



MEMORANDUM

To: Suppliers

CC:

From:

Date:

Subject: Introduction of Standard for Managing Heavy & Bulky Products

1. Overview of Coles goals and Safety RIGHT NOW program

Safety is one of Coles four company-wide initiatives designed to ensure we fulfil our vision to be Australia's number one retailer in all our brands.

The Group is committed to a safety strategy demonstrating personal accountability and commitment to *Safety RIGHT NOW*.

The essence of *Safety RIGHT NOW* is: everyone, everyday

- Caring for each other and our visitors
- Training and empowering each other to work safely
- Working together to prevent accidents
- All being accountable

The safety focus and structure demonstrates our commitment to taking care of each other, our customers and our visitors in every location, everyday.

2. Safety and Merchandise

Merchandise is a fundamental part of Coles business, and ensuring that safety is integrated into the purchasing process is integral to improving Coles safety performance.

In particular, the manual handling of heavy and bulky merchandise has been identified as a high risk activity. We have taken steps towards reducing this risk by introducing a **Standard for Managing Heavy & Bulky Products (the 'Standard')**.

The Standard outlines the process to be followed prior to the introduction or upon the review of heavy and bulky merchandise across all Coles businesses.

Definitions:

- **Heavy products** are individual items weighing 16kgs or more
- **Bulky products** are 0.13 cubic metres or greater in size, approximating measurements of 0.5m x 0.5m x 0.5m.

The Standard outlines minimum controls for managing products which have been reduced to their least risky size and bulk, and which cannot be economically reduced to smaller units.

The Standard applies to packages and outer cartons moved as individual units or on shelf ready packaging. The Standard does not apply to items moved on pallets or via other modes of bulk transportation.

The requirements within the Standard have been designed in accordance with the weight or size classification of the product.

3. How does the Standard affect suppliers?

Over the next 12 months, merchandise representatives will be working with suppliers to implement controls for new products being introduced to Coles businesses. The controls that will affect suppliers include labelling and packaging requirements outlined in Table 1 and Table 2 below.

Table 1: Labelling requirements

LABELLING		SIZE & WEIGHT CATEGORIES (KGS)					
		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: EXTREMELY HEAVY weight icon must be included and visible on the product packaging when item is stored and merchandised.						✓
7	Size and weight icon marking must be placed on at least two opposing sides of the package, with one of the icons 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 		✓		✓	✓	✓

Table 2: Packaging requirements

PACKAGING		SIZE & WEIGHT CATEGORIES (KGS)					
		All	Bulky	10-16	17-35	36-50	51+
9	Packaging should be made from materials which 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 contained product movement.	✓					
14	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 (eg. 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. 	✓					
15	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. 	✓					
16	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. 						✓

4. Coles Size and Weight Icons Specifications

There are new specifications for size and weight icons. The weight classification, text and icons are displayed in the table below -

Table 3: Specifications for size and weight icons

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

Where can I see the Coles specifications?

These specifications can be found within the Heavy and Bulky category in the 'Size and Weight Icon Specifications' document located on the Coles electronic trading website <http://et.colesgroup.com.au/>

Who supplies the weight icons?

Coles has sourced 2 suppliers for the weight icons (the use of these suppliers is not mandatory). Supplier details outlined below -

Icon Ordering: Pre printed size and weight icons can be ordered from:
Roda Graphics, Melbourne – Ph 03 94312043, Fax: 03 9439 6964 (contact Brad Quilliam)
 Address: 13B Brougham St. Eltham Vic.
Kung Wo Brand Co., Hong Kong -
 Ph: 2785 0011, Fax: 2785 3840
 Email address:
ada@kungwo.com.hk
 Address: 777 Yu Chan West St
 2nd floor, Block A, Wing Hong Factory Bldg. Kowloon. HK

NOTE: There **is no minimum quantity** per order. If ordering less than 1000pcs, from HK, suppliers must pick up orders from HK printer. Freight charges will be at supplier cost for delivery outside of HK.

If you wish to print the size and weight icons directly onto the outer shipping cartons or product packaging, please refer to the Coles electronic trading website.

4. What action is required?

From January 2005, suppliers are requested to implement the new requirements prior to the provision of heavy and bulky merchandise.

5. Where can I get more help?

Visit the Coles electronic trading website <http://et.colesgroup.com.au/> or contact your brand merchandise representative.