

# Entry Permit Holder Report

SafeWork SA

Application ID 22654380

Entry Permit Holder	
Full Name:	Joseph Laurence Snelling
Permit Number:	ET-24-01866
Union Represented:	SDA
Worksite Entered	
Business Name:	Lovisa Marion Upstairs
Industry:	Retail Trade
Address:	Westfield Marion, Diagonal Road, Oaklands Park SA 5046
Date workplace entered:	03/12/2025

I Joseph Laurence Snelling am of the opinion that the PCBU has contravened the WHS legislation relating to:

	Suspected Contravention	More information	Was the contravention rectified?
PCBU Alleged Contravention 1	Not maintaining a safe work environment	Heat stress continues to be an issue at this site. Site is small, has a significant number of lights that emit heat and little ventilation. PCBU provided fan as control but only useful when standing directly in front of the fan which cannot be done with service demands. Heat is worse on the left side of the store away from the fan. Workers report customer complaints daily. Heat issues were reported internally. However, the only system to report hazards is through the maintenance ticket system and PCBU	No

		has requested that workers stop putting in tickets on this issue. Workers report excessive sweating, feeling faint, nausea and heat exacerbated skin conditions. Workers reported the requirement to leave work early and were aware of a colleague fainting due to heat stress while conducting training in the store outside trading hours, centre AC is only on during trading hours.	
PCBU Alleged Contravention 2	Not maintaining safe systems of work	While on site discussing fainting incidents, workers raised concerns about conducting piercings without appropriate training. Workers report that this task is stressful and causes anxiety. Workers report they are instructed not to turn away customers even when they do not feel comfortable performing the task. Reported issues with piercings including faulty cartridges which result in blood spills and examples of customers fainting. Workers feel anxious about the management of these situations with minimal training for the task, response in emergency situations or lack of knowledge of first aid. The PCBU sets KPIs for the number of piercings administered which increases stress.	No