



Myer Safety Standards for Heavy and Bulky Merchandise

1. INTRODUCTION

This document has been developed to provide clear guidance in relation to Myer's preferred standards in respect of the safe supply of merchandise in order to either eliminate or reduce as far as is reasonably practicable, the risk of injury to Myer team members, external contractors and customers.

This document has been developed by Risk & Safety in consultation with Supply Chain, Merchandising and Quality Assurance teams.

It is the responsibility of all suppliers to ensure merchandise is supplied in a safe manner as detailed in these Standards.

2. INTENT

The intent of this Standard is to eliminate the need to conduct an individual risk assessment prior to ranging every product by outlining standard risk controls for:

- **Size and weight icons**
- **Labelling**
- **Packaging – including handles and bags**
- **Store communications and employee awareness**
- **Plannogramming**
- **Product placement**, and the provision of **mechanical aids** and
- **Point of sale** configuration.

The risk controls apply to packages and outer cartons moved as individual units or on shelf ready packaging.

Please note - if the risk controls outlined in this Standard are not practical for a particular product or Brand, then the Buyer or Quality Assurance representative will need to conduct an individual risk assessment to establish and implement alternative risk controls. In this case, the acceptance of risks identified with ranging the merchandise reside with the purchasing decision maker.

3. WHO SHOULD USE THIS DOCUMENT

This document is intended for:

- Myer Merchandise Buying Teams
- Myer Suppliers
- Myer Supply Chain
- Myer Quality Assurance
- Myer Sourcing Asia Limited (MSAL)
- Myer Store Team Members



4. SIZE AND WEIGHT CLASSIFICATIONS

The requirements within this Standard escalate according to the size and weight classification of the product. Four categories have been identified - based on recommended national and international criteria for manual handling. The categories align with the risks and impacts on the human body when manual handling merchandise of a particular size and weight. The controls within each category have been developed to achieve practicality and compliance in implementation.

The size and weight classifications are:

- Bulky
- 17–35 kgs
- 36–50 kgs
- 51+ kgs

Where a product weight falls between the categories identified above, the convention of rounding up or down to the closest whole number will apply. For example:

- If a product weighs 35.45kgs, then the controls in the 17-35kgs category will apply (35.45kgs *rounds down* to 35 kgs)
- If a product weighs 35.55kgs, then the controls in the 36-50kgs category will apply (35.55kgs *rounds up* to 36 kgs)

Note that when an item is both “Bulky” *and* “Heavy”, the controls for the appropriate Heavy category should be applied.

5. SIZE AND WEIGHT ICONS

The provision of size and weight icons (labels or pre-prints on packages) has been identified as *one* form of risk control that is to be applied for all categories.

To minimise costs of label production, the icons will be printed in black text. If black text does not provide a contrast to the package, an alternative colour may be used. The size and weight icons will use the design elements outlined in Table 1 below.



Table 1: Specifications for size and weight icons

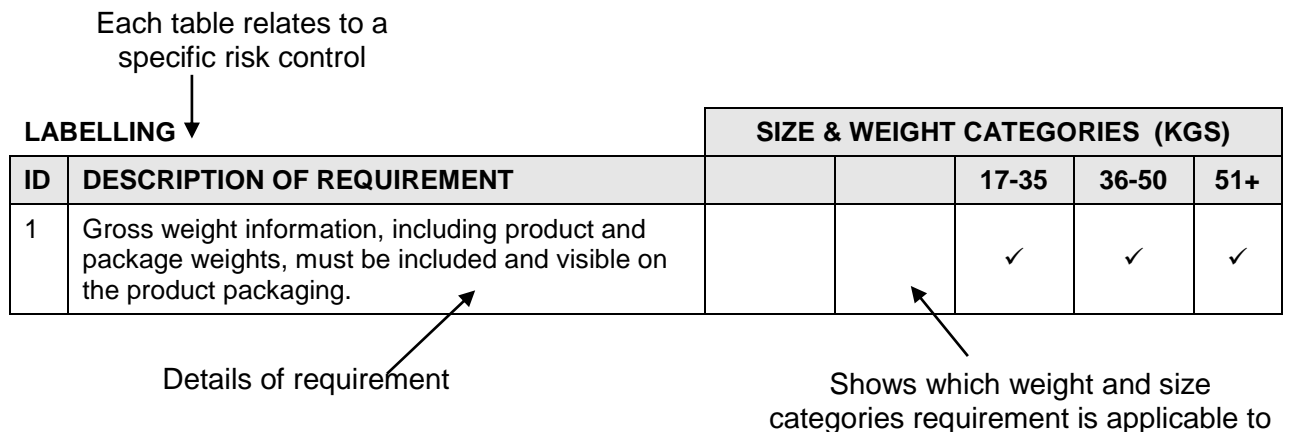
Weight classification	Text	Symbol
Bulky*	<p>CAUTION: BULKY</p> <ul style="list-style-type: none"> CONSIDER TWO PERSON LIFT OR MECHANICAL AID 	
17–35 kgs	<p>CAUTION: HEAVY</p> <ul style="list-style-type: none"> 17–35kgs CONSIDER TWO PERSON LIFT OR MECHANICAL AID 	
36–50kgs	<p>WARNING: VERY HEAVY</p> <ul style="list-style-type: none"> 36–50kgs TEAM LIFT OR MECHANICAL AID ADVISED 	
51+ kgs	<p>DANGER: EXTREMELY HEAVY</p> <ul style="list-style-type: none"> 51+ kgs TEAM LIFT OR MECHANICAL AID REQUIRED 	

* Note that the **Bulky icon** will apply to all items measuring 0.13 cubic metres or greater in size and weighing less than 17kgs. Where products are bulky but weigh 17kgs or more, the appropriate **Heavy weight icons** should be used in place of the Bulky icon.

6. HOW TO NAVIGATE THE STANDARD

These controls focus on **labelling, packaging, store communications, plannogramming, product placement**, and the provision of **mechanical aids** and **point of sale** configuration.

The tables can be navigated as follows:





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LABELLING		SIZE & WEIGHT CATEGORIES (KGS)					
ID	DESCRIPTION OF REQUIREMENT	All	Bulky	10-16	17-35	36-50	51+
1	Gross weight information (product weight plus packaging weight) must be included and visible on the outer product packaging.				✓	✓	✓
2	Where handles are provided, include 'THIS WAY UP' indicators to assist effective handling of the item.	✓					
3	A CAUTION: BULKY icon must be included and visible on the product packaging when item is stored and merchandised.		✓				
4	A CAUTION: HEAVY weight icon must be included and visible on the product packaging when item is stored and merchandised.				✓		
5	A WARNING: VERY HEAVY weight icon must be included and visible on the product packaging when item is stored and merchandised.					✓	
6	A DANGER: EXREMELY HEAVY weight icon must be included and visible on the product packaging when item is stored and merchandised.						✓
7	Size and weight icon must be placed on at least one side of the package, positioned within 10cm of the gross weight information , so employees can assess the risk of moving the load.		✓		✓	✓	✓
8	Size and weight icons should be placed in a clear position on the package: <ul style="list-style-type: none"> ➤ Do not bend labels over the edges of packages ➤ Do not place labels over seams, closures or sealing tape ➤ Do not place labels over barcodes or unique identifiers 		✓		✓	✓	✓



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PACKAGING		SIZE & WEIGHT CATEGORIES (KGS)					
ID	DESCRIPTION OF REQUIREMENT	All	Bulky	10-16	17-35	36-50	51+
9	Packaging should be made from materials that enable a steady non-slip grip.	✓					
10	Packaging should be able to be opened with a box cutter.	✓					
11	Where possible, outer packages should be taped or bound. Preference to avoid: <ul style="list-style-type: none"> ➤ Stapling or gluing of outer packages ➤ Timber outer packages ➤ Plastic or metal bands around packages ➤ External strapping (only to be used where essential to add to stability of the carton or to attach the carton to a pallet or skid). 	✓					
12	Packaging must be strong enough to hold product weight, accounting for exposure to refrigerated or external environments, if applicable. <ul style="list-style-type: none"> ➤ Refer to Brand packaging standards where applicable 	✓					
13	Items should be packed in a manner to avoid unexpected product movement.	✓					
14	Packaging must allow for mechanical aids to be used with minimal need to lift or handle items. E.g. Pallet jack should fit under packaging						✓
15	Garment bags must not be packaged in excess of 7kg	✓					



PACKAGING - continued		SIZE & WEIGHT CATEGORIES (KGS)					
ID	DESCRIPTION OF REQUIREMENT	All	Bulky	10-16	17-35	36-50	51+
16	Where handles are provided, the packaging design should meet the following requirements: <ul style="list-style-type: none"> ➤ There must be sufficient strength within the handles to move the load ➤ When packaging weight is divided among a team lift, no one person should lift more than 35kgs ➤ There must be a minimum 100mm separation between sets of handles so that there is adequate shoulder room for each person to take a position around the package as part of a team lift ➤ The dimensions of the handles should allow for a minimum of 100mm L x 30mm H x 40mm D for each hand and should be set 412mm apart at their central point, with sufficient width and form to enable a strong and pain free grip ➤ Handles must be accessible when merchandised (e.g. should allow for easy access and clear grasp when placed on shelving) ➤ The packaging must provide for a balanced & stable load when lifted from the point of lift ➤ When lifted using the handles, the package should not rise more than 750mm above the point at which the handle is held so that the line of sight is not blocked, and should not fall more than 800mm below the point at which the handle is held so that the package can be carried without being dragged on the ground. 	✓					
17	Bags must be tied using a cable tie of maximum 4mm width. <ul style="list-style-type: none"> ➤ Heavy-duty cable ties must not be used. 	✓					
18	Handles should be designed to carry a maximum weight of 140kgs <ul style="list-style-type: none"> ➤ For items above 140kgs, handles may be used to assist manipulation, but must not be used to attempt to lift an item. 						✓



STORE COMMUNICATIONS & EMPLOYEE AWARENESS		SIZE & WEIGHT CATEGORIES (KGS)					
ID	DESCRIPTION OF REQUIREMENT	All	Bulky	10-16	17-35	36-50	51+
19	In-store communications must remind customers that heavy products should not be lifted. ➤ e.g. shelf-talker signs may be displayed				✓	✓	✓
20	Team members should advise customers of process for managing heavy or bulky products and advise that delivery is an appropriate option	✓					
21	Team members must be trained in product dispatch and customer service procedures. Team members are not permitted to: <ul style="list-style-type: none"> ○ Load merchandise onto the roof of a vehicle or roof racks ○ Take merchandise out of packaging to place into customers vehicles ○ Assist in unpacking, securing or otherwise finishing the loading process – this is the customer’s responsibility ○ Enter into or climb onto a customer’s vehicle 	✓					
22	Shelf talkers or other POS signs to advise that “This item may require a trailer or other vehicle to transport. Please consider before purchase.” This is especially the case for items above 0.4m ³ which would not typically fit into a large sedan size boot		✓				✓

PLANNING & PRODUCT PLACEMENT (excluding items on permanent display)		SIZE & WEIGHT CATEGORIES (KGS)					
ID	DESCRIPTION OF REQUIREMENT	All	Bulky	10-16	17-35	36-50	51+
23	Shelves and products must be configured so that the product can be easily stacked and is accessible for staff and customers i.e. <ul style="list-style-type: none"> ➤ Items can be slid into position without having to manipulate other stock items ○ Shelves and products must be configured so the product can be stacked or easily moved ○ The shelf above does not prevent or impede access 	✓					
24	Items may be sold from floor space if mechanically delivered to display area	✓					



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PLANNING & PRODUCT PLACEMENT (excluding items on permanent display)		SIZE & WEIGHT CATEGORIES (KGS)					
ID	DESCRIPTION OF REQUIREMENT	All	Bulky	10-16	17-35	36-50	51+
25	Items must be stored and displayed in 600mm to 1000mm range (from point of lift), unless items can be transferred to display using a mechanical aid (e.g. low base or bulky trolley, television displays)					✓	✓

MECHANICAL AIDS - STORE		SIZE & WEIGHT CATEGORIES (KGS)					
ID	DESCRIPTION OF REQUIREMENT	All	Bulky	10-16	17-35	36-50	51+
26	Adequate mechanical aids must be provided for lifting and transporting items. e.g. trolleys, flat beds, etc		✓		✓	✓	✓
27	Where mechanical aids are not available, team lifts (three +) must be employed using co-ordinated and structured lifting processes.		✓		✓	✓	✓
28	If assistance is offered for customers to load merchandise then mechanical aids capable of providing such assistance must be available (CML team members) and be safely deployable into the parcel pick-up area		✓				✓

MECHANICAL AIDS - CUSTOMER		SIZE & WEIGHT CATEGORIES (KGS)					
ID	DESCRIPTION OF REQUIREMENT	All	Bulky	10-16	17-35	36-50	51+
29	The store must provide mechanical assistance for customers upon request. e.g. Trolleys, bulk good trolleys, etc ➤ Mechanical aids must be large enough to transport bulky items	✓					
30	Mechanical aids must be used for lifting and transporting items						✓



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POINT OF SALE		SIZE & WEIGHT CATEGORIES (KGS)					
ID	DESCRIPTION OF REQUIREMENT	All	Bulky	10-16	17-35	36-50	51+
31	Where the SALE-BY-SAMPLE method is used, scan cards/customer order dockets must be made available to be taken to the register <ul style="list-style-type: none">➤ Applicable where customer does not approach a sales assistant to buy merchandise➤ Pick-up option not recommended for items 100kgs or greater		✓				✓
32	Where the DELIVERY POS method is used, scan cards/customer order dockets must be made available to be taken to the register <ul style="list-style-type: none">➤ Applicable where customer does not approach a sales assistant to buy merchandise➤ Delivery from suppliers is the preferred option for items 100kgs or greater I.e. direct from supplier to home		✓				✓