

RISK ASSESSMENT FOR LONE WORKING RETAIL WORKERS

Hazard / Risk	Who is at risk and how can the hazards cause harm?	What are we doing already?	What else can be done?	Action by Whom?	Action by When?	Done
Slips and trips and falls	Staff and customers may suffer 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 in good condition. Good lighting in all areas. Staff wear sensible shoes 	<ul style="list-style-type: none"> Provide LONEALERT Access, Instant or Plus device for when staff are working alone in case of an accident Remind staff stocking shelves not to leave boxes of stock in aisles, if suddenly called to help on the till 			
Manual Handling	Staff may suffer strains or bruising injuries, to their back or elsewhere, from handling heavy/ bulky objects	<ul style="list-style-type: none"> All staff are trained how to lift properly. High shelves are for light goods only. Trolley available for moving stock such as newspaper deliveries and staff trained how to use it safely. Stairs and corridors kept clear. Newspaper returns bundles kept to manageable sizes. 	<ul style="list-style-type: none"> Provide LONEALERT Instant or Plus device for when staff are working 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. Panic alarm located out of sight of customers near the till. 	<ul style="list-style-type: none"> Remind staff to keep backyard gate locked out of hours to stop intruders getting in. LONEALERT Instant or Plus device 			
Fire	If trapped, staff could suffer from smoke inhalation/burns.	<ul style="list-style-type: none"> Fire risk assessment done, and necessary action taken. 	<ul style="list-style-type: none"> LONEALERT Plus device 			

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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 told not to confront customers. Staff report incidents of abuse etc. and manager discusses with them (on a no-blame basis!). 	<ul style="list-style-type: none"> Customer Service and conflict resolution training Manager to talk to staff about coping with disputes, e.g. shoplifting and age-restricted sales. LONEALERT Access, Instant or Plus device 			
Working at height, changing light bulbs and promo displays	Falls from any height can cause bruising and fractures to staff	<ul style="list-style-type: none"> Strong stepladder, in good condition, provided. Staff shown by the manager how to use stepladder safely, e.g. not to overreach, not to work on uneven floor etc. Staff wear sensible shoes. Remind staff to always use the stepladder 	<ul style="list-style-type: none"> Manager to check step ladder periodically LONEALERT Instant or Plus device 			
Deliveries Example: Deliveries, visits to cash and carry.	Staff could experience both physical and non – physical assault including mugging	<ul style="list-style-type: none"> Personal attack alarm Lone Working device Staff told to keep their cars in good working order and to vary the time date and route of their journey 	<ul style="list-style-type: none"> Inform staff of planned deliveries LONEALERT Access or Instant device 			
Contact with bleach and other cleaning chemicals	Staff doing cleaning risk skin irritation or eye damage from direct contact with cleaning chemicals. Vapour may cause breathing problems	<ul style="list-style-type: none"> Mops, brushes and strong rubber gloves are provided and used. Staff shown how to use cleaning products safely, e.g. follow instructions on the label, dilute properly and never transfer to an unmarked container 	<ul style="list-style-type: none"> Replace 'irritant' chemicals with milder alternatives, where possible. 			
Opening & Closing the store	Staff could experience both physical and non – physical assault including mugging	<ul style="list-style-type: none"> Contact local police station to get advice about what else can be done, e.g. safe procedures for opening up and closing. 	<ul style="list-style-type: none"> Provide LONEALERT Instant or Access device for when staff are working alone in case of an accident Consider a no lone working policy 			
Electrical Examples: Faulty building wiring, faulty electrical appliances	Staff could get electrical shocks or burns from faulty electrics, including portable electrical equipment – heaters, fans etc.	<ul style="list-style-type: none"> Staff trained to spot and report to manager any defective plugs, discoloured sockets, damaged cable and on/off switches, and to take any defective equipment out of use. Staff know where the fuse box is and how to safely turn the electricity off in an emergency. Clear access to the fuse box. Qualified electrician does safety check of building electrics every five years. 	<ul style="list-style-type: none"> None 			

If you feel that the solution to any of your identified risks is a product from the LONEALERT range, please contact our team on 0330 999 8484. They will be happy to talk through the most suitable product and method of use to mitigate the risk.

