



RETAIL CONNECTION

MANAGING WORKPLACE HEALTH & SAFETY RISKS

PROVIDING INFORMATION ON HAZARDS AND THEIR MANAGEMENT

In the retail industry, possible hazards will depend on:

- The type of products that you sell
- The work that employees do
- The standard of buildings
- The types of fixtures and fittings
- The extent and quality of maintenance and other preventive programs that exist.

It is the responsibility of the employer to advise employees and others who visit the workplace, such as sales representatives or contractors, on how to deal with these hazards. Such advice involves identifying the hazard and outlining action to avoid it. This should be done simply and clearly.

ADVICE CAN BE PROVIDED THROUGH:

- Signs and posters
- Hazards registers
- Safety data sheets (SDS)
- Verbal advice and instructions
- Policies and procedures
- Information sheets
- Videos, YouTube clips, webinars
- Induction
- Training sessions

Advice provided should be appropriate to the level of risk and who is likely to be exposed to it. Some employers provide signage and advice in languages other than English as necessary, though many warning signs convey the meaning required using universally recognised images and symbols, such as a 'Slippery when wet' sign displayed when mopping floors.

Other examples of risks that a retail store might identify with are falls, trips and slips. The store might point out where the possible hazards lie and suggest ways to improve the situation so that employees can watch out for these and address them before they cause risk. Again, signage is essential, particularly in areas of high risk such as food preparation areas. This is backed up with policies and procedures, and training of employees who work in the area.