

Information Sheet 4

GENERAL RETAIL PREMISES

SAFETY IN GENERAL RETAIL PREMISES

The following details highlight some of the hazards that may exist in your premises. They are by no means exhaustive and will vary depending on your own particular business. As a starting point use the blank sheet provided in this pack and carry out your own simple risk assessment.

Main Types of Hazard	Managing the Risk
Storage	
Incorrectly stacked goods may fall injuring staff below and overloading shelves/racks may lead to collapse.	<ul style="list-style-type: none">· Racking should be capable of supporting intended loads and be properly fixed (e.g. bolted to the floor).· Goods should be properly stacked with heaviest items at the bottom.
Persons climbing on racking to retrieve goods may fall and injure themselves.	<ul style="list-style-type: none">· Provide proper safety ladders and training on their use.
Manual Handling	
Lifting and moving stock may cause back injury or muscular strain.	<ul style="list-style-type: none">· Avoid lifting items which are too heavy – use trolleys, lifts or other devices where possible.· Train staff in proper lifting techniques.
Machinery and Equipment	
Persons working at compactors can become trapped and crushed.	<ul style="list-style-type: none">· Ensure machinery is regularly checked, all safety devices are working and that staff are trained to use it properly.
Faulty shopping trolleys can cause collisions or muscular strains, and selection of the wrong trolley may lead to over-turning injuring users or others.	<ul style="list-style-type: none">· Regularly inspect trolleys and take damaged trolleys out of use.· Where necessary provide user advice on proper trolley selection.
Hazardous Substances	
Some items of stock and chemicals used for cleaning, can be harmful.	<ul style="list-style-type: none">· Store all hazardous chemicals in original containers.· Provide staff with training, gloves etc. to enable cleaning chemicals to be used safely.
Fire	
Obstructed exit routes, for example by stock and/or accumulations of packaging, can prevent escape and provide fuel for fires.	<ul style="list-style-type: none">· Keep all escape routes and fire exits clear, and make regular checks to ensure this is the case.· Clear rubbish regularly.

Information Sheet 4

GENERAL RETAIL PREMISES

Slips, Trips and Falls

Uneven, slippery or obstructed floor surfaces and trailing cables may lead to accidents and injury

- Keep passageways, delivery areas and stairs clear.
- Clear up spillages immediately and display warnings of wet surfaces.
- Fasten cables securely to the floor or re-route overhead if possible.

General Access/Egress

Glass doors, particularly automatic doors can trap or injure customers.

- Mark or highlight glass door surfaces and post warnings if doors revolve or are automatic.

Badly designed and maintained car park surfaces may cause trolleys to overturn or run out of control.

- Regularly check car park and pavement surfaces and provide ramps and crossing points where possible.

Violence to Staff

Robbery of goods or cash may place staff at risk of violence.

- Consider the use of C.C.T.V., panic alarms and other security measures.