wood (Transport Operations Manager), Joanne Duffy (Shift Manager), Vaughan Irving (Transport Operations Manager - Tall), Andrew Keating (Facilities Manager, City FM), Ian Kitching (Transport Manager), Richard Beresford (Health & Safety Representative), Dale Earle (Risk Coordinator, Tall).								**Visitors**	☑	**Legal Requirements:** (Legislation / Standards / Codes of Practice). (1) - Refer Legislative & Regulatory Reference Table (2) - DMIRS DG Safety Guide Risk Assessment for DG May 2019 (3) - Dangerous Goods Safety Act 2004 (Western Australia) (4) - Dangerous Goods Safety (Storage and Handling of Non-Explosive) Regulations 2007.					
Approved By Accountable Person and relevant Safety Team Member.	**Accountable Person:**		GM SC Safety	**Safety Team Member:**		SC Safety Systems Manager					**State of Knowledge** (i.e. Incident History / Potential Emergency Situations / Evaluation of available information)					
Consultation: Brief consultation procedure to be followed.	Safety CARE Procedure - Supply Chain, Communication and Consultation															

#	1. Identified Step / Work Environment	2. Specific Hazard	3. Hazard Potential (including Outcome)	4. Untreated (RAW) Risk Rating (no controls in place)	5. Existing Controls	6. Effectiveness of Existing Risk Controls	7. Consequence	8. Likelihood	9. Current Risk Rating (with existing controls in place)	10. Hierarchy of Controls	11. New Recommended Controls	12. Consequence	13. Likelihood	14. Residual Risk Rating (with recommended controls in place)	15. Recommended Control Accepted by Accountable Person (Yes / No)
1	**Class 1.4 S Unrestricted Fireworks** Storage	Chemical	(1) - Damaged container, receptacle or individual package OR dropped container, receptacle or individual package, OR ignition source, OR storage with incompatible liquids, gases or solids. **POTENTIAL CONSEQUENCES:** Loss of containment, potential fire, explosion, single or multiple projectiles through storage area, LTI, multiple LTI.	H	(1) - Fire suppression system present. (2) - Emergency Management Plan (EMP) present. (3) - Emergency Control Organisation (ECO) present. (4) - Emergency Planning Committee (EPC) present. (5) - Control of ignition sources. (6) - Holding predominantly limited thermal scenario, packages and intermediate bulk containers. (7) - Dangerous Goods (DG) stored, segregated, separation and segregation as per AS 3833 and AS 1940. (8) - Portable fire fighting equipment available. (9) - Individuals trained in operating portable fire fighting equipment available. (10) - Individuals interaction with (defined as receiving, picking, moving, , dispatching) are suitably trained. (11) - PPE specific to the handling and cleaning of DG's is provided. (12) - Materials manifested, placarded and licenced as per applicable regulatory requirements.	Substantially Effective	Moderate	Unlikely	M	Engineer	(1) - Develop periodic, DG level audit tool based on minimum regulatory and Australian Standard requirements to further ensure compliance to GHS, ADG, ALOMC, legislation and Australian Standards. (2) - Develop Supply Chain ChemAlert Revision project to ensure that correct SKU type and SKU numbers are constantly maintained by each DC on ChemAlert. (3) - Develop DG/HAZCHEM Code of Practice.	Moderate	Rare	L	Yes
2	**Class 1.4 S Unrestricted Fireworks** Administration	Chemical	(1) - Inventory and DG category classification not effectively / consistently managed, OR manifest, placarding quantities not measured/marked as required, OR requisite licensing / reporting requirement not met, OR transportation manifesting / placarding requirements not met, OR individuals not trained in the receiving, picking, moving, , dispatching of DG's. **POTENTIAL CONSEQUENCES:** Inadvertent breach of separation and/or segregation requirements leading to storage of incompatible liquids, gases or solids, leading to loss of containment, potential fire, potential explosion, asset damage, LTI, reputational damage to brand, group or division.	H	(1) - Supply Chain Safety Team manager DG compliance at site level, including management of manifestable and placardable quantities, and licensing requirements on a state-by-state or area required basis. (2) - Periodic Australian Master Code Audit Scheme (AMCAS) audits to determine transport compliance to the Australian Logistics Council Master Code, including compliance to Australian Dangerous Goods Code. (3) - Internal Business Assurance Audit (BAA) includes DG compliance. (4) - Individuals at a Distribution Centre (DC) who are responsible for administrative tasks around the receiving, storing and dispatching of DG's are suitably trained.	Partially Effective	Moderate	Unlikely	M	Administrative	(1) - Develop periodic, DG level audit tool based on minimum regulatory and Australian Standard requirements to further ensure compliance to GHS, ADG, ALOMC, legislation and Australian Standards. (2) - Develop DG handling matrix to ensure correct classification and categorisation in RMS/WMS for Procurement to further ensure the validity and integrity of data being entered and managed within RMS/WMS.	Moderate	Rare	L	Yes
3	**Class 2.1 Flammable Gases** - Storage of Stock for Sale		(1) - Leaking of damaged aerosol OR dropped aerosol OR ignition source, OR storage with incompatible liquids, gases or solids. **POTENTIAL CONSEQUENCES:** Loss of containment, potential fire, explosion, LTI, multiple LTI.		(1) - Fire suppression system present. (2) - Emergency Management Plan (EMP) present. (3) - Emergency Control Organisation (ECO) present. (4) - Emergency Planning Committee (EPC) present. (5) - Control of ignition sources. (6) - Holding predominantly limited thermal scenario, packages and						(1) - Develop periodic, DG level audit tool based on minimum regulatory and Australian Standard requirements to further ensure compliance to GHS, ADG, ALOMC, legislation and Australian Standards. (2) - Develop Supply Chain ChemAlert Revision project to ensure that correct SKU type and SKU numbers are constantly maintained by each DC on ChemAlert. (3) - Develop DG/HAZCHEM Code of Practice.				

GENERAL RISK ASSESSMENT EXAMPLE



	Consultation: Broad consultation procedure to be followed.		Safety CARE Procedure - Supply Chain, Communication and Consultation															
	1. Identified Step / Work Environment	2. Specific Hazard	3. Hazard Potential (including Outcome)	4. Balanced (RAW) Risk Rating (no controls in place)	5. Existing Controls	6. Effectiveness of Existing Risk Controls	7. Consequence	8. Likelihood	9. Current Risk Rating (with existing controls in place)	10. Hierarchy of Controls	11. New Recommended Controls	12. Consequence	13. Likelihood	14. Residual Risk Rating (with recommended controls in p	15. Recommended Control Accepted by Reasonable Person (Yes / No)
	Design	Plant & Equipment	(1) - The risk of automated machinery not designed to a relevant standard CONSEQUENCE: Injury, LTI, MTI, Fatality due to falling or inadequate machinery parts or systems	VH	(1) OPS Automation Witron OEM Risk assessment on the basis of Machinery directive 2006/42/EC or well as EN ISO 12100 and AS 4024.1201 (General Principle for design), 4024:3610 (conveyors), 4024:1502 (Safety	Substantially Effective	Catastrophic	Rare	H	Engineer	Complete machine safety validation through TUV qualified SME				
	Design	Plant & Equipment	(1) - The risk of automated machinery not designed to a relevant standard CONSEQUENCE: Injury, LTI, MTI, Fatality due to falling or inadequate machinery parts or systems	VH	(1) OPS Automation Witron OEM Risk assessment on the basis of Machinery directive 2006/42/EC or well as EN ISO 12100 and AS 4024.1201 (General Principle for design), 4024:3610 (conveyors), 4024:1502 (Safety of machinery design), 4024:1503 (Safety related parts) Lifting and lowering of the pallet via vertical pallet/scissor lifter - PLb	Substantially Effective	Catastrophic	Rare	H	Engineer	Complete machine safety validation through TUV qualified SME	Catastrophic	Rare	H	
	Training provision	Information, Instruction & Training	(1) - Unskilled or untrained operation of AIO Unpack_Decant rubystem would be unsafe and have the potential to cause injury to Team members and damage to assets. . **CONSEQUENCE:** Injury, MTI, LTI. Other potential consequences include regulatory breach, insurance breach and reputational impact	H	(1) - Team members are trained and deemed competent in accordance with orange of Color Site and National Standards including, but not limited to, SWP - Manual Handling (LOG027) SSOP OPS AIO - Decant (2) - The SC training Procedure states that refresher training will be provided when applicable or required and specified the criteria. (4) - Site Traffic Management Plan in place	Substantially Effective	Major	Rare	M	Administrative	Develop and train team members in SSOP for AIO Decant to include - - Stay clear of edges of platform - Caution Lane hazard zones - 3 points of contact must be maintained when ascending/descending stairs - DON'T sit, stand on or lean on hand rails, stairs or landing platforms	Major	Rare	M	
	Team Member walks to decant area and logs into workstation	Manual Tasks	(1) - Team Member sustain Musculoskeletal strain, trip, fall injury as a result of ascending or descending stairs on their way to workstation (2) - Team Member in truck by MHE on their way to workstation **CONSEQUENCE:** Injury, LTI, MTI.	H	(1) - Decant is located on the 1st mezzanine level and the main access point avoids MHE traffic by use of stairs (2) - Stairs designed to AS1657 (3) Where ground level entry is required there is delineated walkways and Area safe barriers in location to segregate MHE and pedestrians as far as practicable (4) - Manual handling training for Team members. (5) - Pre employment medical screening for fitness for duties (6) - PPE - Long cotton drill pants reduce lower limb laceration injuries if slipping on stairs	Substantially Effective	Moderate	Rare	L	Administrative	Procure 3 points of contact stripes for Color Operational area stairs	Moderate	Rare	L	
	Team Member walks to decant area workstation	Tripping	(1) Team Members can be seriously injured due to insufficient mechanical strength "law of stability". This is the case in the following areas: -Structural stability of the platform including the substructure or the standing surface at the workstation	VH	The workstation and the structure of the floor/standing surface is designed in such a way that it can withstand the specified loads and earthquake zone. Sufficient dimensioning is verified by a static calculation. The intended use of the platform is designed for a person loading of ≥ 2 kN/m2.	Substantially Effective	Catastrophic	Rare	H	Engineer		Catastrophic	Rare	H	
	Team Member walks to decant area and logs into workstation	Environment	(1) - Team Members sustain an injury as a result of the working environment **CONSEQUENCE:** Injury, LTI, MTI.	H	(1) Lighting in the area of >200LUX (2) Stairs and landings designed to AS1657 (3) Tripping or slipping at the workstation is prevented by adequate anti-slip flooring. It must be at least of class R10. According to EN ISO 14122 part 2 paragraph 4.2.4.4, there must be no tripping points on the floor structure with a height of < 4 mm. **(4) - All loose objects must be secured when ascending and descending stairs.**	Substantially Effective	Moderate	Rare	L		Noise survey to be complete to validate compliance to standards	Moderate	Rare	L	
	(1) - Team Member inspects area and equipment	Plant & Equipment	(1) - Team Member utilizes damaged or faulty equipment could result in electrical incident or other injury **CONSEQUENCE:** Injury, MTI, LTI	H	Color Tag Out Process - Conduct Pre-start visual inspection for any obvious faulty or damage to all equipment. - Tag out faulty or damaged equipment immediately, isolate power if safe to do so, report the equipment fault or damage to a Manager, apply a DO NOT use tag in a prominent location. - Only authorised competent persons can remove a "Tag out" - Be aware of lanes and roam and other hazards that may be present in the area - Ensure machine and surrounding area is clean and clutter free - DON'T use equipment if it faulty or damage are identified during pre-start inspection - DON'T use equipment that has been "tagged out" and NEVER remove a DO NOT use tag	Partially Effective	Major	Rare	M	Administrative	Include controls in SSOP	Major	Rare	M	
	(1) - Pallet arrives via vertical load handling device/reiziner pallet lifter	Plant & Equipment	(1) - Tripping, Falling or falling of person/ staff from the workstation can cause serious injuries **CONSEQUENCE:** Injury, LTI, MTI.	VH	(1) Lighting in the area of >200LUX (2) Stairs and landings designed to AS1657 (3) Tripping or slipping at the workstation is prevented by adequate anti-slip flooring. It must be at least of class R10. According to EN ISO 14122 part 2 paragraph 4.2.4.4, there must be no tripping points on the floor structure with a height of < 4 mm. In case of possible tripping points exceeding the specified height, this area must be marked yellow/black (4) Stationary access and guard rail - The platform is accessed via a station or stair. The danger of falling from the platform is prevented by a suitable guard rail and railing. The leaning rail to access track is ~900-1000mm and/or designed at an ergonomic height. (5) Warning sign indicating climbing/sitting on/standing on the rail is prohibited Laser rail scanner??	Substantially Effective	Major	Rare	M	Engineer	Include in SSOP: • safety warning signage • Bending/leaning on the side rail is only permitted and necessary when there is a pallet in position for de-palletising/de-canting • DON'T sit, stand on or lean on hand rails, stairs or landing platforms • Never reverse out, decant only to centre of pallet to avoid falling cartons • Do not operate the pallet/carrier lift until all other Team Members are clear of the pallet • ALWAYS keep limbs clear of the opening between the arriving pallet and the barrier/leaning rail • NEVER enter a restricted access area Entanglement risk •Hair – Long hair must be tied back at all times in ADC operational areas •Jewellery/Lanyards/Clothing – No chains/necklaces, bracelets, other loose fitting jewellery or clothing (for example scarfs) is permitted to be worn in ADC operational areas	Major	Rare	M	

Appendix F

COPY OF A DG/HAZCHEM REGISTER SHEET

ChemAlert.

Stock Register

(Location Name: Coles Supply Chain/ Kemps Creek/ WMS/ SOH, Child Locations Included)
(Sort By: Product Name, Filter By: None)

Stock Number	Product Name				Supplier (Emergency Contact)				
	Hazardous	Dangerous Good	UN number	Packing Group	Hazchem Code	Status	In Stock Inventory	Risk Assessment	SDS Date
1748	3-IN-ONE SILICONE SPRAY LUBRICANT				WD-40 COMPANY (AUST) PTY LTD (1800 862 115)				
	Yes	DG 2.1	UN 1950	-	2YE	None	Yes	-	02-Jun-2021
1743	3M SCOTCHGARD FABRIC & UPHOLSTERY PROTECTOR				3M AUSTRALIA PTY LIMITED (1800 097 146)				
	Yes	DG 2.1	UN 1950	-	2YE	None	Yes	Available	28-Nov-2022
523	AEROGARD BODY 40% DEET INSECT REPELLENT AEROSOL				RB (HYGIENE HOME) AUSTRALIA PTY LTD (13 11 26 (PIC))				
	Yes	DG 2.1	UN 1950	-	2YE	None	Yes	-	26-May-2023
524	AEROGARD BODY ODOURLESS PROTECTION INSECT REPELLENT AEROSOL				RB (HYGIENE HOME) AUSTRALIA PTY LTD (13 11 26 (PIC))				
	Yes	DG 2.1	UN 1950	-	2YE	None	Yes	-	26-May-2023
522	AEROGARD BODY ODOURLESS PROTECTION INSECT REPELLENT SPRAY				RB (HYGIENE HOME) AUSTRALIA PTY LTD (13 11 26 (PIC))				
	Yes	DG 3	UN 1170	PG III	•2Y	None	Yes	-	26-May-2023
17	AEROGARD BODY TROPICAL STRENGTH INSECT REPELLENT AEROSOL				RB (HYGIENE HOME) AUSTRALIA PTY LTD (13 11 26 (PIC))				
	Yes	DG 2.1	UN 1950	-	2YE	None	Yes	Available	09-May-2022
525	AEROGARD BODY TROPICAL STRENGTH INSECT REPELLENT ROLL-ON				RB (HYGIENE HOME) AUSTRALIA PTY LTD (13 11 26 (PIC))				
	Yes	DG 3	UN 1993	PG III	•3Y	None	Yes	-	26-May-2023
1803	AEROGARD FABRIC SPRAY ODOURLESS				RB (HYGIENE HOME) AUSTRALIA PTY LTD (13 11 26 (PIC))				
	Yes	DG 2.1	UN 1950	-	2YE	None	Yes	-	26-May-2023
1811	AEROGARD KIDS INSECT REPELLENT ROLL-ON				RB (HYGIENE HOME) AUSTRALIA PTY LTD (13 11 26 (PIC))				
	Yes	DG 3	UN 1170	PG III	•2Y	None	Yes	-	**05-Jun-2020**
1821	AEROGARD NATURALS REPELLENT SPRAY175ML				R.B. PTY LTD ((07) 3216 4264)				
	Not specified	No	-	-	-	None	Yes	-	-
1822	AEROGARD NATURALS ROLL ON 50ML				R.B. PTY LTD ((07) 3216 4264)				
	Not specified	No	-	-	-	None	Yes	-	-
1823	AEROGARD REPELLENT FOR KIDS PUMP SPRAY				R.B. PTY LTD ((07) 3216 4264)				
	Not specified	No	-	-	-	None	Yes	-	-
1764	AIR WICK AEROSOL AIR FRESHENER - FRANGIPANI & MANGO				RB (HYGIENE HOME) AUSTRALIA PTY LTD (13 11 26 (PIC))				
	Yes	DG 2.1	UN 1950	-	2YE	None	Yes	-	01-Mar-2023
529	AIR WICK AEROSOL AIR FRESHENER - LAVENDER				RB (HYGIENE HOME) AUSTRALIA PTY LTD (13 11 26 (PIC))				
	Yes	DG 2.1	UN 1950	-	2YE	None	Yes	-	01-Mar-2023
530	AIR WICK AEROSOL AIR FRESHENER - SPARKLING CITRUS				RB (HYGIENE HOME) AUSTRALIA PTY LTD (13 11 26 (PIC))				
	Yes	DG 2.1	UN 1950	-	2YE	None	Yes	-	01-Mar-2023

Appendix G

COPY OF DG/HAZCHEM MANIFEST

Manifest of hazardous chemicals

Kemps Creek ADC – Supply Chain

This manifest contains key information about the storage and handling of Schedule 11 hazardous chemicals at a workplace including the location, storage type and quantity. The manifest is to be a readily available document, presenting the hazardous chemical information clearly and accurately to emergency services for use in an emergency situation.

Workplace Information	
Business Name	Coles Group
Address	1 Emporium Ave, Kemps Creek, NSW, 2178
Date this manifest was prepared or last amended	Prepared May 2024
Business Hours	05:00am – 10:00pm

Emergency Contacts

Name	Position	Telephone
Sacho Noveski	Head of ADC	0408 379 628
Trevor Keany	ADC Facilities Manager	0447 201 608

Hazardous Chemicals Stored in Bulk

Area	Hazardous Chemicals					Largest Quantity
	Shipping Name	UN No.	Class	Sub Risk	Packing Group	
Computer Room 1 (gaseous drench system)	Inergen	1956	2.2	N/A	III	570L
Computer Room 2 (gaseous drench system)	Inergen	1956	2.2	N/A	III	650L
Dangerous Goods Store	Ansulite low viscosity 3X3 AR-AFFF Foam Concentrate	N/A	N/A	N/A	NA	5000L a/g
MHE parking room + MHE parking area	Lithium-ion batteries contained in equipment	3481	9	N/A	NA	55 batteries 2940kg

Hazardous Chemicals Stored in Tanks

Area Tank ID No.	Hazardous Chemicals					Tanks	
	Shipping Name	UN No.	Class	Sub Risk	Packing Group	Type	Capacity
Depot 1 LPG Tank	Petroleum Gases, Liquified	1075	2.1	N/A	N/A	a/g	7,500L
Depot 2 LPG – Canteen	Petroleum Gases, Liquified	1075	2.1	N/A	N/A	a/g	420kg
Depot 3 Diesel Generator	Diesel Fuel	1202	Combustible liquid	N/A	III	a/g	10,000L
Depot 3 Bulk Diesel x 2	Diesel Fuel	1202	Combustible liquid	N/A	III	a/g	65,000L per tank
Depot 4 Diesel Generator	Diesel Fuel	1202	Combustible liquid	N/A	III	a/g	9,500L
Depot 5 Pump house	Diesel Fuel	1202	Combustible liquid	N/A	III	a/g	420L

u/g — underground a/g — aboveground n/a — not applicable

Package Stores 1 (specified hazardous chemicals)

Area	Hazardous Chemicals					Storage Area	
	Shipping Name	UN No.	Class	Sub Risk	Packing Group	Type of Area	Largest Quantity
Computer Room 1 (gaseous drench system)	Inergen	1956	2.2	N/A	III	Roofed storage	570L
Computer Room 1 (gaseous drench system)	Inergen	1956	2.2	N/A	III	Roofed storage	650L

Packaged Store 1

Area	Hazardous Chemicals			Storage Area		
	Class	Sub Risk	Packing Group	Type of Area	Average Quantity (kg)	Largest Quantity (kg)
All in one tote storage	1.4	N/A	NA	Roofed storage	268	321
All in one tote storage	1.4	N/A	NS	Roofed storage	41	49
All in one tote storage	2.1	N/A	I	Roofed storage	343	412
All in one tote storage	2.1	N/A	II	Roofed storage	4,213	5,056
All in one tote storage	2.1	N/A	III	Roofed storage	4,333	5,200
All in one tote storage	2.1	N/A	NA	Roofed storage	51,228	61,474
All in one tote storage	2.1	N/A	NS	Roofed storage	10,852	13,022
All in one tote storage	2.2	N/A	II	Roofed storage	153	184
All in one tote storage	2.2	N/A	III	Roofed storage	306	367
All in one tote storage	2.2	N/A	NA	Roofed storage	3,850	4,620

colesgroup

Area	Hazardous Chemicals			Storage Area		
	Class	Sub Risk	Packing Group	Type of Area	Average Quantity (kg)	Largest Quantity (kg)
All in one tote storage	2.2	N/A	NS	Roofed storage	212	254
All in one tote storage	3	N/A	II	Roofed storage	4,043	4,852
All in one tote storage	3	N/A	III	Roofed storage	11,517	13,820
All in one tote storage	3	N/A	NS	Roofed storage	8,764	10,517
All in one tote storage	4.1	N/A	II	Roofed storage	1,203	1,444
All in one tote storage	4.1	N/A	III	Roofed storage	2,765	3,318
All in one tote storage	5.1	N/A	III	Roofed storage	827	992
All in one tote storage	5.1	N/A	NS	Roofed storage	1,310	1,572
All in one tote storage	8	N/A	II	Roofed storage	10,066	12,079
All in one tote storage	8	N/A	III	Roofed storage	1,560	1,872
All in one tote storage	8	N/A	NA	Roofed storage	55	66
All in one tote storage	8	N/A	NS	Roofed storage	8,447	10,136
All in one tote storage	9	N/A	I	Roofed storage	288	346
All in one tote storage	9	N/A	II	Roofed storage	1,065	1278
All in one tote storage	9	N/A	III	Roofed storage	1,002	1,202
All in one tote storage	9	N/A	NA	Roofed storage	424	509
All in one tote storage	9	N/A	NS	Roofed storage	1,653	1,984

Package Stores 3

Area	Hazardous Chemicals			Storage Area		
	Class	Sub Risk	Packing Group	Type of Area	Average Quantity (kg)	Largest Quantity (kg)
High bay warehouse	1.4	N/A	NA	Roofed storage	13	16
High bay warehouse	2.1	N/A	I	Roofed storage	363	436
High bay warehouse	2.1	N/A	II	Roofed storage	1,195	1,434
High bay warehouse	2.1	N/A	III	Roofed storage	1,077	1,292
High bay warehouse	2.1	N/A	NA	Roofed storage	32,915	39,498
High bay warehouse	2.1	N/A	NS	Roofed storage	6,386	7,663
High bay warehouse	2.2	N/A	NA	Roofed storage	1,714	2,056
High bay warehouse	2.2	N/A	NS	Roofed storage	224	269
High bay warehouse	3	N/A	II	Roofed storage	754	905
High bay warehouse	3	N/A	III	Roofed storage	2,776	3,331
High bay warehouse	3	N/A	NS	Roofed storage	484	581
High bay warehouse	4.1	N/A	II	Roofed storage	191	229
High bay warehouse	4.1	N/A	III	Roofed storage	429	515
High bay warehouse	5.1	N/A	III	Roofed storage	5	6
High bay warehouse	5.1	N/A	NS	Roofed storage	40	48
High bay warehouse	8	N/A	II	Roofed storage	4,511	5,413
High bay warehouse	8	N/A	III	Roofed storage	3,954	4,745
High bay warehouse	8	N/A	NA	Roofed storage	2,149	2,579
High bay warehouse	8	N/A	NS	Roofed storage	5,676	6,811
High bay warehouse	9	N/A	I	Roofed storage	24	29
High bay warehouse	9	N/A	II	Roofed storage	213	256
High bay warehouse	9	N/A	III	Roofed storage	786	943
High bay warehouse	9	N/A	NA	Roofed storage	5	6
High bay warehouse	9	N/A	NS	Roofed storage	219	263

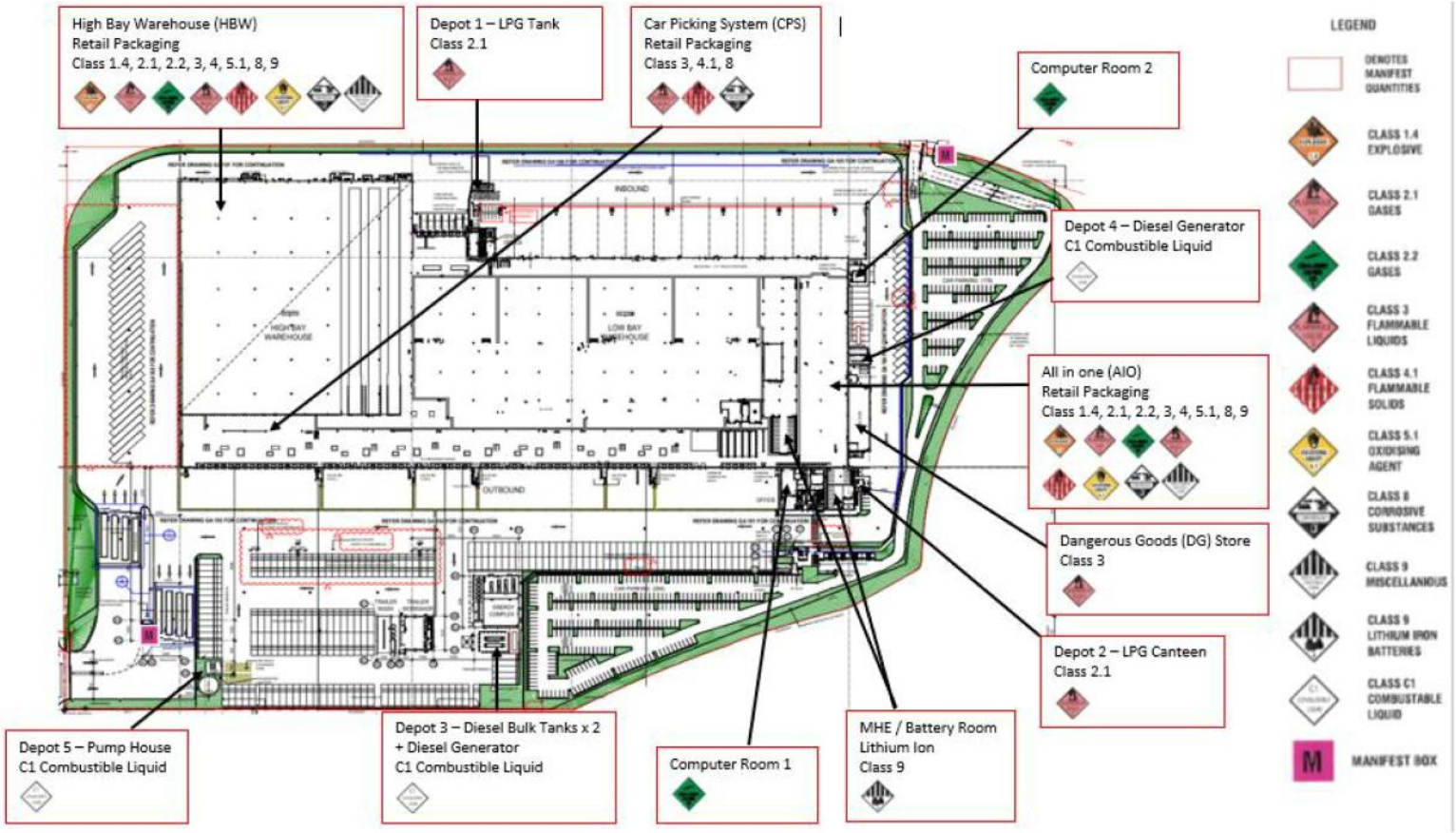
Package Stores 4

Area	Hazardous Chemicals			Storage Area		
	Class	Sub Risk	Packing Group	Type of Area	Average Quantity	Largest Quantity
Dangerous Goods store	3	N/A	I	Roofed storage	133	160
Dangerous Goods storage area	3	N/A	II	Roofed storage	9,304	11,165
Dangerous Goods storage area	3	N/A	III	Roofed storage	8,811	10,573
Dangerous Goods storage area	3	N/A	NA	Roofed storage	2,045	2,454
Dangerous Goods storage area	3	N/A	NS	Roofed storage	11,890	14,268

Package Stores 5

Area	Hazardous Chemicals			Storage Area		
	Class	Sub Risk	Packing Group	Type of Area	Average Quantity	Largest Quantity
CPS	2.2	N/A	NA	Roofed storage	180	216
CPS	3	N/A	II	Roofed storage	8	10
CPS	3	N/A	III	Roofed storage	56	67
CPS	3	N/A	NS	Roofed storage	64	77
CPS	8	N/A	II	Roofed storage	316	379
CPS	8	N/A	III	Roofed storage	1,323	1,588
CPS	8	N/A	NA	Roofed storage	696	835
CPS	8	N/A	NS	Roofed storage	587	704

Plan of Workplace



Appendix H

COPY OF A TRAINING MATRIX IMPLEMENTED AT COLES ADC

SafetyCARE Accountabilities & Authorities Matrix

SafetyCARE Management System (SMS)	**Strategic Leader** (General Managers and above)	**Business Functional Leader** (Regional, State, National, Transport or Organisational Managers)	**Operational Leader** (Site, Store, Team or Transport Managers & specialist roles)	**Self Lead** (All Team Members)
	Strategic Leaders have the accountability and authority to lead health & safety performance improvement	Business Functional Leaders have the accountability and authority to improve health & safety performance	Operational Leaders have the accountability and authority to improve health & safety performance	All Team Members have the accountability and authority to contribute to health & safety performance improvement
	Authorities detailed below are within a respective leaders area of control			
SMS	**Strategic Leader**	**Business Functional Leader**	**Operational Leader**	**Self Lead**
SafetyCARE System and Safety Leadership	• Regular formal reviews of the SafetyCARE System are planned and conducted to ensure business relevance and compliance with safety legislative, self-insurer licence, and other regulatory requirements • Demonstrate duty of care to team members, contractors, visitors, customers, and neighbours and conduct work in a manner that is safe for themselves and others. • Be personally comfortable that you know how the risks in your area are managed. • Acquire and keep up-to-date knowledge of work health and safety matters • Opportunities for continuous improvement are identified and implemented • Resources are available and appropriate for achieving the above • Team members are held accountable for health & safety through line managers and via Coles Performance Framework	• Provide feedback in the SafetyCARE System review process to ensure business relevance and compliance with safety legislative, self-insurer licence, and other regulatory requirements • Demonstrate duty of care to team members, contractors, visitors, customers, and neighbours and conduct work in a manner that is safe for themselves and others. • Be personally comfortable that you know how the risks in your area are managed. • Acquire and keep up-to-date knowledge of work health and safety matters • Opportunities for continuous improvement are identified and implemented • Resources are available and appropriate for achieving the above • Team members are held accountable for health & safety through line managers and via Coles Performance Framework	• Provide feedback in the SafetyCARE System review process to ensure business relevance and compliance with safety legislative self-insurer licence, and other regulatory requirements • Demonstrate duty of care to team members, contractors, visitors, customers, and neighbours and conduct work in a manner that is safe for themselves and others. • Be personally comfortable that you know how the risks in your area are managed. • Acquire and keep up-to-date knowledge of work health and safety matters • Opportunities for continuous improvement are identified and implemented • Resources are available and appropriate for achieving the above • Team members are held accountable for health & safety through line managers and via Coles Performance Framework	• Provide feedback in the SafetyCARE System review process to ensure business relevance and compliance with safety legislative requirements, self-insurer licence, and other regulatory requirements • Demonstrate duty of care to team members, contractors, visitors, customers, and neighbours, and conduct work in a manner that is safe for themselves and others • Opportunities for continuous improvement are identified and implemented • Participate in the consultative process required to achieve the above • Team members are held accountable for health and safety through line managers
Health and Safety Policy	• A Health and Safety Policy is developed in consultation with team members • The Health & Safety Policy is effectively implemented, maintained, and	• Adequate resources are allocated to ensure that the Health and Safety Policy is displayed and effectively implemented across all sites	• The Health and Safety Policy is displayed and effectively implemented at the site	• Consult on and implement (for self) the intent of the Health and Safety Policy

SafetyCARE Accountabilities & Authorities Matrix

SMS	Strategic Leader	Business Functional Leader	Operational Leader	Self Lead
	continuously improved			
Health and Safety Planning	• Strategic Health and Safety Plans are developed, effectively implemented, and reviewed • Integrate health & safety strategies into business planning processes and build safety risk based decision making into planning for initiatives and projects.	• Contribute to strategic health & safety planning and review as required • Health and safety plans are effectively implemented as appropriate • Integrate health & safety strategies into business planning processes and build safety risk based decision making into planning for initiatives and projects.	• Health and Safety Plans are effectively implemented at the store/site, and are maintained and reviewed in consultation with team members	• Where appropriate, be involved in consultation in relation to health and safety plans
Hazard Management	• Workplace hazards are effectively managed by ensuring hazard management standards, guidelines and procedures are documented, communicated, implemented, and reviewed for continuous improvement • Adequate resources are allocated to ensure the above • Drive implementation of the SafetyCARE System and utilise safety performance and audit / evaluation outcomes to ensure continuous improvement	• Workplace hazards are effectively managed by ensuring that hazard management standards, guidelines and procedures are documented, communicated, implemented, maintained, and reviewed for continuous improvement • Adequate resources are allocated to ensure the above • Drive implementation of the SafetyCARE System and utilise safety performance and audit / evaluation programs to ensure continuous improvement	• Workplace hazards are effectively managed by communicating and implementing hazard management standards, guidelines, and procedures, and by ensuring adequate resources are allocated • Ensure implementation of the SafetyCARE System and utilise safety performance and audit / evaluation programs to ensure continuous improvement	• Contribute to the effective management of workplace hazards by ensuring that hazards & incidents are reported and if able, eliminated, isolated or minimised • As appropriate, participate in activities required for the implementation of the SafetyCARE System.
Incident Management	• Workplace incidents are effectively managed by ensuring incident management procedures are documented, communicated, implemented, and reviewed for continuous improvement • Adequate resources are allocated to ensure the above	• Workplace incidents are effectively managed by ensuring incident management procedures are documented, communicated, implemented, and reviewed for continuous improvement • Adequate resources are allocated to ensure the above	• Workplace incidents are effectively managed by implementing incident management procedures and ensuring appropriate resources are allocated.	• Contribute to the effective management of workplace incidents by ensuring that incidents are reported, and investigations identify controls to eliminate or reduce risk • Participate in incident investigations as required.
Participation and Consultation	• Agreed safety consultation structures (e.g., safety leadership teams / committees / representatives) and consultation mechanisms are effectively implemented, maintained, and reviewed	• Agreed safety consultation arrangements and consultation mechanisms are effectively implemented and maintained	• Agreed safety consultation structures and consultation mechanisms are effectively implemented at the site	• Utilise, and as relevant, participate in agreed safety consultation mechanisms, such as safety teams / committees /representatives
Issue Resolution	• Health and Safety issue resolution process is effectively implemented, maintained, and reviewed	• The Health and Safety issue resolution process is effectively implemented	• The Health and Safety issue resolution process is effectively implemented at the store/site	• Raise issues via and participate in the Health and Safety issue resolution process
Health and Safety Training	• Ensure identified team members have access to relevant health and safety training programs according to systems and procedures.	• Ensure identified team members attend relevant health and safety training programs according to systems and procedures.	• Identified team members attend relevant health and safety training programs.	• Attend relevant health and safety training programs as relevant and implement learning's from relevant programs.

Appendix I

SAFETY CARE PROCEDURE – HAZARD & RISK MANAGEMENT

What is Our Commitment?

Coles Supply Chain is committed to empowering our team members to identify and manage hazards in their work environment to create a safe place of work.

Supply Chain is committed to ensuring our hazard management processes outline team member actions to provide a hazard free workplace. All team members have an obligation with respect to managing hazards in their workplace.

This procedure outlines implementation requirements for hazard management and is aligned to the Coles SafetyCARE Hazard Management Guideline.

Note: this procedure does not include inspection, measuring and testing of equipment relating to health and safety monitoring as this is conducted by contractors and their relevant procedures including safety systems of work.

How Do We Manage and Control Hazards In Our Workplace?

Supply Chain processes to manage and or control workplace physical, psychological and health hazards include:

- **Daily management of hazards -** informal and formal processes used by team members every day.
- **Behaviour based safety program** – these include iLEAD interactions.
- **Hazard alerts** – a communication issued to all Supply Chain team members and other parties involved regarding current or emerging safety issues or concerns that require immediate action.
- **Hazardous chemical management** – formal process for identifying and controlling hazardous chemical related hazards.
- **Health surveillance, health assessment and exposure monitoring** – includes sampling and surveillance by competent persons to determine possible exposure to a physical or health hazard.
- **Lessons learnt** – communication issued and or discussed with relevant team members regarding work health and safety lessons learnt.
- **Lock out tag out -** de-energizing and securing of equipment, machinery or processes so hazardous energy is not re-introduced during servicing or repair.
- **Out of service tags -** used when placing damaged or faulty equipment out of service.
- **Psychosocial hazard checklist** – a checklist used to identify potential psychosocial hazards for existing tasks, new tasks, prior to changing an existing role or following the provision of new information associated with a role, task or function.
- **Risk assessments and evaluation** – formal process for identifying risk controls for new hazards through risk assessments as well as reviewing the effectiveness of implemented controls.
- **Risk profile** – a high level overview of Supply Chain current risk exposure.
- **Standard safe operating procedure (SSOP) -** an operational and safety process for core Supply Chain business processes or tasks.
  Safe Work Practices (SWP) - formal guidelines for implementing risk controls identified for the main hazards in our Supply Chain network.
- **Safety bulletin** – a communication issued and or discussed with relevant team members that provide safety information that doesn't need to be conveyed with the same urgency as the information in a Hazard Alert. Safety Bulletins are typically issued at a site level.
- **Site hazard inspections** – these include Site Hazard Inspection Checklists (SHICs), plant and equipment checks, business assurance audits, self assessments, and incident investigation.

Daily Management of Hazards

All team members are empowered to actively participate in hazard identification and management. The informal risk methodology is outlined below.

Identify the Hazard

- A hazard is a source or a situation with the potential for harm. This may include physical or psychological injury, ill health, damage to property, damage to the environment, or a combination of these.
- Hazards can be either an unsafe condition or unsafe behaviour.

Hazard within the supply chain work environment may include interactions between person and plant and equipment, interactions between persons and vehicles, hazardous chemicals, electricity, manual handling, working at heights, or inappropriate behaviour that adversely affects a team member's and/ or workers health and safety.

Hazards can be identified at any time including while completing SHICs, iLeads, incident investigations, psychosocial hazard checklist, completing surveys, providing feedback or via general observation.

Assess the Risk

A risk is the chance of something happening that will have a negative impact. The level of risk reflects:

- The likelihood of the unwanted event.
- The potential consequences of the unwanted event.

This process is typically informal and uses team members knowledge and experience to assess the level of risk.

Control the Risk

- In most situations, hazards may be resolved immediately by a team member, if safe to do so. This may include picking up rubbish or a broken pallet board from the ground and placing in the appropriate waste stream bin.
- If the hazard is unable to be immediately resolved, it must be reported to a site management representative or Health and Safety Representative for action.
- Risks must be eliminated wherever possible. If the risk is unable to be eliminated, the hierarchy of controls to control the risk must be utilised:
  - Eliminate – totally remove the hazard.
  - Substitute – replace the hazard with something less hazardous.
  - Isolate/ separate – isolate the person or hazard.
  - Engineer – safety in design. This may include re-design or installation of guarding.
  - Administrative – training, signage, supervision.
  - Personal Protective Equipment (PPE) – high visibility clothing, foot/ eye/ hand, hearing protection, apron.

If a team member believes a hazard or other health, safety, psychosocial and/ or wellbeing issue has not been adequately addressed, the Supply Chain Issue Resolution Process should be utilised.

Review and Monitor Controls

Review of actions taken to control hazards should be completed. Review of actions should consider the effectiveness of the action as well as ensuring no additional hazards have been introduced as a result of action taken.

Low risk hazards where the hazard was immediately resolved, such as removing rubbish or cleaning up a spill, do not require monitoring and review. Following the implementation of other action(s), these should be

managed in the Online Safety System to monitor action and close out. Actions arising should be discussed at site Health and Safety Committee Meetings.

Recommended timeframes for the implementation of controls are defined in the SafetyCARE Hazard Management Guideline and outlined in the table below.

Note: Wording in the below table has been slightly amended to ensure relevance in the Supply Chain brand.

Level of Risk	Recommended Timeframe for Implementation of Controls
Very High	**Stop Work Immediately.** Immediate action required. Short term controls are to be implemented immediately to reduce the level of risk. Short term controls are to be sustained until a long-term control is implemented. Contact manager immediately. Cannot undertake any task whilst the risk is at this level. Immediate controls may be to remove / lock-out / isolate / barricade / or supervise. Do not operate unless risk level is lowered. Ensure hazard is communicated to all impacted stakeholders.
High	Report and investigate ASAP. Warn and alert all team members concerned. Ensure adequate warnings are displayed highlighting hazards. Implement interim controls. Risk treatment required. The risk must be reduced. Action within 1 month but no longer than 3 months.
Medium	Report and investigate ASAP. Resolve if safe to do so and alert all those concerned and engage managers and HSRs. Risk treatment required. The risk must be reduced. Action within 3 months.
Low	Report all hazards and risks. Risk treatment may be required. Personal action required to manage the risk. Long term action to be considered in consultation with manager responsible.

Behaviour Based Safety Program

iLead is a tool that supports behavioural based safety and is used within Supply Chain operated sites to monitor the safety behaviours of our team members (including agency team members) and contractors. The program is designed to be an informal observation of team members or contractors performing their tasks whist working in a Supply Chain site.

The iLead program is a tool to identify positive behaviours as well as at risk behaviours of our team members. Positive behaviours are recognised, and a conversation is held between the line manager and team member. At risk behaviours are observed and a simple coaching session or discussion is held with the team member to address their observed behaviour.

All iLead discussions must be entered in approved data base to provide data to track and analyse trends to reduce the likelihood of incident or injury to our team members. This data is reviewed periodically to develop strategies to address at risk behaviour that have been identified through the iLead program to reduce the likelihood of injury. These findings are discussed at the site and leadership team and site health and safety committee meetings where requested or determined appropriate by the site leadership team.

Hazard Alerts

Hazard alerts are developed, approved, and issued by the National Supply Chain Health and Safety Team and communicated to all Supply Chain team members as well as appropriate contractors and 3PL sites via Supply Chain safety promotion channels. Approval of hazard alerts for communication is provided by the General Manager Health, Safety and Wellbeing – Supply Chain or delegate.

Hazard alerts require immediate and urgent action. Verification of receipt, understanding, and confirmation of communication to all team members (as reasonably practicable), will be request from all operational

leaders, Supply Chain health and safety team members as well as any other relevant stakeholders via DocuSign.

Records or sign offs from team members confirming knowledge and understanding of hazard alert must be retained by site operational leaders. Given the size and complexities of the Supply Chain operational environment, records may include:

- Hazard Alert Sign Off Form.
- BMS site access records showing team members on site.
- Kronos or equivalent records showing team members onsite.
- Record of MessageNet communications.

Where physical sign offs from team members are not sought, operational leaders should consider delivering, discussing, team talks, huddles across the same shifts over multiple days and roster pattens to maximise team member exposure.

Hazard alerts should be displayed on safety noticeboards or screens for no longer than six months following issue. Hazard Alerts should be tabled for discussion and information at site health and safety committee meetings and included in meeting minutes. Tabling and discussion of hazard alerts will be promoted in the Supply Chain Safety Action Plan.

Hazardous Chemicals Management

Supply Chain operated sites maintain electronic chemical registers via a ChemAlert subscription. Registers include all approved chemicals that are hazardous, non-hazardous, dangerous and non-dangerous product or substance, open and in use at site. Site registers including Safety Data Sheets (SDSs)can be readily accessed via the Coles Supply Chain Safety and Compliance Connect intranet page. The register is updated when any new chemicals are approved and introduced.

Relevant information, training, instruction and personal protective equipment (PPE) are provided to team members who may be exposed to chemicals.

Health surveillance, health assessment and exposure monitoring

To ensure the safety of Supply Chain team members and any other persons on a Coles Supply Chain operated site, various health surveillance, health assessment and exposure monitoring may be required to be completed. Work environment hazards may include noise, dust, vibrations, lighting, thermal conditions, exposure to hazardous chemicals or biological exposure.

Where required, sites will conduct a risk assessment and provide team members with information, instruction and training to ensure that they perform their work in a safe manner and environment.

With respect to occupational noise, all Supply Chain operated sites are required to have an occupation noise assessment completed no more than every two years. The assessment must be completed by an occupational hygienist or equivalent.

Lessons Learnt

Lessons learnt documents may be developed at a site or national level following a serious incident or assurance program finding. Lessons learnt may also be developed following learnings arising in other organisations and industries due to a serious injury, enforceable undertaking or prosecution. Lessons learned are approved and issued by the National Supply Chain Health and Safety Team and communicated to all Supply Chain team members as well as appropriate contractors and 3PL sites via Supply Chain safety promotion channels.

Physical signs offs from team members are not mandatory however records should be kept of modes and dates of delivery.

Lessons learnt should be displayed on safety noticeboards or screens for no longer than six months following issue. Lessons learnt should be tabled for discussion and information at site health and safety committee meetings and included in the meeting minutes.

Lock Out Tag Out

Lock out tag out, commonly referred to as LOTO, involves the control of hazardous energies to protect team members and contractors from injury due to the unintended start up or release of stored energy. LOTO is utilised when performing maintenance, repair, modification or inspection of plant or equipment, processes or systems.

The Coles SafetyCARE Electrical Lock Out Tag Out (LOTO) and Restoration of Power Guideline must be followed when completing works requiring LOTO.

Out of Service Tags

When plant or equipment is identified as faulty or damaged, a team member must immediately stop using the plant or equipment and report issue to their line manager. An Out of Service tag must be placed on the plant or equipment by either the team member or line manager in a visible location with sufficient, legible information or remakes provided regarding fault or damage. Communication must be provided to team members or contractors not to use faulty or damaged plant or equipment. Where safe and possible to do so, remove the plant or equipment from the work area.

A maintenance request is to be logged via the CityFM Maintenance Helpdesk detailing the fault or damage. Where possible and safe to complete, power should be isolated or turned off prior to placing an Out of Service tag on plant or equipment.

Only a Facility Manager/ Coordinator or competent maintenance contractor who undertook repair of plant or equipment, can remove the Out of Service tag once confirmed safe to return to service.

Psychosocial Hazard Checklist

The psychosocial hazard checklist is a tool to assist in identifying potential psychosocial hazards for existing tasks or following the receipt of new information associated with a task, role, or function; new task or prior to changing an existing role.

The psychosocial hazard checklist should also be completed when reviewing existing or developing risk assessments.

Risk Assessment and Evaluation

Supply Chain has developed risk assessments for processes and hazards that are common across Supply Chain operated sites. Risk assessments list the controls that must be in place to manage the hazards identified. Controls are then implemented across Supply Chain operated sites and monitored, reviewed and evaluated using the following methods:

- Periodic risk assessment reviews and effectiveness evaluation.
- Completion of the psychosocial hazard checklists.
- SSOPs and SWPs.
- SHICs.
- iLeads.

Team members are consulted, and feedback sought during the completion of the above activities. Team member consultation is completed in line with the Supply Chain SafetyCARE Consultation and Communication Procedure including during the development of new risk assessments. Access to Supply Chain risk assessments is via Supply Chain Safety Connect.

SafetyCARE Hazard Management – Supply Chain

Where a site identifies a hazard not covered by an existing risk assessment, the site should raise with the National Supply Chain Safety Team who will either update an existing risk assessment, or if required, develop a new risk assessment. Sites may complete site based risk assessments for the purposes of change management, temporary works, modification to new plant or equipment or installation of new plant and equipment. Where appropriate, permanent, and ongoing changes should be incorporated into Supply Chain risk assessments.

The Supply Chain Safety Team are the competent and responsible persons for technical risk assessments, evaluations for new concepts and controls, and key risks within the risk assessment database. Team members are asked to assess risk and evaluate controls, these are at a basic level only. From time to time, other risk models may be used to understand specific risks, e.g. Bowtie, FMEA/ FMECA, Fault Tree Analysis, HAZOP, quantitative risk modelling and Safety Integrity Level (SIL).

Risk assessments are reviewed as a minimum of every five years in line with the Supply Chain SafetyCARE System Overview Procedure. Risk assessment reviews may occur with increased frequency due to high residual risk, following a serious incident, sharing of lessons learned, or operational or legislative change.

Risk Profile

The hazard management process requires the development of a risk profile. The intent of the risk profile is to provide a high level review of Supply Chain business operations to:

- Assist in providing operational leaders with an overview of the level of risk within the operations to support effective decision making.
- Illustrate current risk exposure and how this compares to Coles Group appetite for risk.
- Identify themes, patterns or common issues within the Supply Chain network.
- Areas of shared risk or interdependency.
- Warning of emerging or worsening risk exposures.
- Detail on the nature of specific risks.
- Prioritise action and allocation of resources to reduce the level of risk.

Supply Chain's risk profile encompasses business operations across the Supply Chain network inclusive of all streams - manual distribution centres, automated distribution centres, and customer fulfilment centres. Key risk areas are reviewed annually within the Supply Chain Management Review as well as every 5 years as outlined in the Supply Chain SafetyCARE System Overview Procedure.

Standard Safe Operating Procedures

SSOPs are an operational and safety process document providing team members with steps and processes required to undertake core Supply Chain business process or tasks. SSOPs provide standardised expectations of core process completion across Supply Chain operated sites and identify requirements for training. Supply Chain operated sites can access SSOPs directly through Connect.

SSOP training occurs at induction of all new team members followed by two yearly refresher training. SSOP refresher training consists of eLearning modules on Learning Hub and observations-based training and competency checks.

Safe Work Practices (SWPs)

SWPs are developed as an outcome of a risk assessment and enable the implementation of administrative controls, and training for team members. Supply Chain operated sites can access SWPs directly through Connect.

SWP training occurs at induction of all new team members followed by two yearly refresher training. SWP refresher training consists of eLearning modules on Learning Hub and observations-based training and competency checks.

Safety Bulletin

Safety bulletins are developed, approved and issued at a site level by the Site Health and Safety Specialist and/ or operational leaders and communicated to all team members and applicable contractors. Approval is provided by the Site Manager or delegate.

Safety bulletins provide health, safety and/ or wellbeing information that does not need to be conveyed with the same level of urgency as information in a safety alert. Safety bulletins address specific health, safety and wellbeing topics and identify positive steps to enhance this onsite and are an important continuous improvement tools.

Physical signs offs from team members are not mandatory however records should be kept of modes and dates of delivery.

Safety bulletins should be displayed on safety noticeboards or screens for no longer than six months following issue. Safety bulletins should be tabled for discussion and information at site health and safety committee meetings and included in meeting minutes.

Site Hazard Inspections Checklist (SHIC)

SHICs are a tool used to identify and document workplace hazards by team members and operational leaders. SHICs consider key risks in our Supply Chain operated sites and are completed in accordance with the Supply Chain SHIC Schedule as a minimum. To provide assurance that all applicable areas of a site are inspected in line with minimum requirements, all Supply Chain sites must develop a risk based site SHIC schedule. The schedule should include all site environs, frequency of individual SHIC completion, responsible person and timeframe for completing. Health and safety representatives are to be included in the site based SHIC schedules.

Hazards, including maintenance hazards identified through the SHIC process are to be recorded in the Online Safety System and actioned based on the level of risk and recommended timeframe for implementation of controls. Maintenance issues are to be reported to the site Facilities Manager/ Coordinator or reported via the CityFM Maintenance Helpdesk.

All completed SHICs are required to be entered into the electronic system for monitoring and review purposes. In the event a paper based record has been completed, the record must be entered into the electronic system as soon as reasonably practicable.

Paper based records of SHICs completed prior to the use of the electronic system, must be retained in line with the SafetyCARE Record Retention Table. Records of site based SHIC schedules must also be retained per the SafetyCARE Record and Information Management Procedure.

Permit to Work System

For high risk activities such as hot work, confined spaces, and hazardous works (fire equipment impairment, electrical and gas works) are to be undertaken by competent contractors with the appropriate licenses, risk assessments/ SWMS and permits to work. Permits to work can be accessed via Connect.

Maintenance, Repair and Inspection of Plant

Coles will ensure that relevant plant and equipment is checked at appropriate intervals on a planned, preventative maintenance schedule and that records are kept and accessible at site. All persons completing maintenance of plant and equipment must have the required training, qualifications and competency to perform the task.

Purchasing or Hiring New Equipment

To assist in designing out hazards as far as reasonably practicable, Supply Chain and sites will adhere to the SafetyCARE Purchasing procedure when purchasing or hiring new equipment.

Other Checks

Other hazard checks may be used to identify specific hazards related to some tasks or operating equipment. Examples include:

- Business assurance audits.
- Contractor management.
- External audits.
- High Risk Work Procedures, Permits and Authorisation forms.
- Mobile plant pre-operational safety checks.
- Site induction and SINE.
- Working from home.
- Your office workstation.

Record and Information Management

All Supply Chain Safety records and information must be managed in accordance with SafetyCARE Retention Table as well as the Supply Chain SafetyCARE Record and Information Management Procedure.

How Do We Check If It is Working?

Identified hazards and corrective actions are documented and monitored to completion:

- Identified hazards have documented actions to address the risk.
- Audit findings to validate the risk assessment activity and corrective actions as per the SafetyCARE Audit Procedure.
- Corrective actions requiring follow up are to be entered into the Online Safety System and or reported to the site Facilities Manager or City Help Desk for maintenance issues and where necessary, discussed at the Health and safety Committee Meeting.
- Outstanding actions are reviewed and monitored at Health and Safety Committee meetings.
- Health and Safety Committee Meeting Agenda and Minutes are displayed on the site safety noticeboards or screens.

Hazard management processes are reviewed to ensure that we continue to effectively identify and manage hazards to create a safe place to work.

- Supply Chain key risk areas are reviewed annually within the Management Review or prior if or and required.
- Supply Chain Risk Assessments will be reviewed on a rotating basis, with all risk assessments being reviewed every 5 years, or prior as required.
- Effectiveness of hazard management processes is measured via review of the Supply Chain Risk Profile, SHICs, iLeads, risk assessments, incident and injury data and internal and external audits.
- The effectiveness of our Hazard Management Procedures is reviewed as part of the SafetyCARE System review.

Coles SafetyCARE Documents

- Coles Group Health Safety and Wellbeing Policy
- SafetyCARE Competency and Learning Framework
- SafetyCARE Contractor Management Guidelines
- SafetyCARE Hazard Management Guideline
- SafetyCARE Incident Management Guidelines Coles High Risk Work Requirements
- SafetyCARE Electrical Lock Out Tag Out (LOTO) and Restoration of Power Guideline
- SafetyCARE Procedure High Risk Work – Asbestos Removal
- SafetyCARE Procedure High Risk Work – Hazardous Chemicals and Dangerous Goods
- SafetyCARE Procedure High Risk Work – Hot Works Supply Chain

Coles Supply Chain SafetyCARE Procedures

- Supply Chain SafetyCARE Audit Procedure
- Supply Chain SafetyCARE Contractor Management Supply Chain
- Supply Chain SafetyCARE Incident Management Procedure
- Supply Chain SafetyCARE Record and Information Management Procedure
- Supply Chain SafetyCARE System Overview Procedure
- Supply Chain SafetyCARE Procedure High Risk Work – Confined Space Supply Chain
- Supply Chain SafetyCARE Procedure High Risk Work – Safe Operation of Plant and Equipment
- Supply Chain SafetyCARE Procedure High Risk Work – Working at Heights and Fall Prevention

Tools and Forms

- ChemAlert – Cole Supply Chain Online Subscription
- Coles Hazardous Building Materials Identification Process
- Coles Work Health and Safety Schedule
- Ergonomic Assessment Tool
- iLead Program
- Manual Task Risk Assessment
- Plant Risk Verification Form
- Safe Work Practices (SWPs)
- Safety Hazard Inspection Checklist (SHICs)
- SafetyCARE Legislation and Regulatory Reference Table
- SafetyCARE Record Retention Table
- Standard Safe Operating Procedure (SSOPs)
- Supply Chain Risk Assessment Template
- Supply Chain Safety Bulletin
- Supply Chain Safety Hazard Alerts
- Supply Chain Safety Hazard Alert – Sign Off
- Supply Chain Safety Lessons Learnt

Revision History

Version No.	Date	Nature of Amendment
01	July 2006	First version.
02	April 2007	Name change.
03	August 2010	Review and update as a result of SafetyCARE system change in Nov 2009 and March 2010 and SMS audit results.
04	November 2016	Finalised the procedure review for consultation and implementation.
05	December 2018	Renaming of title Change from Hazard Id and Risk Assessment to Hazard Management to align to Divisional Guideline. Removal of Safety Standards and inclusion of Safety Care System overview, information around health monitoring conducted by contractors and their relevant procedures, incorporation of ChemAlert, linking reference to falls risk management, noise, plant and equipment, manual handling tasks and asbestos within SafetyCARE Hazard Management Guideline, inclusion of formalised diagram on risk assessments, profile, SWPs.
06	March 2019	Incorporation of updated recommended timeframe for implementation of controls table which reflects the risk assessment template categories of Very high, high, medium and low.
07	September 2019	Incorporation of Permit to work, linkage to audit procedure. Update of role names within document. Combined information of Asbestos information and LOTO requirements into High risk work and plant and equipment into general risk assessments. Reordering of manage and control elements for more appropriate categorisation.
08	November 2019	Created tool and form guidance matrix. Created further delineation in Forms & Tools section. Created textual link in Risk Assessments body of text to link methodology to tools and form guidance matrix. General reformatting, font change to reflect new Coles style guide.
09	August 2024	Removal of Roles and Responsibilities table. Addition of hazard controls including Hazard Alert, Lessons Learnt, Safety Bulletin, Risk assessment and evaluation, SSOP, and psychosocial hazard checklist. Removed tools and forms guidance matrix. New requirement for Supply Chain sites to complete occupational noise assessment every two years. Inclusion of the use of alternate risk models where applicable. Document template updated to current Supply Chain Procedures template and style guide.

Appendix J

INCIDENT ESCALATION AND INVESTIGATION PROCEDURE

Incident Escalation and Investigation

SafetyCARE Procedures

Version: 11

Date: April 2022

What is our commitment?

Coles is committed to caring passionately for self, team and customer and reducing the impact of incidents to prevent re-occurrence. We will ensure that the impact of incidents are minimised through effective incident management and knowledge transfer across the business.

Health and safety incidents include incidents which result in or have the potential to cause near misses, property or equipment damage, injury or illness. The purpose of this procedure is to outline the process for escalating and investigating incidents reported within Coles Distribution Centres and our Transport network to ensure that:

- Incidents are managed appropriately and the correct stakeholders are notified of incidents should (or when) they occur
- Following a reported incident, Root Cause (s) identified and appropriate corrective actions are implemented to eliminate repeated occurrences and there is a review of effectiveness of corrective actions
- There is compliance with state and territory legislative and self-insurance requirements

Scope

This policy applies to all Coles Owned and Operated DCs and contractors (including Third Party Logistics (3PLs) DCs and Transport). *(Note – 3PLs and Contractors must follow this procedure, however the investigation methodology they elect to use is at their discretion as long as it meets the minimum standard required by Coles).*

This procedure applies to all safety incidents that occur within Coles Distribution Centres and Transport network.

Severity 1,2,3 Incident Escalation

For Distribution Centre related incidents, persons must be notified immediately as per Escalation matrix for Serious Incidents (Severity 1, 2 and 3). This notification can be by phone. If Legal Protection and Privilege (LPP) is required, the notification must be in phone until LPP is granted.

The Supply Chain SafetyCARE incident escalation matrix can be found on Connect

If there is no acknowledgement of the message after one hour, a follow up call must be made. If there is still no further acknowledgement of the message, the incident must be escalated in order of escalation from the matrix.

For Transport related incidents, the Head of Transport Safety and State Transport Manager must be notified in line with the Escalation process.

Coles has an Employee Assistance Program (EAP) to assist team members who are exposed to very high and high risk incidents at work. Access to this service can be arranged by Operations, People and Culture and the Health and Safety Team.

Incident Investigation Requirements

Serious Incidents (Severity 1, 2 and 3)

- Incidents that are notifiable to regulators (where the conduct of Coles work has been a contributing factor) will be led by the site safety specialist and investigation findings entered in salesforce. The Investigation Template is available on connect and can be used for reference or can be completed and uploaded into Salesforce.
- Notifiable incidents must have Legal Professional Privilege obtained in parallel to notification to the regulator according to the matrix outlined in the Coles Safety investigation Process. For further advice please contact the relevant Safety Lead.
- If a regulator or other relevant external party requests information on the investigation findings, please use the Investigation Template.
- General Manager of Safety, Health and Wellbeing | Supply Chain and legal representation must endorse the report prior to it being provided to the regulator.

Severity 1,2,3 Incidents

- Online Safety System incident report completed within 24 hours
- Immediate actions completed within 24 hours

- Provide an investigation update seven (7) days after the incident for Coles owned DCs
- Non Coles DC and Transport Carriers may have up to ten (10) days to provide an investigation update after the incident
- Detailed Root Cause Analysis and corrective actions completed by the investigation team, and entered into the Online Safety System (or equivalent template for 3PLs/Transport Carriers) within 21 days
- Full investigation report to be circulated to distribution list after completion and approval (3PLs and Transport Carriers only)

Severity 4 Incidents (Aligned to Risk Profile e.g. Stock Fall From Height)

- Online Safety System (or equivalent for 3PL DCs) incident report completed within 24 hours
- Immediate actions completed within 24 hours
- Detailed Root Cause Analysis and corrective actions completed by the investigation team, and entered into the Online Safety System (where available) within 7-14 days

Severity 4 Incidents (Low Risk Incidents)

- Online Safety System (or equivalent for 3PLs) incident report completed within 24 hours
- Immediate actions completed within 24 hours
- Corrective Actions assigned within 24 hours
- Person's involved in the incident and their line manager need to be involved in the incident investigation and discussion

NOTE: Additional time may be granted for investigations by the DC Manager / Transport Manager in consultation with the National Safety Lead on a case by case basis.

Investigations must be completed using the Root Cause Analysis tool in the Online Safety System (paper based Investigation Templates can be used as a template for input). 3PLs and Transport Carriers are to use the Supply Chain Incident Investigation Template or equivalent internal investigation framework.

All investigations must include relevant people, including Team Members or contractors (where applicable) involved in the incident, Team Members who work in the area, the Safety Leadership Team, Health and Safety Representatives and the relevant member of the Site Leadership Team. The Safety Team and State Transport Manager or other subject matter experts may be involved in significant incident investigations as required.

The investigation owners for Severity 1,2,3 High Risk incidents must be trained in Incident Investigation. If the lead does not have sufficient training or knowledge, the Safety Specialist, a National Safety Lead or Senior Operational Lead should be involved.

The investigation owner must ensure that Corrective Actions are assigned to an appropriate person(s) and give relevant time frames to enable the completion and priority of the control measures being implemented.

Legal Professional Privilege (LPP)

When an incident is notifiable or there are circumstances warranting obtaining legal professional privilege, relevant National Safety lead must obtain LPP and use the appropriate investigation templates in accordance with the Coles Safety Investigation Process.

If an incident is notifiable the LPP process can run in parallel to the preservation of the site and collection of information.

If LPP, is requested and there has been no response, the Safety Lead will escalate this to the GM of Safety, Health and Wellbeing who will follow up with the relevant legal representation.

Consultation

The Health and Safety Committee discusses incident statistics and is consulted regarding any workplace changes that impact the health and safety of people on site.

Controls which cannot be implemented immediately are discussed at site Safety Leadership Team meetings and through other site business reviews.

For Serious Incidents (Severity 1-3) the DC Manager (or most senior authorised delegate) for the relevant site must verify that

controls are effective through validation from the Online Safety System after physical inspection or confirmation.

Risk assessments must be reviewed following any Serious incidents to ensure hazard/site controls are adequate for the specific task. This should be noted in the investigation for distribution centre incidents

Flash Report and Investigation Distribution

All Severity 1-3 that occur require a Salesforce notification or Flash Report to be sent within 24 hours after the incident occurring and full investigation reports to be circulated once completed to those identified in the serious incident escalation matrix.

Flash Reports (and subsequent investigation report) must be forwarded to the appropriate email distribution list in accordance to the severity of the incident **only after approval by:**

For Coles DC, a salesforce notification will act as a Flash Report to:

- Site DCM
- State Safety, Health and Wellbeing Manager and State Transport Manager

For 3PL DC:

- Site DCM State Safety, Health + Wellbeing Manager and State Transport Manager

For Transport related incidents (public road or incident outside DC geographic boundary)

- State Transport Manager
- National Transport Safety Manager
- State Safety, Health and Wellbeing Manager and State Transport Manager

Flash reports must be sent by the most senior Operational or Transport Team Member working at the time of release at 3PL sites, or by the appropriate Transport Carrier Manager for the transport related incident.

3PL DCs and Transport Flash Report Distribution Lists

Severity	Email Distribution List	
Severity 1 – Fatality	DistributionSeverity1Fatality@coles.com.au	
Severity 1 Flash Report and Investigation Recipients as per the Incident Escalation Matrix		
Severity 2 – Serious Injury	DistributionSeverity2-SeriousInjury@coles.com.au	
Severity 2 Flash Report and Investigation Recipients as per the Incident Escalation Matrix		
Severity 3 – Dangerous Event	DistributionSeverity3SignficantIncident@coles.com.au	
Severity 3 Flash Report and Investigation Recipients as per the Incident Escalation Matrix		

Forms and Tools

SafetyCARE System Overview
SafetyCARE Incident Management Guideline
SafetyCARE Injury or Illness Severity Definitions and Key Measures
Safety Investigation Process
Legislative & Regulatory Reference Table
SafetyCARE Record Retention Table
Coles Safety investigation process
State & Territory WHS Acts & Regulations
State Notifiable Incidents - Detailed Information
Critical Incident Checklist
Flash Report
Forensic Evidence Checklist
Incident Investigation Template
Incident investigation report
Incident Escalation Matrix
Incident management process
Incident statement template
Coles Legal Professional Privilege Email Template
Regulator Notification Checklist
Supply Chain High Risk Incident Severity Definitions
Supply Chain Serious Incident Escalation Matrix
Supply Chain Incident Management Process

Procedures

Supply Chain SafetyCARE First aid procedure
Supply Chain SafetyCARE iCARE procedure
Supply Chain SafetyCARE Hazard management procedure Supply Chain
Supply Chain SafetyCARE system procedure

Revision History

Version	Date	Nature of Amendment
01	July 2006	First Version
02	April 2007	Corporate Name Change
03	August 2010	Reviewed and updated as a result of SafetyCARE System Key Changes Nov 2009 and March 2010 and safety management system audit results
04	April 2015	Updated to reflect change of process and renamed Significant Incident Reporting and Investigation Procedure and information also included in Health and Safety Reporting Procedure. Endorsed by the leadership team and signed off by the GM Logistics
05	June 2016	Procedure updated to include reference to escalation to the GM People and Product Safety escalation matrix and RCA Investigation template, flash report and incident definitions updated.
06	October 2017	Changes to remove Severity 4-5 classification to align with the Online Safety System. Incident definitions updated. Simplification of escalation matrix and process flow chart. Updated role titles in escalation matrix and updated some escalation pathways. Changed title of document. Update incident management flowchart. Update of severity ratings and incident investigation requirements to align with divisional guidelines. Inclusion of further investigation requirements and control reviews. Added consultation section.
07	December 2018	Minor Revision – update to new Coles template and inclusion of forms tools and procedures, realigned distribution list to matrix, inclusion of transport related incidents into flash reporting section
08	April 2019	Incorporation of new detail regarding legal professional privilege - change of process as a result of demerger and establishment of internal Public Liability Team. Included email templates as appendices. Changes on approval of Flash reports to align with organisational structure
09	July 2019	Incorporation of LPP requirement, removal of incident escalation matrix and incident management process to make these standalone tools. Alignment of incident severity to the Coles risk matrix
10	September 2019	Improved detail on Legal protection and privilege process. Incorporation of the new incident management process, site specialist as the lead for notifiable investigations. Removal of incident escalation matrix from within the procedure and separation of it as a separate document names incident escalation matrix V1.0
11	April 2022	Procedure updated to reflect Serious Incidents (Severity 1,2,3) and Potential Serious Incidents (aligned to Risk Profile) require investigation and reference Supply Chain Incident Management Process.

Appendix K

HAZARD MANAGENMENT PROCEDURE - MoC

Where a site identifies a hazard not covered by an existing risk assessment, the site should raise with the National Supply Chain Safety Team who will either update an existing risk assessment, or if required, develop a new risk assessment. Sites may complete site based risk assessments for the purposes of change management, temporary works, modification to new plant or equipment or installation of new plant and equipment. Where appropriate, permanent, and ongoing changes should be incorporated into Supply Chain risk assessments.

The Supply Chain Safety Team are the competent and responsible persons for technical risk assessments, evaluations for new concepts and controls, and key risks within the risk assessment database. Team members are asked to assess risk and evaluate controls, these are at a basic level only. From time to time, other risk models may be used to understand specific risks, e.g. Bowtie, FMEA/ FMECA, Fault Tree Analysis, HAZOP, quantitative risk modelling and Safety Integrity Level (SIL).

Risk assessments are reviewed as a minimum of every five years in line with the Supply Chain SafetyCARE System Overview Procedure. Risk assessment reviews may occur with increased frequency due to high residual risk, following a serious incident, sharing of lessons learned, or operational or legislative change.

Risk Profile

The hazard management process requires the development of a risk profile. The intent of the risk profile is to provide a high level review of Supply Chain business operations to:

- Assist in providing operational leaders with an overview of the level of risk within the operations to support effective decision making.
- Illustrate current risk exposure and how this compares to Coles Group appetite for risk.
- Identify themes, patterns or common issues within the Supply Chain network.
- Areas of shared risk or interdependency.
- Warning of emerging or worsening risk exposures.
- Detail on the nature of specific risks.
- Prioritise action and allocation of resources to reduce the level of risk.

Supply Chain's risk profile encompasses business operations across the Supply Chain network inclusive of all streams - manual distribution centres, automated distribution centres, and customer fulfilment centres. Key risk areas are reviewed annually within the Supply Chain Management Review as well as every 5 years as outlined in the Supply Chain SafetyCARE System Overview Procedure.

Standard Safe Operating Procedures

SSOPs are an operational and safety process document providing team members with steps and processes required to undertake core Supply Chain business process or tasks. SSOPs provide standardised expectations of core process completion across Supply Chain operated sites and identify requirements for training. Supply Chain operated sites can access SSOPs directly through Connect.

SSOP training occurs at induction of all new team members followed by two yearly refresher training. SSOP refresher training consists of eLearning modules on Learning Hub and observations-based training and competency checks.

Safe Work Practices (SWPs)

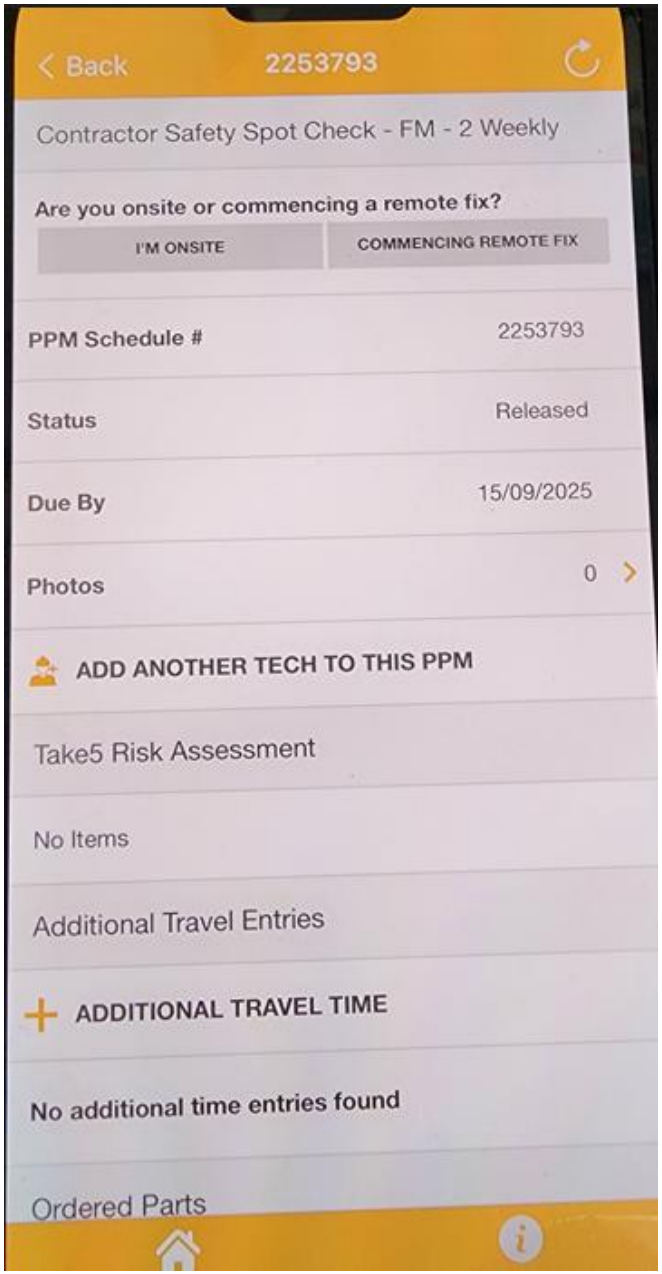
SWPs are developed as an outcome of a risk assessment and enable the implementation of administrative controls, and training for team members. Supply Chain operated sites can access SWPs directly through Connect.

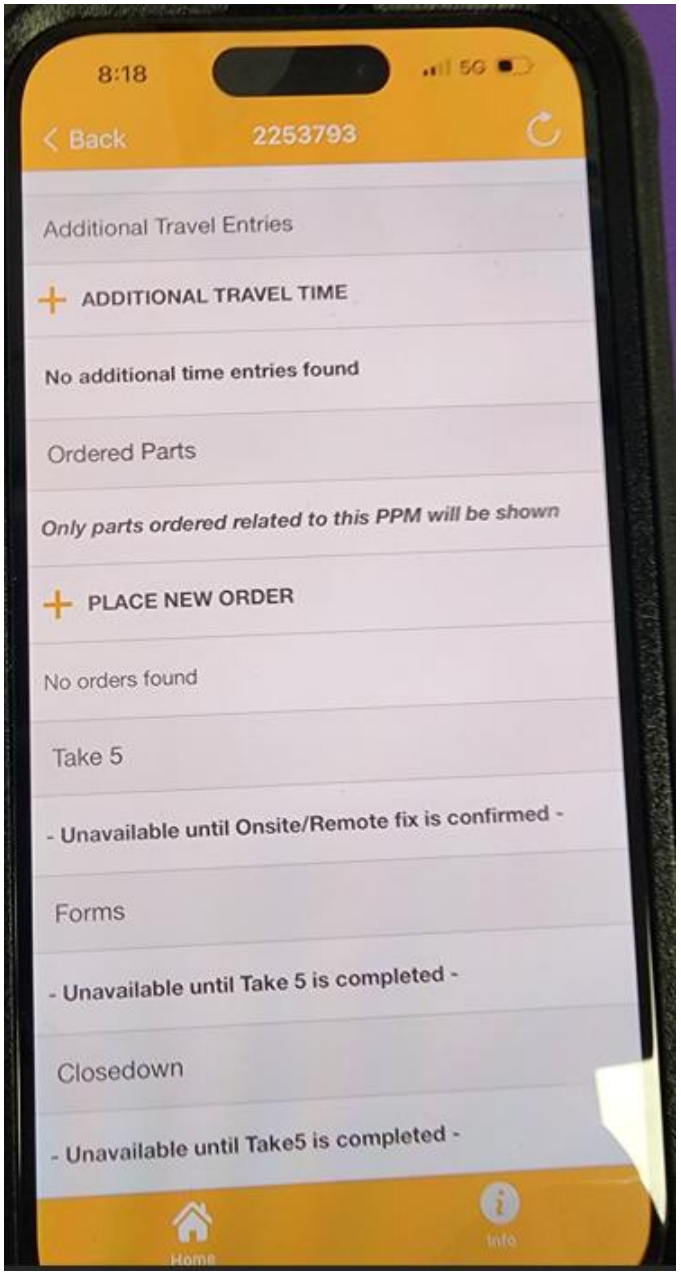
SWP training occurs at induction of all new team members followed by two yearly refresher training. SWP refresher training consists of eLearning modules on Learning Hub and observations-based training and competency checks.

Appendix L

COPY OF A TYPICAL WORK ORDER

(Screen Shot of Electronic Document


Back
2253793
Contractor Safety Spot Check - FM - 2 Weekly
Are you onsite or commencing a remote fix?
I'M ONSITE
COMMENCING REMOTE FIX
PPM Schedule #
2253793
Status
Released
Due By
15/09/2025
Photos
0
ADD ANOTHER TECH TO THIS PPM
Take5 Risk Assessment
No Items
Additional Travel Entries
ADDITIONAL TRAVEL TIME
No additional time entries found
Ordered Parts


8:18
Back
2253793
Additional Travel Entries
ADDITIONAL TRAVEL TIME
No additional time entries found
Ordered Parts
Only parts ordered related to this PPM will be shown
PLACE NEW ORDER
No orders found
Take 5
- Unavailable until Onsite/Remote fix is confirmed -
Forms
- Unavailable until Take 5 is completed -
Closedown
- Unavailable until Take5 is completed -
Home
Info

Appendix M

WORK PERMIT EXAMPLE

Roof and Ceiling Space Work Permit

This permit is valid for ***the work stated in Part A*** and must be:

- Completed by the person performing the work prior to the commencement of work that requires access onto the roof or in a ceiling space.
- Completed for works on the roof where a solar photovoltaic (PV) system is fitted at the site.
- Signed off by the site manager or delegate prior to the work commencing.
- Provided to the site manager or delegate on completion of work for sign off.
- Filed in the Care Passionately Toolkit in relevant period that works occurred

Special Note: *Permit is not required where current access methods such as, plant platforms, access ladders, handrails and designated walkways control the risk of falls from height.*

Part A: Work details		
Contractor		
Date of work:		
Location of work:		
Description of work:		
Estimated duration of access	From:	To:

Part B: Assessment and Controls ***(Person performing the work)*** Tick each item below as confirmation that item has been actioned	**Tick each box**
A Work Method Statement has been developed and is specific to and adequate for the work to be conducted (City FM – Take 5 Onsite Risk Assessment completed)	☐
Persons who may be affected by the work activity have been notified (e.g. team members, customers or other contractors)	☐
Hazards associated with the job have been identified and hazard controls implemented.	☐
Safety equipment has been checked and confirmed serviceable prior to use.	☐
Work area is protected to prevent entry of other persons (including protection of drop zones)	☐
The supporting structure is sufficient to withhold the load of people, equipment and materials	☐
Plant and equipment outside scope of work will not be interfered with (e.g. solar photovoltaic (PV) system including PV array/wiring)	☐
Method of welfare check agreed with Site Manager? Welfare Check by (Name):_____ Method: ☐ Worksite Visual Observation ☐ Worksite verbal check ☐ Phone Call / Text	
Frequency of welfare check agreed with Site Manager? Frequency: ☐ 30 mins ☐ 1 hour ☐ Other:_____	

Part C: Acknowledgement ***(Person performing the work)*** I certify that all necessary precautions as detailed in this permit have been taken to make the area safe for the permitted work.		
Name:	Contact Number:	
Signature:	Date:	Time:

Site Manager or delegate - I acknowledge that the permit has been correctly completed prior to commencement of works.

Name:	Signature:
Date:	Time:

Part D: Completion ***(Person performing the work)*** I certify that the job has been completed and area made safe and secure. Roof access locked and key returned to Site Manager. Tools, equipment, waste and other materials have been removed from the work area.	
Name:	Signature:
Date:	Time:

Site Manager or delegate - I acknowledge that the work has been completed and the permit signed off by the person performing the work.

Name:	Signature:
Date:	Time:

Appendix N

PENSTOCK VALVE TEST REPORT

JET BLK PLUMBERS

WATER PENSTOCK VALVE REPORT

Customer: Goodman Property Services (Aust)
Site Name: AU167 - Oakdale West Industrial Estate - Lot 1A
Address: 1 Emporium Avenue Kemps Creek NSW 2178
Date Conducted: 03/07/2025



Asset Information			
Asset ID	066184	Asset Name	Penstock valve 1
Make & Model	Rotork - IQ20	Serial Number	AH70231206
Location	In garden next to entry boom gates at carpark.		

Inspection	
Conduct a visual inspection of Penstock Valve closure seals.	Pass
Repair or replace as found necessary	
Prepare a report/quote for any necessary repairs.	N/A
Maintenance Inspection Outcome	Pass

Notes

Alan key nuts were removed from back motor, reported it to Michael Trotner, is connected to power, and fire service.

Media





Page 2







Page 3

Appendix O

EXAMPLE JOB DESCRIPTION

Position Title:	**ADC Team Manager**			
Position reports to:	ADC Shift Manager	**Is this a New or Existing position?**	New	
Primary Function Bullet point 3-4 key reasons why this role exists.	• The Team Manager will lead and manage the day to day operation of one of the defined Receiving, All-In-One, Car Picking System or Outbound teams, at the Automated Distribution Centre (ADC) • Foster and maintain a work environment conducive to operational excellence and continuous improvement, employee engagement and the highest levels of safe working practices • Provide daily operational leadership, direction, and support to Coles Team Members whilst maintaining relationships with key internal and external stakeholders including Witron to ensure that the operations achieve optimum performance	**Key Customers:** Bullet point the positions major customers (internal and external)	• DC – Team Managers, Team Members, State and National Leadership Team • Internal – Stores and Store Support Centre • External –Transport Companies, Suppliers, Service Providers, • Unions • Business partners (i.e. Witron/City FM) • Community Links	
			Section 2: Position Dimensions	
		Influencing Skills. Select Yes or No to describe the nature of the position's dealings with internal and external contacts	**Difficulty of Communication**	**Internal Contacts** / **External Contacts**
			Communicate information	Y / Y
			Influence Others	Y / Y
			Persuade and Negotiate	Y / Y
Section 1: Personal Requirements to meet position objectives		**Position Complexity** Select **one** option which best describes the highest level of decision making impact of the position	þ Follow and implement processes	
Work Experience Bullet point experience required to meet position objectives.	• Proven experience in supervising teams to deliver service KPI's in a fast-paced unionised environment is highly regarded • Ability to communicate, influence, present to, manage and influence team members • Previous experience in an automated distribution facility or manufacturing environment is highly regarded		q Adapt, modify and interpret procedures and tools	
			q Develop projects, policy, programs and systems	
			q Inputs into brand or functional strategy	
			q Accountable for development of business strategy	
Commercial Skills & Formal Qualifications Bullet point key requirements to meet position objectives.	• Tertiary or equivalent management/logistics qualifications (Highly regarded) • Good numeracy skills and ability to interpret data • Continuous Improvement/LEAN six Sigma Training and experience required	**Position Impact to Coles**	Number of direct reports: (List Pos titles & attach org chart)	• 15 (variable) team members and 3 Logistics Co-ordinators
			Number of indirect reports:	165 (Variable) Coles Permanent and Labour Hire Casual Team Members
			Annual $ value of Sales/Revenue this role is accountable for:	
			Annual $ value of CAPEX/OPEX or ASSETS that this role is accountable for: (Annual Spend)	Coles OPEX $XXM

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Coles Position Description Template

Section 3: Areas of Accountability		
Area of Accountability	**Key Responsibilities**	**Performance Measures**
Strategic Pillar Link: **WIN TOGETHER**:- ***Win Together with our team members, suppliers and communities***		
Mandatory Compliance þ Leadership (with direct reports)	Accountable for personal and team compliance with internal company policies and procedures (including Coles Code of Conduct) and all applicable external laws and regulations. • Integration of compliance requirements into business planning and practices; • Communicating and reinforcing the importance of compliance as part of business culture • Resolving, managing and reporting compliance incidents. • Ensuring team member compliance, training and development is adequately addressed.	• Personally complies • Leads by example and displays an active commitment to compliance • Team members have received adequate compliance training.
Safety & Wellbeing *Wellbeing and Safety in our DNA*	• Drive the safe storage, handling, and distribution of products in operations by coaching Team Members to adhere to brand specific Coles SafetyCARE policies and procedures • Report and investigate any hazard and incidents to implement appropriate corrective actions to minimise harm • Consultation and communication with Team Members on safety related topics • Implement safety and wellbeing initiatives	• Reporting and investigation of hazards and incidents • Compliance to Training Plans • Implementation of brand applicable safety measures and objectives of Safety Plans
People and Leadership *Great place to work – increase engagement*	• Champion Coles values and leadership behaviours (LEaD) and establish a positive and harmonious work environment • Accountable for the talent management and succession planning of team members including application of the A&D process • Create an environment where team members relentlessly pursue world class distribution centre operating techniques, equipment and technology, and systems and operational excellence processes • Understand and ensure Team member adherence to the site EA • Provide guidance and coaching on team performance • Create an engaged workforce through appropriate reward and recognition of team members • Implement key people program and initiatives	• Improved Mysay survey results • Team talent matrix, succession, and development plans in place for critical roles and high potential team members • 100% adherence to CGL A&D process • Absenteeism/Retention/Diversity Rates
Key Stakeholder Relationship Management	• Create and maintain a strong and sustainable relationships both internally and externally to the Team, particularly the Coles:Witron virtual teams	• Inbound Non Conformance Reporting

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Coles Position Description Template

Innovation through partnerships	• Lead a positive relationship with the site and local union delegates to ensure co-operation is always achieved. • Effectively communicate key messages to team and key stakeholders	
Strategic Pillar Link: **SMARTER SELLING**: - *Smarter Selling through efficiency and pace of change*		
Operational Excellence & Continuous Improvement	• Actively participate in the Operational Excellence Program including effectively running tier and team meetings as part of the Daily Management System, completing Leader standard work and GEMBA walks, adhering to 5S standards and undertaking problem solving activities • Challenge status quo with the intent to improve and optimise the team efficiency and effectiveness.	• Deliver Continuous Improvement/Value Creation Targets
Operational and Commercial Management	• Manage day to day team operations and associated costs, to ensure that the site delivers safety and customer service targets within budget • Account for budget variances and develop and support in developing recovery plan/s • Undertake manual handling as required	• Delivery of Coles Team Daily Operational targets within controllable budget • OWR & AWR • On time store orders – 98% • Inventory Record Accuracy (IRA)

Section 4: Coles Success Factors Coles Success Factors are our key competencies essential to achieving and executing our goals at every level – they are the core behaviours we demonstrate everyday	
Critical Behaviours	**Competencies**
Drive for results	Delivering Results & Meeting Customer Expectations Achieving Personal Work Goals and Objectives
Leads people with humility	Leading and Supervising Working with People
Lives the values	Adhering to Principles & Values
Challenges for the better	Creating and Innovating Formulating Strategies and Concepts
Adapts to anything	Adapting and Responding to Change

Appendix P

EMERGENCY RESPONSE PLAN INDEX

coles

Emergency Response Plan

Kemps Creek, Sydney NSW 2178

Coles Supermarkets Pty Ltd
Document No. Coles_KCADC_ERP_Rev E
Date 24/04/2024

coles

EMERGENCY RESPONSE PLAN (Kemps Creek ADC)

Emergency Response Plan

Kemps Creek, Sydney NSW 2178

Coles Supermarkets Pty Ltd

Prepared by

ASTRA Group Services Pty Ltd
www.astragroup.com.au
ABN 92 117 386 615

Version Control

Rev	Date	Remarks	Prepared By	Reviewed By
A	31st Jan 2024	Draft issued for comment	T.L. Jones	J. Russell
B	29th Jan 2024	Document to include requirements of HIPAP No1	J. Russell	B. Jones
C	11th March 2024	Minor changes following teams meeting 8/3/24	J.Russell	B. Jones
D	16 May 2024	Updated for comments – feedback from Fire Engineer	L Spencer	To be reviewed by EPC
E	24 May 24	Updated for comments – additional feedback from Fire Engineer	L Spencer	To be reviewed by EPC

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Appendix Q

HOLD

Appendix Q

CONSULTATION AND COMMUNICATION PROCEDURE

What is Our Commitment?

In Supply Chain we value our team members contribution to matters that affect their health and safety and are committed to enabling our teams to tell us what works, what doesn't and how this affects their health and safety and wellbeing.

Supply Chain recognises the importance of engaging with internal and external stakeholders regarding health, safety and wellbeing issues, and we recognise that involving team members, Health and Safety Representatives and contractors assists everyone in making Supply Chain a safer place to work by identifying and resolving issues before they cause injury or illness.

This procedure outlines Supply Chain processes for consultation and communication on safety matters and how to make them as effective as possible.

How Do We Communicate?

Communication and consultation regarding safety occurs by the following modes.

- Coles Connect.
- Email communications.
- Contract negotiations and Board of Review meetings.
- Contractor management processes.
- Digital platforms including myColes, Learning Hub, Yammer.
- Elected Health and Safety Representatives.
- Health and Safety Committee Meeting Agenda and Minutes.
- Health and Safety Committee members.
- MessageNet communications.
- Notification of Safety Change.
- myColes.
- Period review meetings.
- Safety noticeboard.
- Site newsletters.
- Supply Chain network meetings.
- Supply Chain Safety Period Action Plans.
- Supply Chain SafetyCARE System update communications.
- Team Talks.
- Training programs (including Safe Work Practices, eLearn training modules).
- Risk management process including Hazard Alerts, Lessons Learnt, Safety Bulletins and incident investigations.

How Do We Consult?

Consultation is an important part of continuous improvement. It is essential that we understand team members, elected Health and Safety Representatives (HSR) and contractor views, to make informed decisions noting that not every suggestion will be implemented or actioned.

The primary method utilised for Supply Chain consultation is through the Health and Safety Committee or related site meetings.

Team members will be consulted where practicable, in relation to:

- Major updates to the SafetyCARE System.
- Incident investigations.
- Identifying/ identified hazards, assessing risks and making recommendations regarding ways to eliminate or minimise those risks.
- Proposed changes to the work environment, processes, and procedures.
- Major changes to site layout.
- Procurement of new plant or equipment or modifications to exiting plant and equipment.
- Risk assessments and evaluation of controls.
- Review of Supply Chain Risk Profile.
- The setting of safety related targets and objectives.
- Safety strategies or management plans.
- Training requirements.
- Assurance programs.
- Regarding Designated Work Groups and electing Health and Safety Representatives.
- Any other matter that is considered to directly impact the health and safety of our team.

Where there is potential for significant change, trial location(s) will be selected based on applicability, skills, experience, etc. Information is provided for discussion at Health and Safety Committee meetings. Supply Chain will also consult with the Regulator and unions where relevant.

Single, Site Based Consultation

It is the responsibility of operational leaders to consult with HSRs and impacted team members on matters affecting their health and safety. A formal or informal approach to collaboration may be undertaken.

Health and Safety Representatives and members of the Health and Safety Committee must be included in discussions and decision making. This provides Committee members the opportunity to review the proposed changes and provide feedback to the operational leaders on behalf of team members. Where practicable, team members that are directly impacted by the change will also be involved. It is important that you record consultation using the SafetyCARE Consultation and Feedback Form (or SafetyCARE Consultation and Feedback digital MS Form) and retain as evidence of consultation.

Once consultation has taken place and action determined, this must be communicated to team members and noted within the next Health and Safety Committee minutes. Further communication via Team Talks, Safety Bulletins should be considered for positive safety promotion.

Supply Chain Network Wide Consultation

Where there is a potential impact to the health, safety and wellbeing of team members across multiple sites, various Supply Chain operated sites will be selected to review proposed trial and provide feedback. This will be communicated via the network or site Health and Safety Committee meetings.

Trial site selection considerations include:

- Relevance and impact to site.
- Risk relevance.
- Injury and incident data.
- Geographical location.

Selected trial sites will be provided with information or equipment as part of the proposed changes and provided with relevant training as required. Upcoming trials must be discussed at Health and Safety Committee meetings or at an alternate, appropriate time to discuss potential health and safety implications.

This methodology is also utilised to consult various SafetyCARE, Supply Chain SafetyCARE procedures tools and forms, Designated Work Groups and other safety related matters as previously mentioned.

All health and safety related consultation requires the completion of the SafetyCARE Consultation and Feedback Form (or SafetyCARE Consultation and Feedback digital MS Form). Verification of consultation completed, and feedback provided is confirmed each period by site Health and Safety Specialists. The Supply Chain National Health and Safety Team maintain these records of consultation. Sites will then be provided feedback via the Supply Chain Safety Period Action Plan and Health and Safety Committee meeting on the suggested changed provided.

If a health and safety matter is unable to be resolved using the consultation process, the Health and Safety Resolution Procedure and Process is available to guide team members through the escalation process.

Our Consultation and Communication processes are reviewed to determine effectiveness and ongoing relevance as part of ongoing SafetyCARE reviews.

Coles SafetyCARE Documents

- Coles Group Health Safety and Wellbeing Policy
- SafetyCARE System Overview
- SafetyCARE Participation and Consultation Guidelines

Supply Chain SafetyCARE Procedures

- Supply Chain SafetyCARE Health and Safety Committee Procedure
- Supply Chain SafetyCARE Health and Safety Issue Resolution Procedure

Tools and Forms

- Supply Chain Health and Safety Committee Agenda and Minutes
- Supply Chain Health and Safety Committee Constitution – Terms of Reference
- Supply Chain Health and Safety Consultation and Feedback Form
- Supply Chain Health and Safety Consultation and Feedback Form – MS Forms
- Supply Chain Issue Resolution Process
- Safety noticeboard requirements

Revision History

Version No.	Date	Nature of Amendment
01	July 2006	First Version
02	April 2007	Change of Name
03	August 2010	Reviewed and updated as a result of SafeCARE changes Nov 2009 and March 2010. SMS Audit findings update
04	March 2016	National consultation and feedback incorporated into procedures
05	October 2016	Minor revision to include consultation with TM during purchasing process
06	September 2018	Minor revision – template update and review post Divisional SafetyCare update Deletion of separate procedure for exchange of information with third party consultation
07	December 2018	Minor revision – updated to include Coles Group health and safety policy, SafetyCARE System Overview and participation consultation guidelines
08	January 2020	Minor revision – changes to include reference to wellbeing and Supply Chain Network practices

Version No.	Date	Nature of Amendment
09	July 2024	Document updated following ISO 45001 gap analysis Updates to document include reformatting and use of updated Supply Chain Procedure template Additional consultation examples included – risk profile, targets and objectives, safety strategies/ management plans, training requirements and assurance programs Reference to transport forums removed Reorganisation of SafetyCARE Documents, Tools and Forms

Appendix R

AUDIT PROCEDURE

Audit
SafetyCARE Procedures Supply Chain

coles

Version: 10
Date: January 2021

What is our commitment?

At Coles we are committed to formally check the performance of our health, safety and injury management systems.

This procedure outlines the business approach to health and safety audits, and is aligned to the Coles SafetyCARE System. These audits support the Health and Safety Management System for Supermarkets known as SafetyCARE.

We are committed to conducting regular audits of our SafetyCARE System and our Stores' implementation of the system to:

- Check compliance of our health, safety and injury management systems against legislative requirements and self-insurance requirements;
- Check the level of implementation and effectiveness of the SafetyCARE System at a Store level;
- Measure the systems' effectiveness in achieving our safety objectives, targets and performance indicators and managing risks; and
- Support continuous improvement in our health, safety and injury management performance

How do we conduct Safety Audits?

A number of different audits are conducted to measure the performance of our SafetyCARE System, including but not limited to:

- Business Assurance Audits
- Self-Insurance Audits
- Transport Safety Audits
- Injury Management Audits
- Regulator Audits
- Coles Group Audits

Business Assurance Audits

Business Assurance Audits are the independent audits that are conducted by external independent auditors to provide a clear benchmark of how we're performing against our health, safety and injury management systems, food handling processes, pricing, labelling and stock management requirements. These audits are an important way for us to understand if we are conducting business the right way with questions designed from review of previous audit results, legislation changes and the supply chain risk profile

Sites are audited once every year.

Self-Insurance Audits

Coles Group Limited holds self-insurance licences across Australia, and as such is required to participate in self-insurance audits to maintain and renew the licence. Coles Supply Chain will participate in self-insurance audits as directed and specified by the health and safety regulators across Australia. The Divisional, National and State Safety Teams manages this requirement on behalf of the business, including communicating audit outcomes and actions to the business and monitoring the close out of non-conformances.

Transport Safety Audits

Transport Safety Audits are the independent audits that are conducted by external independent auditors to provide a clear benchmark of how we're performing against our transport safety requirements. These audits are an important way for us to understand if we are conducting business the right way in relation to transport safety and chain of responsibility.

An audit schedule is developed annually and may affect all parties in our chain of responsibility.

Coles Group Audits

Coles Group engages third party auditors annually to conduct audits on its various businesses to verify implementation of systems and risk management strategies, and compliance to relevant standards and requirements. Coles business functions nominated for Coles Group Audits are notified by Coles Group and advised on predetermine audit criteria, and these audits are conducted in line with the Coles Group Audit methodology

Additional Safety Audits

Additional safety audits are conducted from time to time as determined by the business. These may include audits to measure the design and implementation of the SafetyCARE Systems at a national level or business audits which include safety components. The Divisional, National and State People and Product Safety Teams are involved in all audits which include safety components, communicate audit outcomes where relevant and monitor the close out of actions.

Auditors

Coles engages and works with third party auditors to conduct business assurance, self-insurance and internal audits. They are experienced and qualified auditors with relevant experience and qualifications.

Onsite Audit Methodology

Audits are conducted using an Audit Tool which is designed to assess the implementation of our SafetyCARE System at a Store level in 3 key areas in our approach to safety including:

- Leadership (people & behaviour);
- Systems (process, policy & procedures); and
- Environment (layout and equipment)

Audits involve an inspection of the workplace, review of documentation and discussion with Store Leadership and team members for Store verification. The Site Audit – Overview of Approach provides a synopsis of the audit methodology.

Onsite Audit Process

Onsite component of the audit is as follows:

Arrival and Pre-audit meeting

- Audit team arrival on site.
- Upon arrival, the Site Manager is given a call to advise him/her of the audit and approximate time of exit meeting(s).
- The auditor(s) signs in at the main entry and asks to meet the Site Manager.
- The auditor(s) inform them of the order of the day, the audit process, and invites the DC Manager and relevant DC teams to accompany them throughout the day where possible.

Conduct Audit

- Auditors will complete a set of audit questions for each department across different categories (i.e. i.e. Safety, Transport, Facilities, P&C, and Logistics).
- Where there is a finding, auditors will engage with team members and coach teams through correct methods and procedure. Auditors will explain to the team member and Site Manager why there is a finding, how it could be prevented or improved and, where applicable; demonstrate the correct procedure to mitigate risk.
- Where possible and relevant, photos will be taken of findings to use for reference in the final report.

Exit Meeting

- The auditor will talk through the findings, any other notable observations and summarise what the store did well.
- Once findings have been agreed upon, management actions will be recommended to improve processes and address the risk.
- If an agreement on the findings cannot be reached, the query must be escalated to the General Manager.
- A draft report is provided at the end of the day to the Site Manager for review.

Final Report and Rating

Location will be advised how they rated by:

- A final audit report will include the overall grade, risk rating by element, all findings with explanation and agreed management actions.
- Each question is classified as High (H), Moderate (M) risk or Low (L) risk.
- The overall audit risk rating is calculated based on a percentage of questions failed versus tested, weighted by the risk classification of the questions.
- The definition of the overall risk ratings for audits is determined by the relevant audit stream leader.

How do we check if it's working?

Audit findings, corrective actions and common occurrences from safety audits are compiled at a national level and are periodically reviewed by the General Managers, State Teams and the Coles Leadership Team.

Findings from all safety audits are reviewed to identify trends, areas of success and opportunities for improvement, and are included in the development of safety objectives and safety plans as per the Strategy and Planning Procedure.

Relevant audit findings are also included in the review of the SafetyCARE System and related documents.

The Safety Team and Internal Audit Team review the Safety Audit Schedule annually. The purpose of this review is to ensure the audit program remains relevant to our risks, SafetyCARE System and business needs and enables continuous improvement in health, safety and injury management.

Forms and Tools

Business Assurance Audit Tool

Australian Logistics Council Master Code Auditing Service and Tool

Injury Management Audit Tool

National Audit Tool (V3)

Related Documents/Processes

Coles Group Health, Safety and Wellbeing Policy

SafetyCARE systems Overview

Australian Logistics Council Master Code and related documents

Coles Safety Health and Safety Audit program

Revision History

Version No.	Date	Nature of amendment
01	July 2006	First version
02	April 2007	Corporate Name Change
03	August 2010	Reviewed and updated as a result of SafetyCARE system changes in Nov 2009 and March 2010. And SMS audit
04	July 2011	Removed reference to Logistics for SafetyCARE self evaluation tool and added link
05	March 2016	National consultation and feedback has been incorporated
06	October 2016	Included information – Auditor Selection
07	September 2018	Minor revision update to template and review post communication of SafetyCARE System Overview
08	December 2018	Minor updates to remove Wesfarmers and include Coles Group, updated to include reference to designing of audits through of previous audits, legislative changes and risk profile reviews
09	January 2019	Removal of Wesfarmers and inclusion of Coles Group
10	January 2021	Minor revision update to reflect changes in audit tool terminology.