

H&S Information Sheet #13 Sample Generic Shop Risk Assessments

Introduction

This chapter contains eight suggested sections for a Shop Risk Assessment, and a concluding page. There is also space on the penultimate page for any control measures specific to an individual shop to be detailed.

Together, the documents make up a **sample** risk assessment for all charity shops. They are intended to provide an indication of the kind of risk control measures that should be considered in charity retailing. Although some of the control measures listed are required by law, not all of them should be considered as compulsory. These control measures should also not be seen as an exhaustive list of the means by which charities can eliminate or control risks in shops.

They are also **general** risk assessment documents. They do not include the specific hazards, which are required by law to have their own separate risk assessments, such as: Hazardous Substances, Manual Handling Operations and Display Screen Equipment.

The following pages contain the key control measures for Fire Safety, although it does not represent a complete and full Fire Risk Assessment, which is another separate risk assessment required by law for every property (see H&S section 11B for more information).

They are examples of **generic** risk assessment documents and, therefore, to be treated as a guide or a model for conducting site-specific assessments of individual shops.

It would be good practice for a charity to:

- amend the recommended control measures on this generic sample, adding and deleting as appropriate
- assess each individual shop using the revised template to check whether the control measures are in operation and, if not, what further action is required, when, and by whom to reduce the remaining risks to an acceptable level

A risk assessment should be reviewed within 3 years and when:

- there is reason to believe it is no longer valid
- there have been significant changes to working practices or personnel
- or because there has been a serious accident or incident

Examples of significant changes to working practices would include:

- changes to the range of products sold (e.g. selling furniture, electrical products or converting to a specialist book shop)
- occupying extra floors, such as making use of upper floors or basements for sorting or storage

Shop teams should be informed about the significant findings of the risk assessment and the control measures they need to follow. There is space at the end of the risk assessment for recording details of how and when this is done. It is recommended that a copy of the assessment should be kept on file on the premises. An Environmental Health Officer will want to see it when visiting a shop.

SAMPLE GENERIC SHOP RISK ASSESSMENT FORM, HAZARD TOPIC: FIRE

RISKS: <i>Death or serious injury from burns or smoke inhalation</i>	PEOPLE AT RISK: <i>Staff, volunteers, customers, visitors, contractors, cleaners</i>
---	---

RISK CONTROL MEASURES Tick (✓) if existing.		ACTION REQUIRED Tick (I) if Immediate action required. Insert date when done.		
DESCRIPTION	✓	I	WHAT? WHEN? BY WHOM?	DONE
<ul style="list-style-type: none"> • <i>Fire risk assessment completed within last 3 years</i> • <i>Automatic Fire Detection systems inspected/tested within last 12 months and Certificate available</i> • <i>Emergency lighting system maintained/tested by competent person at regular intervals and Test/Inspection Certificate available</i> • <i>Emergency lighting system tested by shop staff at regular intervals</i> • <i>Smoke alarm batteries tested by shop staff at regular intervals</i> • <i>Adequate number of suitable fire extinguishers provided</i> • <i>Extinguishers inspected regularly</i> • <i>Extinguishers serviced within last 12 months by competent person</i> • <i>Fire extinguishers easily visible and accessible</i> • <i>Employees trained in use of fire extinguishers</i> • <i>Final fire exit doors fitted with single operation exit devices and suitable signs describing method of operation</i> • <i>Adequate directional/fire safety signs</i> • <i>All fire exit routes clear and unobstructed at all times</i> • <i>Internal fire doors not wedged open</i> • <i>No Smoking policy in operation</i> • <i>Suitable means of storing combustible material (textiles etc)</i> • <i>Suitable means of storing combustible waste</i> • <i>No portable heaters with naked flames</i> • <i>Electrical convector heaters not covered</i> • <i>Means of raising fire alarm suitable/sufficient for the building</i> • <i>Induction fire safety training for all staff</i> • <i>Evacuation procedures adequate for disabled persons</i> • <i>Evacuation procedures and assembly point notice on display</i> • <i>Fire evacuation drill undertaken within last 12 months and recorded</i> • <i>Fire safety inspections conducted by shop staff at regular intervals</i> <p>Other:</p>	✓			

SAMPLE GENERIC SHOP RISK ASSESSMENT FORM, HAZARD TOPIC: GAS & ELECTRICAL SAFETY

RISKS: <i>Death or serious injury from explosion or fire. Electrical shock, burns, scalds. Slips, Trips and Falls. Ill health due to poor hygiene.</i>	PEOPLE AT RISK: <i>Staff, volunteers, customers, visitors, contractors, cleaners</i>
---	---

RISK CONTROL MEASURES Tick (✓) if existing.		ACTION REQUIRED Tick (I) if Immediate action required. Insert date when done.		
DESCRIPTION	✓	I	WHAT? WHEN? BY WHOM?	DONE
<p>Fixed Electrical Installation:</p> <ul style="list-style-type: none"> • <i>Inspected/tested by competent person within last 3 years</i> • <i>Certificate of last inspection/test available</i> • <i>Unobstructed access provided to all electrical switchgear equipment</i> • <i>Trunking or conduit properly protects single insulated cable runs</i> • <i>Double insulated cables correctly supported and clipped</i> • <i>All points of electrical isolation and distribution panels clearly marked, identifying the circuits/equipment they control</i> <p>All Portable Electrical Equipment:</p> <ul style="list-style-type: none"> • <i>Inspected/tested by competent person within last 1-2 years</i> • <i>Appliances marked with distinguishing number and date of inspection</i> • <i>Documented full visual inspections twice a year</i> • <i>Regular inspections to ensure no trailing cables or obvious damage</i> • <i>Fridge temperature inspected regularly and maintained at 5°C or below</i> • <i>Use of extension leads/multi-point adaptors kept to a minimum</i> • <i>All staff and volunteers instructed to report any faults and remove damaged or faulty appliances immediately</i> • <i>Steamer safety notice on display</i> • <i>Only trained, authorised personnel allowed to use steamer</i> <p>Electrical Products for Sale (if applicable):</p> <ul style="list-style-type: none"> • <i>Competent tester has City & Guilds 2377/002 or equivalent</i> • <i>Products tested according to the IEE Code of Practice</i> • <i>Circuit breaker and suitable fire extinguisher in testing area</i> • <i>List of items not to be offered for sale available</i> • <i>Regular audit inspections to ensure compliance</i> <p>Gas boilers/heaters:</p> <ul style="list-style-type: none"> • <i>Inspected/tested by CORGI qualified engineer within last 12 months</i> • <i>Gas Safety Certificate of last inspection/test available</i> <p>Other:</p>	✓	I		

SAMPLE GENERIC SHOP RISK ASSESSMENT FORM, HAZARD TOPIC: SORTING & PRICING OF STOCK

RISKS: <i>Cuts and puncture wounds. Acquired diseases from contaminated materials/bodily fluids. Musculoskeletal injuries</i>	PEOPLE AT RISK: <i>Staff, volunteers</i>
--	---

RISK CONTROL MEASURES Tick (✓) if existing.		ACTION REQUIRED Tick (I) if Immediate action required. Insert date when done.		
DESCRIPTION	✓	I	WHAT? WHEN? BY WHOM?	DONE
<ul style="list-style-type: none"> • <i>Adequate training and supervision in safe systems of sorting (eg: emptying contents on to sorting table; not thrusting hands into sacks; wearing protective gloves, particularly for initial sorting and disposal of contaminated or sharp objects)</i> • <i>Suitable protective gloves provided</i> • <i>Health screening of particularly vulnerable workers</i> • <i>Suitable tools (e.g. retractable blades) for opening packages</i> • <i>Suitable storage of tools</i> • <i>Pricing guns safely stored when not in use</i> • <i>Adequate disposal of sharp objects, including knives and syringes</i> • <i>Disposal of pricing gun needles that have drawn blood</i> • <i>Training in how to treat puncture wounds</i> <p>Other:</p>	✓			

SAMPLE GENERIC SHOP RISK ASSESSMENT FORM, HAZARD TOPIC: STORAGE AND DISPLAY

RISKS: <i>Slips, Trips and Falls. Collisions. Items falling from heights. Musculoskeletal injuries.</i>	PEOPLE AT RISK: <i>Staff, volunteers, customers, visitors, contractors, cleaners</i>
--	---

RISK CONTROL MEASURES Tick (✓) if existing.		ACTION REQUIRED Tick (I) if Immediate action required. Insert date when done.		
DESCRIPTION	✓	I	WHAT? WHEN? BY WHOM?	DONE
<ul style="list-style-type: none"> • <i>Risk assessment of working at height</i> • <i>Appropriate access equipment (e.g. stepladder, kickstool) provided in all relevant areas</i> • <i>Regular inspection of access equipment to maintain it in good condition with inspection records available</i> • <i>Staff aware of the need to check access equipment before use and to report all defects</i> • <i>Instructions provided to staff on safe working at height</i> • <i>All fittings adequately installed and appropriate to the products stored/displayed</i> • <i>All fittings inspected regularly and maintained as necessary</i> • <i>Regular inspections to ensure fittings are not overloaded</i> • <i>Walkways, stairs and landings are not used for storage</i> • <i>Regular inspections of walkways, stairs and landings</i> • <i>Staff aware of the need to clean up any spillages as soon as they are noticed</i> • <i>Stock control systems in operation to prevent hoarding of stock and overcrowding of work areas</i> • <i>Furniture satisfactory and free from obvious defects/damage</i> • <i>Filing cabinets fitted with anti-tilt mechanism or secured to the wall or with label attached saying only 1 drawer to be open at any one time</i> <p>Other:</p>	✓			

SAMPLE GENERIC SHOP RISK ASSESSMENT FORM, HAZARD TOPIC: WORKPLACE SAFETY

RISKS: <i>Slips, Trips, Falls and Collisions. Ill health/fatigue due to eye strain.</i>	PEOPLE AT RISK: <i>Staff, volunteers, customers, visitors, contractors, cleaners</i>
--	---

RISK CONTROL MEASURES Tick (✓) if existing.		ACTION REQUIRED Tick (I) if Immediate action required. Insert date when done.		
DESCRIPTION	✓	I	WHAT? WHEN? BY WHOM?	DONE
<ul style="list-style-type: none"> • <i>Adequate lighting in sales area, backrooms, stairs and walkways</i> • <i>Floor coverings in good condition and free from slips and trips hazards</i> • <i>Edges of steps and stairs clearly marked</i> • <i>Suitable handrails fitted to stairways</i> • <i>Regular inspections of landings, stairs, floors and lighting</i> • <i>Suitable catches or restraints provided where there is a danger of persons falling from openable windows</i> • <i>All glazing of safety material</i> • <i>Layout of sales area, backrooms and office designed to allow sufficient space for occupants to move about comfortably</i> • <i>Deployment of appropriate and skilled people for maintenance work</i> • <i>Adequate system to ensure control of maintenance contractors</i> • <i>Records available, where applicable, showing the location where asbestos is, or may be located</i> • <i>System in place to ensure maintenance or building contractors do not commence work without having read the asbestos register</i> • <i>Outside areas free from Slip/Trip hazards</i> • <i>Outside areas adequately lit if access is required in non-daylight hours</i> • <i>Cellar/attic safety standards, including good access, maintained if used for work or storage</i> <p>Other:</p>	✓			

SAMPLE GENERIC SHOP RISK ASSESSMENT FORM, HAZARD TOPIC: STAFF SECURITY

RISKS: <i>Shock and/or injuries due to assault, verbal abuse, arson or unintentional harm. Stress due to loss of valuables or cash. Injuries/ill health due to working alone.</i>	PEOPLE AT RISK: <i>Staff, volunteers, contractors, cleaners, customers, visitors</i>
--	---

RISK CONTROL MEASURES Tick (✓) if existing.		ACTION REQUIRED Tick (I) if Immediate action required. Insert date when done.		
DESCRIPTION	✓	I	WHAT? WHEN? BY WHOM?	DONE
<ul style="list-style-type: none"> • <i>Policies and procedures in place for protecting staff, customers and visitors from actual or potential threatening/violent situations</i> • <i>Suitable training for staff provided in how to deal with violent/abusive persons</i> • <i>Systems in place for the control of access to restricted areas of the premises</i> • <i>Policies and procedures in place to receive and record official visitors to the premises</i> • <i>Assessment of the risks posed to those who take cash to the bank completed and identified actions implemented</i> • <i>Provision of a secure place for the storage of personal effects</i> • <i>Policies and procedures in place regarding action to be taken in the event of receiving bomb threats and suspect packages</i> • <i>Secure means of storing combustible waste (if stored externally)</i> • <i>All staff security policies and procedures included in the documented staff induction training programme</i> • <i>Assessment of the risks posed by lone working completed and adequate provisions made for eliminating or minimising these.</i> <p>Other:</p>	✓			

SAMPLE GENERIC SHOP RISK ASSESSMENT FORM, HAZARD TOPIC: HEALTH AND WELFARE

RISKS: <i>Ill health due to poor hygiene, excessive heat/cold, poor air quality and/or unsuitable humidity levels. Stress. Injury.</i>	PEOPLE AT RISK: <i>Staff, volunteers, cleaners, visitors, contractors</i>
---	--

RISK CONTROL MEASURES Tick (✓) if existing.		ACTION REQUIRED Tick (I) if Immediate action required. Insert date when done.		
DESCRIPTION	✓	I	WHAT? WHEN? BY WHOM?	DONE
<ul style="list-style-type: none"> • <i>Location of First Aid box prominently signed</i> • <i>Contents of First aid box regularly checked and kept up to date</i> • <i>Appointed Person on duty at all times</i> • <i>Suitable H&S training provided to all staff on induction and records kept of training provided</i> • <i>Details of all accidents and injuries recorded in the Accident Book</i> • <i>Appropriate staff aware of how to report injuries, diseases and dangerous occurrences under RIDDOR</i> • <i>Standards of cleanliness and for the disposal of rubbish regularly maintained to prevent infestation by insects or rodents</i> • <i>Suitable and sufficient sanitary and washing facilities with hot and cold water provided</i> • <i>Supply of safe drinking water</i> • <i>Adequate standards of workplace and kitchen hygiene and cleanliness maintained</i> • <i>Adequate number of heaters, all in good working condition</i> • <i>Adequate ventilation by openable windows and/or mechanical means</i> <p>Other:</p>	✓			

SAMPLE GENERIC SHOP RISK ASSESSMENT FORM, HAZARD TOPIC: VULNERABLE WORKERS AND SITE-SPECIFIC HAZARDS

RISKS: *Increased likelihood of injury due to inexperience, lack of awareness, immaturity or mental/physical disability, frailty or ill health. Increased risks to health and safety to pregnant and nursing mothers and their new or unborn child.*
Increased risk of injury due to particular tasks undertaken at, equipment used in, or other peculiar features of the shop environment.

PEOPLE AT RISK: *Staff, volunteers, visitors, customers, contractors, cleaner. Young people, expectant and new mothers, disabled and elderly workers.*

RISK CONTROL MEASURES Tick (✓) if existing.		ACTION REQUIRED Tick (I) if Immediate action required. Insert date when done.		
DESCRIPTION	✓	I	WHAT? WHEN? BY WHOM?	DONE
<p><i>Vulnerable Workers</i></p> <ul style="list-style-type: none"> • <i>Generic risk assessment carried out and available for inspection for young workers (under 18 years)</i> • <i>Additional H&S induction training and supervision for young workers</i> • <i>Separate risk assessment agreed with, and signed by, each worker with particular limitations due to mental, physical and/or sensory impairment</i> • <i>Risk assessment discussed with, and signed by, each new and expectant mother and work responsibilities reviewed 2 or 3 times during pregnancy</i> <p><i>Site-specific Hazards</i></p> <ul style="list-style-type: none"> • <i>Additional control measures required due to specific hazards associated with the shop environment</i> • <i>Additional control measures required due to the special range of products sold on the premises (e.g. furniture, refreshments)</i> • <i>Additional control measures required due to special equipment used on the premises (e.g. display screen equipment, goods lift)</i> 	✓			

Name / Number of Shop		
Address		
Staff Consultation (Details and Date)		
Assessment completed by (Name/Title)	Signed	Date
Manager's approval (Name/Title)	Signed	Date
Residual Risk Assessment Rating The risk assessment rating of the residual risks at this shop is considered to be: Insignificant (The activities present no greater risk than those associated with life in general.) Low (Minor injury or reversible minor health effects may occur.) Medium (Serious injury or health effects are possible.) High (Fatal or major injuries or irreversible health effects to one or more persons are highly probable.)		
Other separate risk assessments completed and available Control of Hazardous Substances Manual Handling Operations Fire Display Screen Equipment (if applicable)		Date for next Review of the assessment