

# Shop risk assessment

Shop name: BADCE

Date of assessment: 26 September 2013

What are the hazards?	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to manage this risk?	Action by who?	Action by when?	Done
<b>Slips and trips</b>	Staff and customers may be injured if they trip over objects. In addition, they may be injured if they slip on spillages.	<ul style="list-style-type: none"> <li>General good housekeeping is carried out.</li> <li>Changes in flooring level, such as steps, slopes or ramps are in good condition, and where it will help, highlighted.</li> <li>Manager ensures staff know not to leave boxes of stock in aisles unattended and ensures that staff keep work areas and walkways clear.</li> <li>Staff mop up or report spillages.</li> <li>Ensure rain water is not walked into shop with matting</li> </ul>				
<b>Handling and moving stock</b>	Staff risk injuries or back pain from handling heavy/bulky objects, eg deliveries of stock.	<ul style="list-style-type: none"> <li>Staff are aware/trained on how to split heavy loads and make them easier to handle.</li> <li>Heavy items are stored/accessible at the appropriate height.</li> <li>Procedures are in place for safe deliveries and collections.</li> </ul>				
<b>Working at height</b>	Falls from any height can cause bruising and fractures.	<ul style="list-style-type: none"> <li>An appropriately maintained stable ladder or other suitable device is available for staff to carry out activities such as stacking stock on high shelves.</li> <li>Staff are shown how to use a stable ladder/ other suitable device safely eg not to overreach, not to work on uneven floors.</li> </ul>				
<b>Health of workers in the shop environment</b>	All staff could be affected by factors such as: <ul style="list-style-type: none"> <li>working conditions, eg hot/cold working temperatures, lack of welfare facilities or cramped conditions; or</li> <li>lack of job control, eg no control over timing of breaks, high volumes of customers during busy periods.</li> </ul>	<ul style="list-style-type: none"> <li>Staff concerns regarding working conditions are addressed and appropriate action is taken.</li> <li>Staff have management help to understand what their duties and responsibilities are.</li> <li>Staff can speak confidentially to a supervisor or manager if they are feeling unwell or ill at ease because of work.</li> </ul>				

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What are the hazards?	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to manage this risk?	Action by who?	Action by when?	Done
<b>Threat of robbery and violence</b>	Staff may suffer stress and/or injury from assaults, threats and abuse from members of the public.	<ul style="list-style-type: none"> <li>Have in place an agreed way to deal with robberies.</li> <li>Consider security measures.</li> <li>Cashing up is done out of customers' sight.</li> <li>Staff report and take appropriate action on any incidents of abuse etc to manager for support/discussion.</li> <li>Staff know how to manage difficult customers and how to avoid confrontation.</li> <li>Consider the risks to any staff working alone when/where necessary.</li> </ul>				
<b>Fire</b>	If trapped, staff and customers could suffer fatal injuries from smoke inhalation/burns.	<ul style="list-style-type: none"> <li>Fire risk assessment has been completed and adequate fire safety measures are in place.</li> <li>Fire alarm is tested regularly.</li> <li>Fire drills are carried out at least once a year.</li> <li>Regular checks are made to ensure escape routes and fire exit doors are not obstructed.</li> <li>Combustible stock or waste is stored safely.</li> </ul>				
<b>Shop equipment</b>	Staff/customers could get electrical shocks or burns from using faulty electrical equipment, including portable electrical equipment – heaters, fans etc. Electrical faults can also lead to fires. Staff may also suffer injury from moving parts of equipment or unbalanced equipment.	<ul style="list-style-type: none"> <li>All new equipment is checked before the first use to ensure that there are no obvious accessible dangerous moving parts, or the siting of the equipment does not cause additional hazards.</li> <li>Staff are trained in use of the equipment where necessary.</li> <li>Staff are encouraged to spot and report any defective plugs, discoloured sockets, damaged cable and on/off switches.</li> <li>Defective equipment is taken out of use safely and promptly replaced.</li> <li>Procedures are in place to safely turn off the electricity in an emergency.</li> <li>Shop manager does regular visual checks of plugs, sockets and cables</li> </ul>				

It is important you discuss your assessment and proposed actions with staff or their representatives.

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You should review your risk assessment if you think it might no longer be valid (eg following an accident in the workplace) or if there are any significant changes to the hazards in your shop, such as new work equipment or work activities.