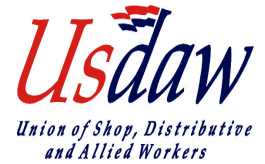




# Guide To Healthy Checkouts



This guide is intended to help Usdaw reps identify problems associated with working at store checkouts. If problems are identified then a survey should be conducted using the Usdaw 'Checkout Staff Questionnaire' available from the Health and Safety Section at Central Office.

<b>Issue</b>		<b>Yes</b>	<b>No</b>	<b>Control measure</b>	<b>✓</b>
<b>1</b>	Is a seat available for the operator which is adjustable, stable, and movable?			Where the job can be done sitting a suitable seat <b>must</b> be provided (Regulation 11 Workplace, (Health, Safety and Welfare) Regulations 1992)	
<b>2</b>	Can the operator stand to handle heavier items (e.g. more than 5kg)?			Handling goods over 5 kg (men) or 3kg (women) when the operator is seated is likely to cause injury. (see Manual Handling Operations Regs 1992)	
<b>3</b>	Are operators trained to slide heavier goods over the scanner instead of lifting?			As above	
<b>4</b>	Is there a system of barcodes or can the PLU system be used to avoid handling of really heavy items?			As above	
<b>5</b>	Is the area inside and outside of the checkout clean and tidy?			The area should be clean ,clear of obstruction and well-lit (Workplace (Health, Safety and Welfare) Regulations 1992)	
<b>6</b>	Do operators get regular breaks away from the checkout?			Guidance from larger supermarket chains suggest times varying from 2 hours out of 4 to 3 and a half hours out of 4, depending upon the type of checkout.	
<b>7</b>	Is there a regular maintenance regime for the checkout equipment?			All equipment should be in full working order and replaced or repaired when required.(Provision and Use of Work Equipment Regulations 1998)	
<b>8</b>	Has the checkout operator been fully trained?			All checkout operators should be fully trained on their particular type of checkout, posture, scanning techniques, seat adjustment and complaint reporting procedures.	
<b>9</b>	Do operators know what to do in case of a robbery or violent incident?			Security measures should be in place to protect cashiers from violence and abuse and to make sure that money is removed before too much in till.	
	Is the temperature at the			A reasonable temperature (minimum 16 Celsius) should be maintained at all	

<b>10</b>	checkout comfortable?			times. Operators should also be protected from draughts (Workplace (Health, Safety and Welfare) Regulations 1992)	
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Some common problems encountered by checkout staff on a daily basis include:

- Unloading baskets or trolleys
- Packing customers goods
- Standing at the checkout all the time
- Inadequate or non-adjustable seating
- Cold temperatures or draughts
- Glare from overhead lighting.

Pains to the back, neck and arms are common in checkout operators. This can be down to poor checkout design, task duration, or simply to excessive workload.

There are many different types of checkout in operation around the country and they vary from employer to employer. A lot of work has been done on the design of checkouts. For each type of checkout a risk assessment should be done.

If problems are identified the health and safety rep can get a clearer idea of what is going on by doing a confidential survey of checkout operators. This will help to identify the aches and pains that members suffer and the possible causes. The results can then be presented to management to find ways of improving the work and reducing the risk of injury.

The Health and Safety Section at Central Office can help reps with designing a survey.