

# Shopping Trolleys



**Code of Practice for Safe Management**



Prepared by the  
Retail Traders' Association of Western Australia  
March 1999

## 1. Authority

This Code of Practice is endorsed by the:

- Retail Traders' Association of Western Australia
- Property Council of Australia (WA Division); and was compiled with the assistance of WorkSafe Western Australia.

## 2. Purpose

This Code of Practice provides practical advice to Designers, Manufacturers, Retailers, Property Owners/Managers, Trolley Collection Contractors and the Public on the required methods for the safe management of shopping trolleys.

## 3. Definitions

For the purposes of this Code of Practice the following definitions apply:

- Employee**
- a) a person by whom work is done under a contract of employment; and
  - b) an apprentice or industrial trainee.
- Employer**
- a) a person by whom an employee is employed under a contract of employment; or
  - b) in relation to an apprentice, or industrial trainee, the person by whom the apprentice or industrial trainee is employed under an apprenticeship or industrial training agreement.
- Contractor**
- a person or company who offers services under a contractual agreement.
- Retailer**
- a person or company who/which provides shopping trolleys for use by customers in or about their premises or on the property.

<b>Owner/Manager</b>	the owner or manager of a shopping centre or retail property.
<b>Manufacturer</b>	the person or company who/which manufactures shopping trolleys.
<b>Designer</b>	the architectural company or person who designs shopping centres or retail premises.
<b>Risk</b>	in relation to any injury or harm, means the probability of that injury or harm occurring.
<b>Hazard</b>	in relation to a person means anything that may result in: a) injury to the person; or b) harm to the health of the person.
<b>Plant</b>	includes any machinery, equipment, appliance, implement or tool and any component, fitting or accessory.
<b>Workplace</b>	any premises, building, or other structure, where employees or self-employed persons work or are likely to be in the course of their work.
<b>Vehicle</b>	any motor vehicle, tractor, trailer or other equipment used to collect or transport shopping trolleys and which is capable of licensing by the Police Department.

## 4. Legal Requirements

- 4.1 Employers, employees, contractors, manufacturers, and designers have certain general duties under the Workers' Compensation Act, Occupiers Liability Act, Occupational Safety and Health Act and Public Liability. All parties must be aware of their obligations.
- 4.2 Employers must, as far as practicable, provide and maintain working environments in which their employees are not exposed to hazards. This duty includes:

- a) provision and maintenance of safe systems of work;
- b) provision of necessary information, instruction, training and supervision of their employees to enable them to perform their work safely;
- c) consultation and co-operation with employees regarding occupational safety and health at the workplace; and
- d) provision of adequate personal protective clothing and equipment, at no cost to the employees.

4.3 Employees must take reasonable care to ensure their own safety and health at work and to avoid adversely affecting the safety and health of other workers through any act or omission at work. This duty includes:

- a) to follow all reasonable safety and health instructions given by the employer;
- b) to use protective clothing and equipment which is provided, or provided for, by the employer; and
- c) to report to the employer any situation at the workplace which the employee believes is a hazard but which they cannot safely correct themselves.

4.4 Section 22 (1) of the Occupational Safety and Health Act 1984, states that:

A person who has, to any extent, control of:

- a) a workplace where persons who are not employees of that person work or are likely to be in the course of their work; or
- b) the means of access to and egress from a workplace,

shall take such measures as are practicable to ensure that the workplace, or the means of access to or egress from the workplace, as the case may be, are such that persons who are at the workplace or use the means of access to and egress from the workplace are not exposed to hazards.

- 4.5 Contractors and self employed persons must take reasonable care to ensure their own safety and health as well as that of the public.

## 5. Designers and Manufacturers

- 5.1 Designers of a workplace should take into consideration the system of work and procedures involved in the collection, movement and storage of shopping trolleys.

- 5.2 Section 23 (3a) of the Occupational Safety and Health Act 1984, states that:

A person who designs or constructs any building or structure, including a temporary structure, for use at a workplace shall, so far as is practicable, ensure that the design and construction of the building or structure is such that:

- a) persons who properly construct, maintain, repair or service the building or structure; and
- b) persons who properly use the building or structure, are not, in doing so, exposed to hazards.

- 5.3 Section 23 (1) of the Occupation Safety and Health Act 1984 states that:

A person who designs, manufacturers, imports or supplies plant for use at a workplace shall, so far as is practicable:

- a) ensure that the design and construction of the plant is such that persons who properly use the plant are not, in doing so, exposed to hazards;
- b) test and examine, or arrange for the testing and examination of the plant, so as to ensure that its design and construction are as mentioned in paragraph (a); and
- c) ensure that adequate information in respect of:
  - i) any dangers associated with the plant;

- ii) the specifications of the plant and the data obtained on the testing of the plant as mentioned in paragraph (b);
- iii) the conditions necessary to ensure that persons properly using the plant are not in doing so, exposed to hazards; and
- iv) the proper maintenance of the plant, is provided when the plant is supplied and thereafter whenever requested.

## **6. Property Owners and Managers of Shopping Centres**

- 6.1 Property owners and managers have a responsibility to ensure that trolley collectors have means of access and egress enabling them to carry out their duties without risk to their safety and health.
- 6.2 Property owners and managers have a general duty of care to members of the public.
- 6.3 Building and car park maintenance is the responsibility of the Property Owner/Manager.

## **7. Retailers**

- 7.1 Retailers have responsibility to ensure that trolley collectors have means of access and egress enabling them to carry out their duties without risk to their safety and health.
- 7.2 Maintenance of shopping trolleys owned by retailers is the responsibility of those retailers.
- 7.3 Retailers have a general duty of care to members of the public.
- 7.4 Retailers should establish that the trolley collection contractor has the following:
  - Workers' Compensation cover
  - Public Liability Insurance

- Safe Work Practices; and
  - Is aware of any other statutory requirement.
- 7.5 It is recommended that written agreements, including a commitment by the parties to adhere to this Code, should be established between the retailer and trolley collection contractor.
- 7.6 Retailers collecting their own trolleys have the same responsibilities towards their staff as trolley collection contractors (see Section 8).
- 7.7 Retailers collecting their own trolleys are to ensure they are secured after hours as far as reasonably practicable.

## **8. Trolley Contractors Responsibilities**

- 8.1 Section (19.1) of the Occupational Safety and Health Act 1984, sets out the responsibilities of employers to their staff. These include:
- a) workplaces, plant, vehicles and systems of work need to be such that employees are not exposed to hazards;
  - b) employees need to be trained and supervised so they can carry out their duties safely;
  - c) employers are required to discuss any issues regarding safety and health at the workplace with their employees;
  - d) personal protective equipment and clothing must be provided by the employer to employees in situations where hazards cannot be eliminated, this may include wet weather work, working in the sun and working at night. For example, personal protective equipment and clothing can include, but should not be limited to, raincoats, hats, reflectorised clothing.
- 8.2 Collection staff are not to ride on plant, including shopping trolleys, or vehicles unless authorised by manufacturers specifications.

- 8.3 Straps used to hold trolleys together should be lightweight, strong and **not elastic**. The use of elastic straps can result in death or serious injury. WorkSafe Western Australia has prohibited the use of elastic material for the purposes of securing/restraining shopping trolleys.
- 8.4 Plant and vehicles used by trolley collectors need to be properly maintained. Vehicles used in the collection of trolleys must be in good mechanical condition and licensed.
- 8.5 As a guideline, on a flat level surface in good condition, the maximum number of shopping trolleys pushed by only one person should be 12.
- If two or more people are moving the trolleys (one pushing and the others guiding/pulling) then no more than 20 trolleys should be moved. In the event of a ramp, sloping car park, or other factor which increases the manual forces involved to move or guide the trolleys, then the number of trolleys should be appropriately reduced to a manageable number.
- 8.6 Shopping trolleys to be secured after hours as far as reasonably practicable.

## 9. Hazard Management

- 9.1 To assist all parties in maintaining a hazard free workplace, the following procedures should apply:
- identify hazards in the workplace which may cause injury or disease;
  - assess the associated risks to determine the likelihood and consequences of injury or disease;
  - implement control measures to eliminate or minimise the risk; and
  - review and evaluate effectiveness of control measures put in place.

- 9.2 Effective hazard management includes the following:
- a) keeping adequate records of accidents and near misses;
  - b) consulting with employees;
  - c) observation of the way tasks are performed; and
  - d) investigating accidents to determine the cause/s
- 9.3 As shopping trolley collection is mainly a manual handling task, all parties should be familiar with the Manual Handling Code of Practice.
- 9.4 The Manual Handling Code of Practice lays out in detail the steps listed in 9.1.



Following the Manual Handling Code of Practice will assist in maintaining a hazard free workplace and shopping environment.

The Manual Handling Code of Practice is available from:

- Retail Traders' Association of Western Australia  
3rd Floor, 190 Hay Street  
EAST PERTH WA 6004  
Telephone: (09) 365 7695  
Fax: (09) 365 7550



## **10. General Public**

The public can be of great assistance in helping to maintain a safe environment for all by:

- a) returning trolleys to collection points;
- b) removing rubbish before returning trolleys;
- c) using trolleys only for the designed purpose;
- d) notifying retailers of faulty trolleys;
- e) while driving through car parks, being aware of trolley collectors; and
- f) not taking trolleys away from car parks.

## **11. Review**

This Code of Practice shall be reviewed twelve months after the date of implementation and each year thereafter.

The Review Committee shall consist of:

- Retail Traders' Association of Western Australia;
- Property Council of Australia (WA Division); and
- WorkSafe Western Australia

**Further information can be obtained from:**

- Retail Traders' Association of Western Australia  
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Western Australia Division  
11th Floor, National Mutual Centre  
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