

# Woolworths Online - Buddy Trainer Checklist



CSA Full Name	ID #
Puneet	2016320
Training Session Number	Shift Date and Time
Training Session 1	15 /05 /2024 05 :55
CSA Email	
Puneetinaustralia@gmail.com	

Buddy Trainer Name	ID #
Bhupinder Singh	2015186
Buddy Trainer Email	
singhbhupinder3678@gmail.com	

Contractor Company Name
Super Singhz Transport Pty Ltd
Contractor Email
supersinghz.qld@gmail.com

Responsible Linfox Manager
Tiana
Store
Rochedale cfc

Minimum 4 complete Buddy Shifts are required to determine competence. Trainer judgement is required to determine if additional Shifts are to be completed.

# Woolworths Online - Buddy Trainer Checklist



Area of Training: Arrival for Shift	Additional Information	Comments				
Reporting – 26 minutes prior to loading time to facilitate preparation for loading.	Or as otherwise directed by Contractor Manager					
Appropriate attire – Linfox hi-visibility shirt, jumper, and rain jacket. Reflective strips (either on worn clothing type or alternatively on a vest over top). Blue shorts or pants and appropriate shoes (good grip in wet, ankle support).	Attire as listed MUST be worn for any Buddy Shift.					
Required equipment – Driver's license, mobile phone, water.						
Log on to Woolies Go APP– review shift information and select on route on Woolies GO device	Full Driver ID Number					
Log on to SWIFT APP. Click here>> <a href="#">SWIFT User Guides and Videos</a> / <a href="#">SWIFT APP 'How To' Video</a>	Last four digits of Driver ID					
Show CSA Toilet APP.						
Explain the importance of 3 Points of Contact and mandatory use of rear step before proceeding.						
Hazard Reporting Process: Identification, raise and try to address locally, report via JotForm Hazard Report, never proceed if unsafe – call the Linfox Supervisor.	<a href="#">Report - Drivers Report - Hazard / Near Miss (jotform.co)</a>					
Pre-start Check - Open vehicle and complete Fit for duty/Pre-Start Check, including defect reporting, where fault is identified. N.B – Do not open Electric Vehicle.	<a href="#">Click here&gt;&gt; Pre-start check Videos</a>					
Vehicle controls, function and operation (including all safety features such as reverse cameras)		<table border="1" data-bbox="1624 2101 2109 2246"> <tr> <th data-bbox="1624 2101 1886 2164">Competent</th> <th data-bbox="1886 2101 2109 2164">Training Required</th> </tr> <tr> <td data-bbox="1624 2164 1886 2246"><input checked="" type="checkbox"/></td> <td data-bbox="1886 2164 2109 2246"></td> </tr> </table>	Competent	Training Required	<input checked="" type="checkbox"/>	
Competent	Training Required					
<input checked="" type="checkbox"/>						

# Woolworths Online - Buddy Trainer Checklist



Area of Training: Prepare for loading	Additional Information	Comments				
<p>Pre-cool vehicle. (5° for the chilled zone &amp; -18° for the freezer zone). If not cooling, report issue to supervisor before heading to store. (0 – 5 degrees and -15 to -18 degrees acceptable ranges)</p>	<p><a href="#">Click here&gt;&gt; Pre-cooling and Temperature Control Requirements Mini Course</a></p>					
<p>Explain store temperature checking process to ensure adherence to Cold Chain Compliance</p>	<p>Only open immediately before testing commences.</p>					
<p>Explain refrigeration and freezer operation and readings</p>	<p>Note: Trucks may have natural thermal variance of +- 3C from base setting, meaning even under ideal circumstances, temp may be outside the recorded "acceptable" range. Where unsure, liaise with the Store Loading Team &amp; Linfox Supervisor.</p>					
<p>Ensure sufficient empty bags are onboard should they be required to crate to bench/DA. (Crates to bench on hold. Explain process)</p>	<p><b>Crate to Bench for Business Customer's only (effective 20 April 2022)</b> Explain process. <a href="#">Click here for toolbox &gt;&gt; qr.io/r/k9KfOt</a></p>	<table border="1" data-bbox="1631 1646 2115 1791"> <tr> <th data-bbox="1631 1646 1892 1709">Competent</th> <th data-bbox="1892 1646 2115 1709">Training Required</th> </tr> <tr> <td data-bbox="1631 1709 1892 1791"><input checked="" type="checkbox"/></td> <td data-bbox="1892 1709 2115 1791"></td> </tr> </table>	Competent	Training Required	<input checked="" type="checkbox"/>	
Competent	Training Required					
<input checked="" type="checkbox"/>						

Area of Training: Load Vehicle	Additional Information	Comments
<p>Park and secure vehicle in waiting area, if applicable. Always follow the Traffic Management Plan.</p>		
<p>Reverse vehicle onto dock. CSA ensures path is clear, checks for hazards before proceeding. (Raise JotForm hazard report for any safety risks)</p>	<p>Raise JotForm hazard report for missing or damaged dock rubbers.</p>	
<p>Loading totes:</p> <ul style="list-style-type: none"> <li>• Confirm # of totes (Ambient, Chilled, Security and Frozen) against run sheet and device</li> <li>• Apply load management considerations (heavy on the bottom, even distribution of load, last drop to front).</li> <li>• Explain rules for condensing totes Explain process in the event of variance from APP/Runsheet (totes missing/extra)</li> </ul>		

# Woolworths Online - Buddy Trainer Checklist



Area of Training: Load Vehicle	Additional Information	Comments
Explain Diminishing Loads – how to restrain in accordance with SWP Load Restraint Methods		
Sign off and return Check Sheet on completion of loading to back dock staff member		
Competent	Training Required	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Area of Training: Departure from Store	Additional Information	Comments
Identify first delivery address using the device and input into GPS.		
Plan 5 hr. rest break prior to departure. Remind of Linfox work/rest requirements.	Raise Hazard Reports for time pressures, unachievable drop timings	
Explain schedules are a guide only; rules for when a delivery is scheduled early		
Process for locating difficult addresses. Process walkthrough.	As soon as safe and practicable via phone to LFX	
Process for reporting incidents (Injury, MVI, Near Miss) <u>Report - Drivers Report - Hazard / Near Miss (jotform.co)</u>		
PM re-route/Same Day Orders – explain process	QLD/SA/NT/WA: Process <a href="http://qr.io/r/Ev6Jkp">qr.io/r/Ev6Jkp</a>	
Competent	Training Required	
<input checked="" type="checkbox"/>		

Area of Training: Apply defensive driving techniques	Additional Information	Comments
Defensive driving behaviors: Plan, Detect, Position and Communicate.		
Follow the senses of Feel, Observe, Listen, Smell (as referenced in online package).		
Causes of Motor Vehicle Incidents (and how to avoid/mitigate).		
Importance of Driver attitude (positive well considered attitude).		
Knowing your vehicle (Length, Height, how it turns, how it handles).		
Low risk driving technique.	Click here>> <a href="#">Correct Driving Behaviour Mini Course</a>	

# Woolworths Online - Buddy Trainer Checklist



Hitting Stationary Object avoidance: know the height and length of your vehicle. G.O.A.L.		
Route considerations – checking road closures, flooding, other potential road hazards.	Click here Mandatory Course >> <a href="#">Bogging Mini Course</a>	
Adverse conditions – including escalation steps and hazard reporting process.		
Avoid becoming bogged. Do not leave sealed roads to park or turn around		
		Competent      Training Required <input checked="" type="checkbox"/> <input type="checkbox"/>

Area of Training: Arrival at Delivery Address	Additional Information	Comments
Assess parking location.	Early delivery up to 15 mins prior is accepted without call to Customer Hub Team (CHT)	
<i>Talk through mitigation strategies where no safe and/or legal parking is found – next steps.</i>  Click here>> <a href="#">Secure Parking of the Vehicle and Safety at the Delivery Point Mini Course</a>		
Explain schedules are a guide only; rules for when a delivery is scheduled early		
Park and secure vehicle – park brake on, wheels to curb, mirror folded in, vehicle locked.		
Confirmation checks - delivery window, house number, special instructions before knocking or ringing the bell, dog/s on premises.		
Hazard Awareness Overview – Discuss and look for common and uncommon hazards: pets, slippery surfaces, stairs, uneven ground, mud, building integrity, vegetation, low trees etc.	<a href="#">Report - Drivers Report - Hazard / Near Miss (jotform.co)</a>	
<b>Dog Awareness Knowledge</b> – If you see unrestrained dog DO NOT ENTER; Be alert for signs of dogs, politely ask customer to restrain dog/s where applicable, do not attempt to pat or interact with any dog. If a threatening dog is identified, back away and do not attempt delivery – contact customer or customer hub and Linfox Supervisor for further instruction. Raise a hazard report,		
Take the delivery to the door (appropriate use of trolley and safe manual handling techniques).	Click here>> <a href="#">Dog Bite Awareness Mini Course</a>	
Any gates that are entered, they are closed before proceeding.		Competent      Training Required <input checked="" type="checkbox"/> <input type="checkbox"/>

# Woolworths Online - Buddy Trainer Checklist



Area of Training: Customer Service HUB	Additional Information	Comments
Enquiry.	Early delivery up to 15 mins prior is accepted without call to Customer Hub Team (CHT)	
Customer not home? Issues finding or at customer premises?  Step 1 Try to call the customer on the woollies go app , if successful proceed with the customers instructions where safe to do so  Step 2 If unable to contact the customer call the customer hub for advice or a DA to return to store		
Late deliveries / early deliveries.	Delay from store, breakdowns	
Incorrect address.		
Obtain a DA.		
Record delays in contacting Customer Service Hub.		
Damaged items process.		
Missing item		
Competent	Training Required	
<input checked="" type="checkbox"/>		

Area of Training: Greet the customer	Additional Information	Comments
Greet customer appropriately.		
Personalising the experience for New and Repeat Customers: <i>New Customer – Welcome to Woolworths Online</i> <i>Repeat Customer – Thank you for choosing Woolworths Online again.</i>	Click here>> <a href="#">Customer Service Mini Course</a>	
NOT using mobile phone at any time during conduct of delivery.		
Confirm where the customer would like the goods.	Direct calling, leave unattended / COVIDSafe Procedures.	
Observe placement of goods.		
Competent	Training Required	
<input checked="" type="checkbox"/>		

# Woolworths Online - Buddy Trainer Checklist



Area of Training:	Additional Information	Comments
Unpacking Totes		
Safe manual handling techniques, such as lighter loads, tote held close to body.		
Firm 3 Points of Contact		
Identification of damaged/leaking items to customer.		
Crate to bench and bags to bench. Awareness of potential dogs and how to mitigate.		
Identification of chiller/frozen items.		
Confirm receipt & quantity of security items with customer & obtain signature.		
Explain to customer contact with Customer Service Hub.		
Gain customer signature on device (or run sheet if necessary).		
Enquire if customer has any plastic bags to return.		
Competent	Training Required	
<input checked="" type="checkbox"/>		

Area of Training:	Additional Information	Comments
ID25		
Delivery of security items – including assessment of age and suitable identification check.	Not all security items require ID25 age checks, some just require attended delivery. Unlike ID25 items (alcohol, tobacco, large knives etc) these items when ordered still allow customers to select leave at door options which are not applicable to security item deliveries timings	
<a href="#">Click here&gt;&gt; ID 25 mini course</a>		
Competent	Training Required	
<input checked="" type="checkbox"/>		

# Woolworths Online - Buddy Trainer Checklist



Area of Training: Completing the delivery	Additional Information	Comments				
Ensure the customer signs the device or run sheet. <i>***Signatures suspended at time of training***</i>						
Make small farewell comment, thanking the customer for shopping Woolworths Online.						
Self-isolation requirements / adherence to current state government guidelines						
Conflict Management – discuss awareness and potential professional steps to satisfactorily resolve an incident, including when to make a polite exit		<table border="1" data-bbox="1607 903 2120 1074"> <tr> <th data-bbox="1607 903 1874 1004">Competent</th><th data-bbox="1874 903 2120 1004">Training Required</th></tr> <tr> <td data-bbox="1607 1004 1874 1074"><input checked="" type="checkbox"/></td><td data-bbox="1874 1004 2120 1074"></td></tr> </table>	Competent	Training Required	<input checked="" type="checkbox"/>	
Competent	Training Required					
<input checked="" type="checkbox"/>						

Area of Training: Reloading Totes	Additional Information	Comments				
Reload totes ensuring good manual handling techniques. Load must be prepared for next delivery whilst applying load management considerations.						
Reload and secure trolley.		<table border="1" data-bbox="1607 1497 2120 1636"> <tr> <th data-bbox="1607 1497 1874 1598">Competent</th><th data-bbox="1874 1497 2120 1598">Training Required</th></tr> <tr> <td data-bbox="1607 1598 1874 1636"><input checked="" type="checkbox"/></td><td data-bbox="1874 1598 2120 1636"></td></tr> </table>	Competent	Training Required	<input checked="" type="checkbox"/>	
Competent	Training Required					
<input checked="" type="checkbox"/>						

Area of Training: Throughout the shift	Additional Information	Comments				
Confirm temperature – Chilled zone & Freezer zone (multiple times throughout the shift).						
Vehicle and Personal Safety & Security – ensure all doors are closed and locked, keys in possession on the person always.						
Review run sheet to assess progress to schedule (OTD).						
Check battery level of device.						
Firm Three points of contact when entering/exiting the vehicle.						
Hazard identification – How to report via JotForm, the importance of reporting and what to look for.						
Hazard resolution – Encourage local resolution with Store/DOS Team Members professionally. Most hazards can be resolved with one conversation explaining the hazard faced and why it needs to be resolved.						
Incident Reporting Process – All incidents must be reported via phone to the Linfox Supervisor when safe and practicable to do so, and to the contractor.		<table border="1" data-bbox="1607 2752 2120 2948"> <tr> <th data-bbox="1607 2752 1874 2821">Competent</th><th data-bbox="1874 2752 2120 2821">Training Required</th></tr> <tr> <td data-bbox="1607 2821 1874 2891"><input checked="" type="checkbox"/></td><td data-bbox="1874 2821 2120 2891"></td></tr> </table>	Competent	Training Required	<input checked="" type="checkbox"/>	
Competent	Training Required					
<input checked="" type="checkbox"/>						

# Woolworths Online - Buddy Trainer Checklist



Area of Training: Return to Store	Additional Information	Comments				
Return undelivered orders, return empty bags.						
Return completed run sheet and record time and name of receiver.						
Log off device.						
Compilation and submission of timesheets. Adequate amount of detail regarding tasks/delays etc.						
Return totes to correct designated location. CSA safely completes the task using correct firm 3 points of contact exiting and entering the vehicle cabin and rear pan.						
Confirm receipt & quantity of security items with customer & obtain signature.						
Refueling process – Including correct fuel types, refueling locations, safety considerations.						
Clean the vehicle, remove rubbish, check safety equipment for next CSA. Including advice on nearest manual wash centre, requirement to clean pan in event of a spill, sweep of pan to clear debris at end of run.		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="text-align: center; padding: 2px;">Competent</th> <th style="text-align: center; padding: 2px;">Training Required</th> </tr> <tr> <td style="text-align: center; padding: 2px;"><input checked="" type="checkbox"/></td> <td style="text-align: center; padding: 2px;"></td> </tr> </table>	Competent	Training Required	<input checked="" type="checkbox"/>	
Competent	Training Required					
<input checked="" type="checkbox"/>						

Area of Training: Secure vehicle	Additional Information	Comments				
Park and secure vehicle for next shift. Ensure it is parked in the correct location, valuables removed, any hazards or concerns raised.						
		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="text-align: center; padding: 2px;">Competent</th> <th style="text-align: center; padding: 2px;">Training Required</th> </tr> <tr> <td style="text-align: center; padding: 2px;"><input checked="" type="checkbox"/></td> <td style="text-align: center; padding: 2px;"></td> </tr> </table>	Competent	Training Required	<input checked="" type="checkbox"/>	
Competent	Training Required					
<input checked="" type="checkbox"/>						

**Buddy Trainers Declaration:** I declare that the required training identified above has been completed and all requirements and responsibilities are understood.

Buddy Trainers Name	Bhupinder Singh	Buddy Trainers Signature		Date:	15 /05 /24
---------------------	-----------------	--------------------------	---	-------	------------

**Trainee Declaration:** I declare that I have completed the required training detailed above and that all requirements and responsibilities are understood as trained.

CSA Full Name	Puneet	CSA Signature		Date:	15 /05 /24
---------------	--------	---------------	---	-------	------------

**Buddy Trainer Additional Feedback:**