

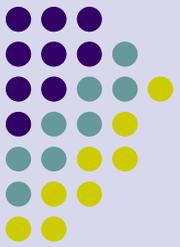


# STOCK CLERK BASIC SAFETY TRAINING

Created 1/8/13



# Introduction

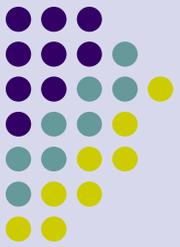


- It is our goal at UGO andGO GROCERY to have the safest working environment possible.
- This session is designed to give newly hired grocery stock clerks a basic understanding of safe stocking practices.
- The use of safe stocking practices enhances your productivity and prevent possible injury while on the job.



# Training Outline

- Lesson 1: SAFE LIFTING  
Discuss and review safe lifting techniques.
- Lesson 2: BOX CUTTING  
Discuss and review safe use of the box cutter.
- Lesson 3: BASIC STOCKING PROCEDURES

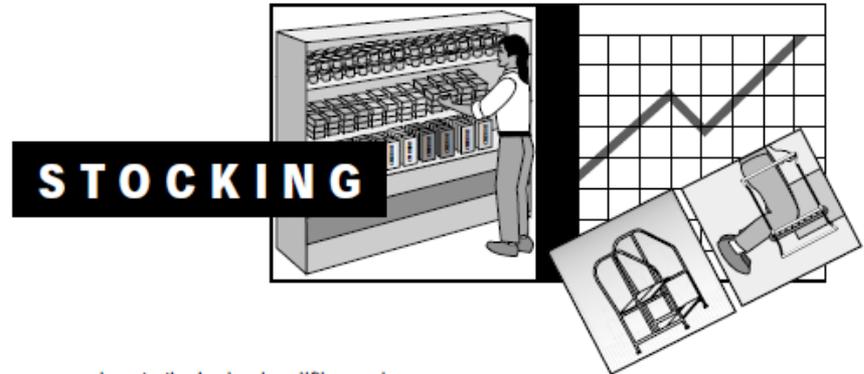


# Lesson 1: SAFE LIFTING

- As a stocker you will be asked to lift a variety of items of different shapes and sizes.
- Lifting is a physical activity that done improperly may present a unnecessary risk of injury.
- This session will offer some techniques that will greatly reduce the likely hood of injury while on the job.

# Lesson 1: SAFE LIFTING

- Use the tools available to complete the job safely.
- Always use a stock cart to transport products.
- Never leave a stock cart unattended.



- Keep cases close to the body when lifting and carrying in order to reduce stress to the back.

- Use a step stool to reach items on the top of pallets or on high shelves.

ALWAYS USE A  
CUT RESISTANT  
GLOVE!



- Use knee pads when stocking low shelves for long periods of time. This reduces the stress on the knees and legs when kneeling.

- Use a kneeler or stool when working at low shelves for long periods of time. This reduces stress on the knees and legs when squatting and kneeling.
- Rotate stocking tasks to avoid prolonged kneeling, squatting, and overhead reaching.
- Use a cart to move items from the pallet to the shelving or case where they are stocked.
- Keep cart wheels well maintained. Wheels that are in poor repair can be difficult to push. Racks or carts with bad wheels should be removed from service until they can be repaired.

# Lesson 1: SAFE LIFTING

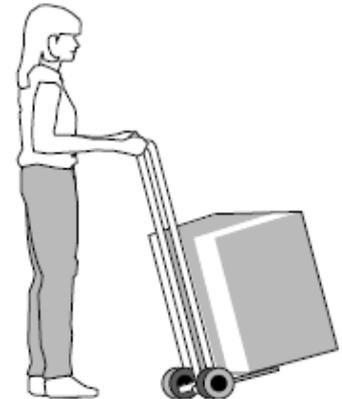
- Keep heavy items within easy reach.
- Keep your work area cleaned and organized.
- Make sure that the floor area around you is free of debris and spills.
- Use caution signs to identify dangerous areas.

- Arrange shelves so that heavy items and fast-moving items are stored within easy reach. This reduces the stress on the body caused by bending or reaching overhead.
- Use the correct safety cutter for the job. Be sure to supply a left-handed cutter if the employee is left-handed.
- Keep safety cutters sharp. Using dull tools requires more force. Replace cutter blades often.
- Report improperly stacked pallets to the supplier to reduce future problems.
- Ensure that the floor areas are level and free of debris and spills. Report any floor problems that need repair immediately.
- Use boxes or totes with hand holds, where suitable.
- Work with suppliers to get lower weight boxes to reduce the weight manually lifted. Industry groups such as the Grocery Manufacturers of America and Food Marketing Institute encourage all companies to use containers and packages that weigh 40 pounds or less (14).
- Use carts with larger wheels so they are easier to push. Use carts with raised bottom shelves so the employee can maintain more neutral body position when lifting or placing cases.
- Ensure that there is adequate room around carts and pallets for lifting tasks. Workers should be able to walk around the pallet or cart, rather than reaching or bending.
- Avoid congestion in grocery store aisles so employees have adequate room to sort cases, open cases, mark merchandise, and stock shelves.
- Equip stockrooms and central processing areas with roller bed conveyors and turntables to reduce lifting and carrying. Maintain turntables so they move easily and with little force required by the worker. Maintain rollers to reduce the pushing and pulling forces needed to handle cases.

- If a turntable is not used, place a flat piece of stainless steel over the end section of the roller bed preferably with a non-stick coating to allow cases to be turned easily. The metal surface should allow the cases to be pushed onto the roller bed easily.



- Use a powered hand jack or scissors-lift to raise the pallet to waist height. This prevents picking up cases with a bent back.
- Work with suppliers to obtain freight with pallet load heights that are within the reach of workers.



# Lesson 1: SAFE LIFTING

- Safe work zones.
- Never bend, twist or reach out of the safe work zones.
- Move your feet into a solid neutral position.
- Bend at the knees not at the waist.

## STOREWIDE ERGONOMIC SOLUTIONS

### Best and Preferred Work Zones

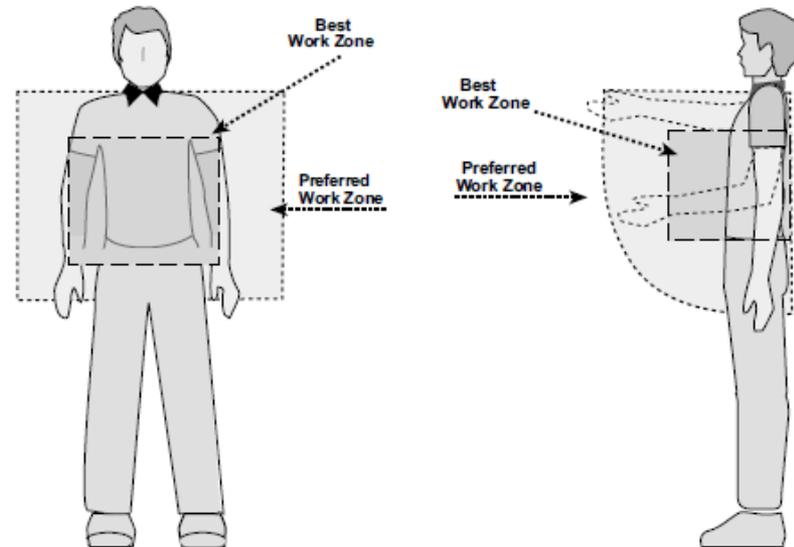
Performing work within the best and preferred work zones shown below facilitates productivity and comfort. Work is safest when lifting and reaching is performed in these zones. Working outside these work zones results in non-neutral postures that may increase the risk of injury. It is particularly important to perform heavy lifting tasks within the best work zone.

#### Best Work Zone

- As far forward as your wrist when you hold your arm slightly bent.
- As wide as the shoulders.
- Upper level at about heart height.
- Lower level at about waist height.

#### Preferred Work Zone

- As far forward as your hand when you hold your arm out straight.
- A foot on either side of the shoulders.
- Upper level at shoulder height.
- Lower level at tip of fingers with hands held at the side.



# Lesson 1: SAFE LIFTING

- Use common sense.
- Use a BUDDY to help with heavy loads.
- Use a stock cart, grocery cart or pallet jack.
- When in doubt, ask the manager on duty.

## Lifting Safety

Most grocery store jobs involve some lifting. It is important that employers provide employees with help to lift heavy or bulky items. Whether a particular lift will require assistance depends on several factors, including the weight and size of the object, how frequently the object is lifted, how close the object is to the ground, how high it must be lifted, how far it must be carried and whether it has handles. Assistance can include a dolly or cart, or help from a co-worker. Employees should be trained in the use of appropriate lifting techniques for different sizes of objects as well as to when it is appropriate to seek assistance.

### When holding, lifting or carrying items

- Before lifting boxes and cases, check the weight so you can prepare to lift properly.
- Turn the body as a unit to avoid twisting at the waist.
- Keep the item close to your body.
- Keep your back straight.
- Use your leg muscles to do the lifting.
- Lift smoothly without jerking.
- Get close to where you want to set the item down.





# Lesson 1: Wrap-up

- Think before you lift. Estimate the weight of the object by tilting it up slowly. If it's hard to move, it's too heavy to lift by yourself. Get someone to help, or use a lifting aid.
- Keep the object you're lifting as close to your body as possible.
- Don't twist your back as you lift. Instead, move your feet to turn.
- Always lift with your legs, not your back. Your leg muscles are stronger than any other muscles in your body.
- Push, rather than pull, a heavy load.
- Get a handle on it – objects with handles are easier to lift and cause less back strain.
- If you have to carry something any distance, balance your load, plan your route to avoid obstacles, keep a firm footing, and don't let your load obscure your vision.



# Lesson 2: BOX CUTTING

- REVIEW USE OF THE EASY CUT CUTTER

- WHY WE USE A CUT RESISTANT GLOVE?



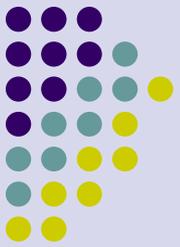
# Easy Cut Box Cutter - The Ambidextrous Cutter



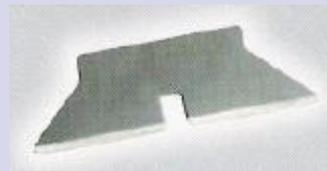
**The New Standard for Box Cutting Safety!**



# Easy Cut Box Cutter - Replacement Blades:



- The front of the cutting edges has been dulled to protect the user and the product inside the boxes.
- There is onboard storage for two blades within the Easy Cut Cutter; therefore, minimizing downtime for blade changes.



# HOW TO ACTIVATE THE BLADE



- *Blade Activation:* Squeezing the trigger on the Easy Cut Box Cutter will extend the blade. To begin the cut, squeeze the trigger just prior to engaging the box. After cutting begins, it is not necessary to continue to squeeze the trigger as the cutting itself keeps the blade engaged. *The blade will automatically retract into the cutter when the cut is complete.*

# HOW TO ACTIVATE THE BLADE



- *Blade depth setting:* There are three blade depth settings on the Easy Cut Box cutter. Setting (1) is for cutting single wall boxes.
- Setting (2) is for double wall boxes.
- Setting (3) is for all other cutting, including triple wall boxes used for appliance packaging.
- Setting (L) is for storing the blade inside the cutter

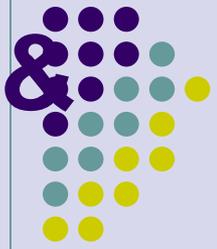
# Easy Cut Box Cutter - Edge Guides:



- Place your thumb on the raised curve to push the "Edge Guide" into its extended position. The Guide will easily retract into the cutter when not being used.
- The Edge Guide allows for both left and right handed users to cut the tops of boxes off in a uniform manner.



# Easy Cut Box Cutter - Holster & Lanyard:



**Your Cutter will always be there!**



**Never Drop your Cutter Again!**



# CUT RESISTANT GLOVE USE IS MANDATORY!



- GLOVE WILL BE ISSUED FREE OF CHARGE.
- GLOVE IS WASHABLE.
- GLOVE IS CUT RESISTANT NOT CUT PROOF.
- DOES NOT REPLACE SAFE BOX CUTTING TECHNIQUES.



## Lesson 2: Wrap-up

- You can be injured seriously with a box cutter.
- Almost every box cutting injury is caused by not adhering to basic box cutter safety precautions.
- Wearing the cut resistant gloves gives the employee added protection.

# Lesson 3: BASIS STOCKING PROCEDURES



- Review basic stocking procedures and guidelines.
- Focus on the safety in all stocking activities.
- Stress the importance of pricing accuracy.

# Lesson 3: STOCKING PROCEDURES



All stockers must use a safety box cutter. A cut resistant glove must be worn on the off hand while cutting boxes.

Insure when cutting cases open that the blade does not cut or damage any product. Turn the cutter blade at an angle and place hand inside box and pull outward to insure no damage to the product when face cutting case.

All can items should be tray cut and displayed. All other items should be top cut and/or face cut and displayed, with edges and ends neat and trimmed.

Stack cases or product out of cases neat and straight with fronts pulled to the edge of the shelf, and all labels facing out to customers in all cases.

Always check dates and properly rotate product to insure freshness, especially sugar, flour, cornmeal, cereal and any perishable products.

# Lesson 3: STOCKING PROCEDURES



Any product that is open or damaged, (cut, torn, crushed, dented, and molded) must be pulled from sale and written on the destroyed items form for inventory control and then disposed of properly.

Any case product that is missing items from the case must be written on the destroyed items list for inventory control.

If any stocker has a problem finding the pull tags, (being on the bottom, under many cases, not on the right side of the pallet) note the picker number and bring it to the manager's attention. The manager then needs to call the warehouse and let the warehouse manager know so this can be corrected.

Be aware of customers as you stock. Do not block the aisle. Keep pallets and stocking carts to one side of the aisle. This will allow room for customers to shop...

Stock smart, clean, face, and pull cardboard as you stock. Keep the area you are stocking clean and clutter free, and always clean up behind yourself.



# Lesson 3: Wrap-up

- Know the 10 basic rules about stocking.
- When doubt about how to stock a particular item or how to safely stock, ASK A MANAGER.
- Remember the importance of accurate pricing.
- Customer service is EVERYBODY'S JOB!



# Summary of Training

Stocking is an important job functions that must done safely, accurately and efficiently.

- BE SAFE WHEN LIFTING AND BOX CUTTING.
- BE ACCURATE- MAKE SURE THAT ALL ITEMS ARE PRICED CORRECTLY.
- CLEAN, STRAIGHTEN AND ORGANIZE YOUR WORK AREA AS YOU GO.
- WHEN IN DOUBT? ASK A MANAGER

# BASIC STOCKING TRAINING REVIEW



## REVIEW QUESTIONS

1. What is the safe lifting zone?
2. Describe a “buddy lift” and why it is used.
3. Why is it important to keep work area free of clutter, spills and debris?
4. Demonstrate how to lift a bag of groceries.

## REVIEW QUESTIONS

5. Why do we use a cut resistant glove?
6. Why is it important to change blades often?
7. How to face the product when put on the shelf?
8. Why is it important to check dates as you stock groceries?

# RELATED TRAINING AND RESOURCES



## VIDEO TRAINING DVDS

1. BOX CUTTING
2. ORIENTATION FOR NEW STORE ASSOCIATES

## SAFETY POWERPOINTS

1. BOX CUTTING
2. SAFE LIFTING
3. HOUSEKEEPING
4. PREVENTING SLIPS AND FALLS
5. BALER SAFETY
6. PALLET JACK AND WALKIE STACKER

# STOCK CLERK BASIC SAFETY TRAINING



ASSOCIATE NAME (PRINT) \_\_\_\_\_

STORE NAME \_\_\_\_\_ STORE NUMBER \_\_\_\_\_

ASSOCIATE SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

TRAINER'S SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

Attach this completed slide to the associate's Training & Development document in HR Actions.