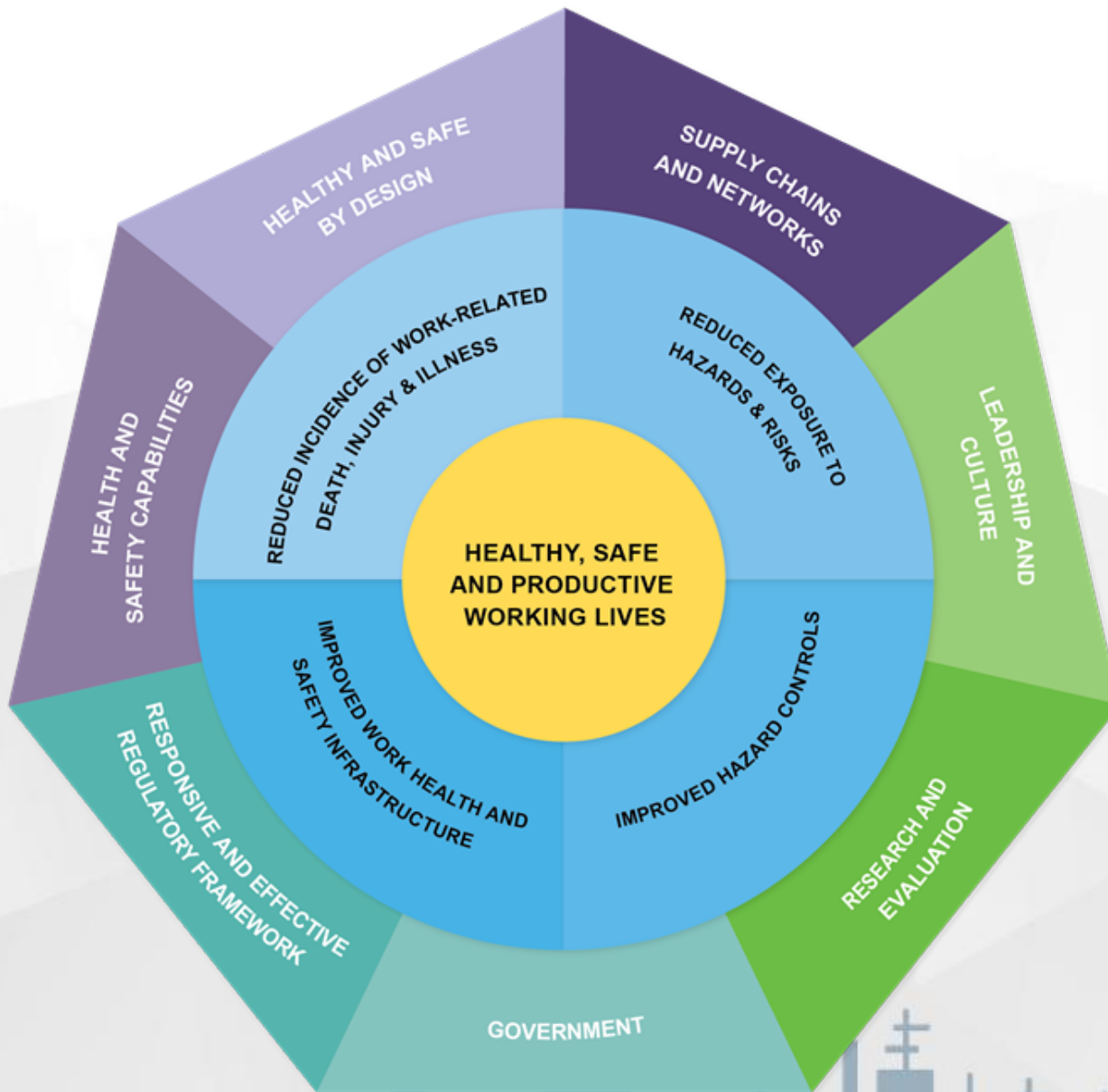


HFESA 2016

Safe and Productive Design Through the Retail Supply Chain

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Supply Chains and Networks

Strategic Outcomes

1. Supply chain and network participants understand their cumulative impact and actively improve the health and safety of the supply chain.
2. Commercial relationships within supply chains and networks are used to improve work health and safety.
3. Industry leaders champion work health and safety in supply chains and networks.

Ref; SWA Australian Strategy 2012 - 2022

Retail Supply Chain



Product Buyer

- ✓ Focus on market segment requirements
- ✓ Selecting innovative and market driven products
- ✓ Price driven process to meet buyer's budget and KPIs
- ✓ Packaging and transport costs minimized to optimize shipping container utilization
- ✓ Consideration of online shopping processes

Logistics and Distribution

- ✓ This is where profit or loss in the retail sector can be “make or break”.
- ✓ Shipping scheduling to meet product delivery to store needs e.g. Christmas or Boxing Day sales
- ✓ Distribution Centre (DC) handling and storage capacity
- ✓ Order picking processes and repackaging systems
- ✓ Store order and delivery systems

Store Delivery & Promotions

- ✓ Store design and allocation of “reserve” space in the back of stores
- ✓ Access to loading docks and booking times in large shopping complexes
- ✓ Materials handling equipment availability in the stores
- ✓ “Push” stock for planned marketing promotions sent to stores

Store Layout & Planograms

- ✓ Allocation of Stock Keeping Units (SKU's) to stores
- ✓ Number of “Facings” in planogram
- ✓ “Eye height is buy height” in shelf allocations
- ✓ Use of “capping” above shelves for left over items
- ✓ Stock replenishment processes
- ✓ Handling of packaging and waste

Customer Service

- ✓ Self serve and “customer service” models
- ✓ Use of store provided trollies and baskets
- ✓ Checkout design and stock security systems
- ✓ Assistance of large or awkward items to carpark
- ✓ Buy large items from store display but deliver directly to home from the warehouse

Ergonomics Opportunities

1. Identify root cause of risk.
2. Challenge the business model.
3. Packaging and integrated logistics.
4. “Eye height” = buy height.
5. Product promotion and peak seasons.
6. Customer Service model.

Additional Case study

Supply Chains – Law & Order

Government Policy

– recruit more police officers

Supply Chains – Law & Order

Supply Chain impacts on workloads of;

1. Informants
2. Prosecutions Officers
3. Legal Aid
4. Courts
5. Prisons
6. Support services e.g. family support

What is a hazardous manual task?

- ✓ *“.. defined in the WHS Regulations, means a task that requires a person to lift, lower, push, pull, carry or otherwise move, hold or restrain any person, animal or thing involving one or more of the following:*
- ✓ *repetitive or sustained force*
- ✓ *high or sudden force*
- ✓ *repetitive movement*
- ✓ *sustained or awkward posture*
- ✓ *exposure to vibration.”*

Source; Hazardous Manual Tasks Code of Practice (2016)

Health and safety duties in relation to hazardous manual tasks?

- ✓ *“A person conducting a business or undertaking has the primary duty to ensure, so far as is reasonably practicable, that workers and other persons are not exposed to health and safety risks arising from the business or undertaking.*
- ✓ *The WHS Regulations include specific obligations for persons conducting a business or undertaking to manage the risk of a musculoskeletal disorder associated with a hazardous manual task.”*

Source; Hazardous Manual Tasks Code of Practice (2016)

Refocus on injury prevention models

“Supply Chain Ergonomics”

Focus on the Supply chain system for root causes and develop a holistic approach to prevention of injuries.

Future Challenges – Supply Chains including task based assessments

Step 1; Conduct the “big picture” supply chain analysis relevant to issues under consideration

Step 2; Identify the root causes and inter relationships between the supply chain elements

Step 3; Conduct the detailed task assessments where required

Step 4; Reassess the impact of the risk controls against the supply chain elements

**Thank you,
David C Caple**