

Merchandiser Safety



Guide to Hazard Awareness

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Introduction

At Jeffery's Greenhouses, safety is our top priority. We believe that a safe workplace is critical for the well-being of our employees and customers. This ebook provides a detailed overview of the identified hazards, safety practices, and control measures implemented to mitigate risks for all Employees.

The information contained in this ebook applies to all merchandisers employed in Home Depot Garden Centers.



Section 1: Shipping Racks

**START
HERE**



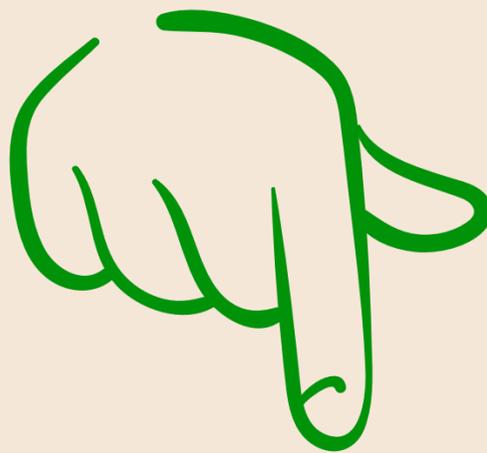
SAFETY FIRST



Safety starts
with you!

Rack Handling Video

*Read
more*



Rack Handling SOP

READ MORE



“Be hazard aware, take care”

Section 1: Shipping Racks

HAZARD

Fingers can get caught (pinched) between racks when parking racks in holding areas or moving racks in tight areas



CONTROL

Merchandisers are trained to maneuver racks in tight spaces by placing their hands inside the racks to avoid pinching and are required to wear work or garden gloves.



Section 1: Shipping Racks

HAZARD

Wheels of shipping rack can run over toes or strike ankle when moving rack



CONTROL

Merchandisers are trained to move racks in proper manner (steering them off to the side) so that feet or ankle does not get hit by wheel; Merchandisers must wear safety shoes.



Section 1: Shipping Racks

HAZARD

Tow bars can pose a tripping hazard if they are not stored in the upright position.



CONTROL

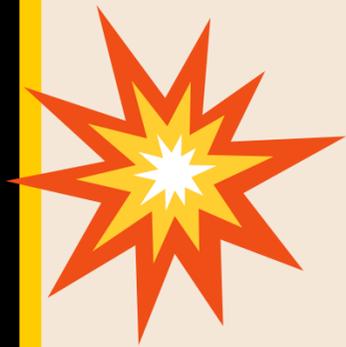
The tow bar of a rack must **ALWAYS** be kept in a upright position.



Section 1: Shipping Racks

HAZARD

Empty racks that are not securely stored in the designated pick-up area can roll away, posing a risk of injury to pedestrians or causing property damage, such as denting cars.



CONTROL

- Racks in bump-outs must be stored with tow bars in the upright position and secured against another rack to prevent the bars from falling and creating a tripping hazard.
- Tow bars are strictly for use in the greenhouses and must never be used in the Garden Centre for moving a train of empty or loaded racks.



Section 1: Shipping Racks

HAZARD



On windy days, the plywood shelves on shipping racks can blow upwards, creating a risk of injury if they strike someone in the face or body.



CONTROL

The upper wooden shelves should be stacked on the lower shelf before moving the empty racks. Jeffery's is in the process of replacing the old carts with new ones that have fixed mesh wire shelves. However, during peak times, all available equipment is in use.



Section 1: Shipping Racks

HAZARD

Sloped, bumpy, or uneven ground can make it difficult to move shipping racks, whether loaded or unloaded, as the racks become more prone to tipping or rolling away from the handler.



CONTROL

- The handler must survey the area for any sloped, bumpy, or uneven ground before moving the shipping racks to select the best route and, if necessary, use two people to move the rack.
- Merchandisers should never attempt to stop a tipping shipping rack, as they could be injured by the weight of the rack.



Section 1: Shipping Racks

HAZARD

Moving racks without care could bump into people or objects

CONTROL

- Be aware of customers and traffic when moving a rack.
- Only move one rack at a time.
- When moving a rack do stand to the side so line of sight is maintained.
- Always keep control of the rack.



Section 1: Shipping Racks

HAZARD

Empty trays
on rack could
blow or
bounce off.

CONTROL

Secure Empty Trays
on racks with weight
(like a brick or rock)

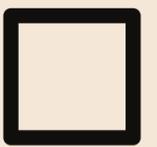


HAZARD

Cracks in the pavement may cause trips, falls, or collisions with heavy racks, potentially injuring both merchandisers and customers if left unattended.

CONTROL

- Merchandisers are encouraged to report any unsafe conditions to their supervisor and ASM immediately.
- They should also use the garden inspection form on their supervisor's phone to assess and report any potential hazards at the start of each season.



HAZARD

Hazards on the floor, such as water, flower petals, or shrink wrap from shipping racks, can lead to slips and trips.

CONTROL

- Garden center pathways must be kept clear of petals, plant material from culling, shrink wrap from shipping racks, and water puddles.
- Be familiar with the location of brooms and squeegees for cleaning the pathways and dispose of any culled plant material or shrink



HAZARD

Hanging basket rails may be positioned too high, making it difficult for merchandisers to hang baskets and potentially causing shoulder strain or stretching.

CONTROL

Yellow step ladders should be used to hang baskets or reach the top shelf of a shipping rack. **NEVER STAND ON DISPLAY SHELVING, SHIPPING RACKS OR STEP STOOLS.**



HAZARD

Plastic trays holding potted plants have sharp edges that can cut fingers when handling them, such as during unloading or placing them on benches in the garden center.

CONTROL

Gardening gloves should be worn when handling trays to prevent cuts from sharp plastic edges, or trays should be carried from the bottom.



Section 2: Outdoor Garden Centers

HAZARD

Larger planters can be too heavy to lift from the racks and place in the garden center, leading to potential back strain. Similarly, unloading flats from lower shelves of racks can result in lower back injuries.

CONTROL

Use proper lifting and bending techniques (as covered in training orientation) when unloading floral products from the racks. For larger or heavier planters, request assistance from other employees (such as Jeffery's or Home Depot associates).



HAZARD

Sharp objects such as scissors and knives could cause injury if picked up by a customer.

CONTROL

Always maintain control of OR securely store when not in use any scissors or knives so they are not able to be picked up by a customer.



Section 2: Outdoor Garden Centers

HAZARD

Working outside in the garden centre during heat waves (high temperatures or humidex) can result in heat exhaustion/stroke. Exposure to sunlight increases risk of sunburn on skin (skin cancer) and damage to eyes (cataracts).

CONTROL

Merchandisers are trained to recognize the signs of heat stress and take the necessary precautions to prevent it. It is recommended to use sunscreen, wear sunglasses or a sun visor, and dress in lightweight clothing that provides sun protection when working outdoors.





HAZARD

Plant debris and tips of Draceana/Cordyline plants could cause eye injury

CONTROL

Merchandisers are encouraged to wear sunglasses to protect from plant debris in addition to sun protection.



HAZARD

Watering Hoses could create a trip hazard for merchandisers, associates and guests.

CONTROL

Always put away watering hoses when not in use.

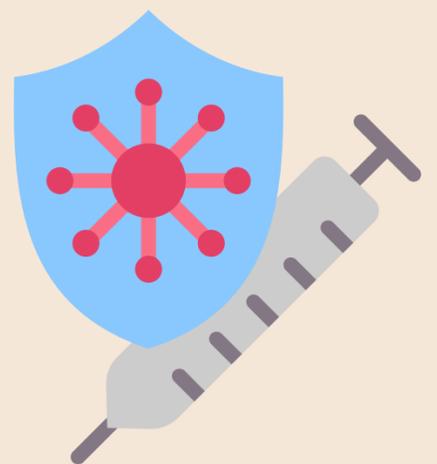


HAZARD

Plastic trays can have sharp edges causing injury to hands.

CONTROL

- Gloves should be worn when condensing trays
- Ensure tetanus booster shot is up to date.



HAZARD

When watering indoor potted plants, like Easter or Christmas plants, water may spill onto the floor, creating a slip hazard. Furthermore, fallen petals, leaves, and remnants of shrink wrap from shipping racks or plant sleeves can accumulate on the floor, increasing the risk of tripping.

CONTROL

If you need help cleaning up a spill, please notify a Home Depot associate. Otherwise, make sure to clean up water spills immediately. Dispose of any shrink wrap and discarded plant material in the trash right away. Do not leave debris in walkways.



HAZARD

During Extreme wind storms the loaded overflow cart racks may be blown across the parking lot and can cause potential damage to cars, people and property.

CONTROL

All merchandisers are instructed to tightly group the overflow shipping racks and block each wheel with bricks, especially during extreme weather or high winds, to prevent the racks from being blown into customer vehicles or causing injury.



HAZARD

Merchandisers or customers can injure themselves by trying to remove 10"/11" hanging baskets from the Front Apron Shade Tent as they may have to over extend themselves.

CONTROL

During training, supervisors and merchandisers should collaborate to determine the best layout plan based on whether the store has flat benches or 3-tier benches with matching hanging basket bars. When hanging baskets, assess the store's layout and avoid placing them in areas that are too high or difficult to reach for either customers or merchandisers, to prevent injury or overexertion (while keeping ease of shopping in mind). Use a step ladder if necessary.

Section 5: Outdoor Storage

HAZARD

Untrained seasonal staff at Home Depot handling shipping racks, increasing the risk of accidents due to a lack of awareness and attentiveness to the hazards associated with the equipment.

CONTROL

Supervisors must review proper shipping rack handling and storage with seasonal staff and ASMs before the season starts, emphasizing that tow bars should remain upright in storage and never be used to pull carts in a train.



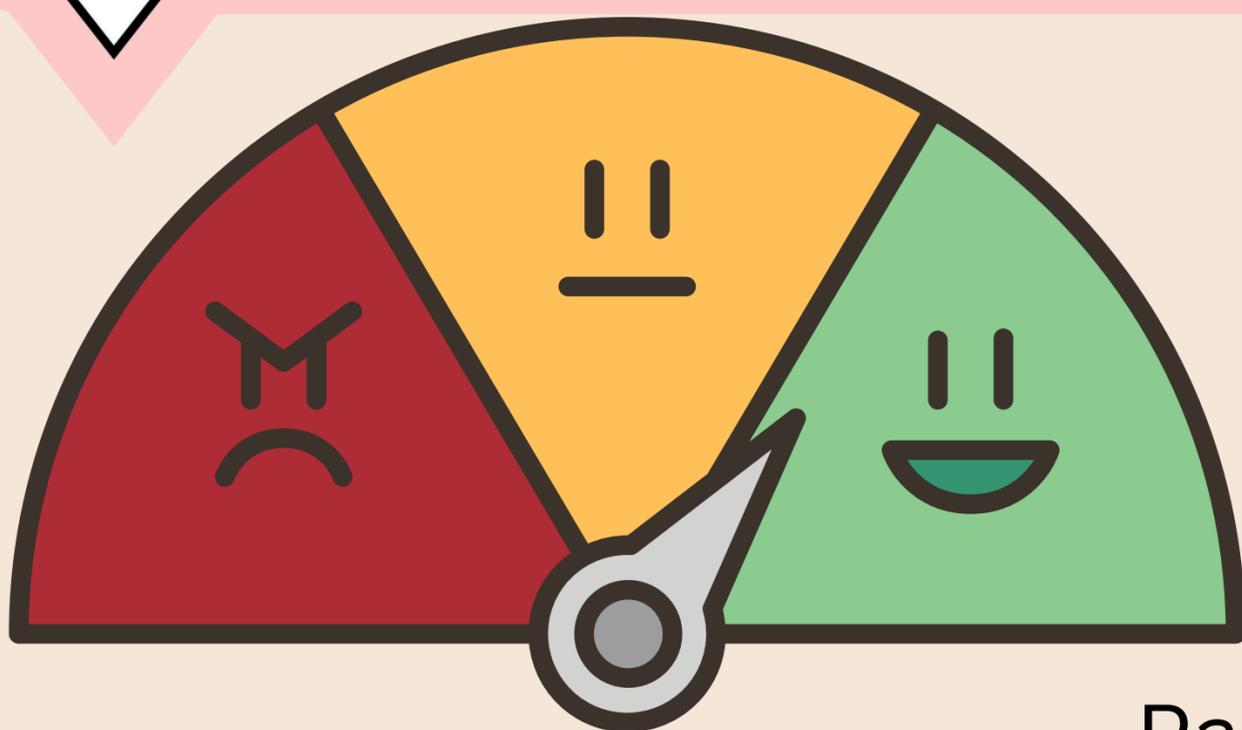
Section 6: Customer Service

HAZARD

Customers or employees of the Garden Centre may harass merchandisers.

CONTROL

Merchandisers are trained in Jeffery's Violence and Harrassment policy A-8 and should report harassment to their immediate supervisor.



Section 7: Driving Between Locations

HAZARD

Driving in heavy traffic or poor weather conditions can result in accidents.

CONTROL

Any merchandiser who is asked to drive between stores, must first complete the Jeffery's Policy D-24 Driving Application, including proof of a valid driver's license and insurance, as well as a signed commitment to maintain their vehicle. Trips and deliveries should be rescheduled during inclement weather.



Section 7: Driving Between Locations

HAZARD

Texting or using the phone while driving is a distraction that increases the risk of accidents.

CONTROL

Merchandisers are reminded of the cell phone policy as found in the Employee handbook and may not make outgoing calls while driving and can only answer when they can safely do so. Texting while driving is strictly prohibited.



REMEMBER!

It's important to follow through and fix or report ALL hazards including the “little things.” Little things do matter, especially when someone could get hurt because of that “little thing.”

If everyone took the time to pay attention to all of the potential hazards around us and then fix or report them, we could prevent some of these workplace injuries – even some of the more serious ones.

If you are walking near one of those “little things” or even a serious safety hazard, ask yourself, *“Would I want someone else to report this if I knew that I might be injured because of it?”*

If the answer is yes, then take the time to report it!



REMEMBER!

As you begin work, ask yourself:

- Do I have the right tools/equipment for the job?
- Have I inspected my tools/equipment to make sure they are in good repair or am I trying to get by?
- Is the work laid out to provide safe completion of the job?
- Are the materials I am using safe, and do I need additional personal protective equipment such as safety glasses, gloves, hard hat, respirator, etc.?
- Is there a safer way to accomplish the task?
- Are all necessary equipment guards in place?



REMEMBER!

Hazards are present on every jobsite. They include falls, flying debris, lacerations, electrical, confined spaces, noise, use of tools, fire, illumination, scaffolds, ladders, aerial lifts, defective equipment, material handling and storage and housekeeping. It is the right and responsibility of every employee to work in a hazard free environment. Take a few seconds before beginning your task to look for hazards created by the work you are about to perform, evaluate the current weather conditions, and consider the workers, equipment and machinery around you.

**It's better to lose one
minute in life...than to lose
life in a minute!!**

Thank
you

Don't forget

• Be •

SATF