

RISK ASSESSMENT FOR LONE WORKING RETAIL WORKERS

Hazard / Risk	Who is at risk and how can the hazard cause harm?	What are we doing already?	What else can be done?	Action by whom?	Action by when?	Done
Slips, trips and falls	Staff and customers may suffer breaks, sprains, fractures or bruising if they trip over objects such as stock, or slip on spillages and fall.	<ul style="list-style-type: none"> De-clutter shop and back storage room regularly Staff 'clean as they go' Wet floor warning signs always used Shop floor is only mopped when shop is closed Door mats at entrance in wet weather Floor kept in good condition Good lighting in all areas Staff wear sensible shoes 	<ul style="list-style-type: none"> Provide personal safety device for when staff work alone in case of an accident Remind staff stocking shelves not to leave boxes of stock in aisles 			
Manual handling	Staff may suffer musculoskeletal injuries, strains or bruising from handling heavy/ bulky objects.	<ul style="list-style-type: none"> All staff are trained how to lift properly High shelves used for light goods only Trolley made available for moving stock such as newspaper deliveries and staff trained how to use it safely Stairs and corridors kept clear 	<ul style="list-style-type: none"> Provide personal safety device for when staff work alone in case of an accident 			
Threat of robbery and violence	Staff may suffer assaults, threats and abuse from members of the public. Staff facing robbery could suffer post-traumatic stress or physical injury.	<ul style="list-style-type: none"> Panic alarm under the counter and staff are trained in its use Staff trained not to resist a robbery CCTV installed and clearly visible 	<ul style="list-style-type: none"> Provide personal safety device in addition to panic alarm Allocate two members of staff to high-risk tasks 			
Fire	If trapped, staff could suffer from smoke inhalation/burns.	<ul style="list-style-type: none"> Fire risk assessment completed and necessary action taken 	<ul style="list-style-type: none"> Encourage staff to report unsafe fire habits 			
Verbal abuse (including harassment)	Staff dealing with vulnerable people could face non-physical aggression.	<ul style="list-style-type: none"> Staff provide good, polite service and are instructed not to confront customers Staff report incidents of abuse etc. to manager and discusses with them 	<ul style="list-style-type: none"> Customer Service and conflict resolution training Provide personal safety device 			

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Working at height	Falls from any height can cause breaks, fractures and bruising to staff.	<ul style="list-style-type: none"> • Provide strong stepladder in good condition • Staff trained how to use the stepladder safely • Staff wear sensible shoes • Remind staff to always use the stepladder when they need to work at height and not improvise 	<ul style="list-style-type: none"> • Manager to check stepladder periodically • Provide personal safety device with fall detection 			
Deliveries	Staff could experience both physical and non-physical assault, including mugging.	<ul style="list-style-type: none"> • CCTV installed and clearly visible • Vary the time and date of deliveries so there is a lack of routine to be targeted 	<ul style="list-style-type: none"> • Provide personal safety device • Inform staff of planned deliveries 			
Opening and closing the store	Staff could experience both physical and non-physical assault, including mugging.	<ul style="list-style-type: none"> • CCTV installed and clearly visible • Ensure at least two members of staff are present during the opening and closing of the store 	<ul style="list-style-type: none"> • Provide personal safety device 			
Electrical equipment	Staff could get electric shocks or burns from faulty electrics, including portable electrical equipment (e.g. heaters, fans).	<ul style="list-style-type: none"> • Staff trained to spot and report any defective electrical equipment • Defecting equipment taken out of use • Staff told where the fuse box is and how to safely turn the electricity off in an emergency • Qualified electrician completes safety check of building electrics every five years 	<ul style="list-style-type: none"> • None 			

If you feel that any of the identified risks could be mitigated by using a Peoplesafe solution, please contact our team on **0800 990 3563**. They will be happy to work with you to find the most suitable product.