

Health & Safety in Convenience Stores and Newsagents



Safer Business - Better Health

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Introduction

<p>Introduction</p>	<p>Owners, Managers and Employees all have responsibilities under Health and Safety Law, not just for themselves but also for</p>	<p>those that may be affected by their undertaking, which could include customers.</p>
<p>The Health & Safety at Work etc. Act 1974</p>	<p>The Health & Safety at Work etc. Act 1974 places a legal duty on every employer and self-employed person to ensure, so far as is reasonably practicable, the safety and health of their employees and those not in their employment. The law also states employers</p>	<p>must consider those who may be affected by the undertaking of the business. If you employ more than 5 people, you are required to produce and publish a health and safety policy which states responsibilities, arrangements etc.</p>
<p>The Management of Health & Safety at Work Regulations</p>	<p>Employers are legally required to carry out risk assessments for all tasks they ask employees to carry out. If the premise employs more than 5 people, you are legally required to record the significant findings of these assessments.</p> <p>There are no fixed rules about how a general risk assessment should be carried out. It will depend upon the nature of the work or business. One recognised method is the 'five step' approach:-</p> <ul style="list-style-type: none"> • Identify the hazards (anything that can cause harm) 	<ul style="list-style-type: none"> • Decide who might be harmed and how • Evaluate the risks (a combination of the likelihood of harm occurring and the severity or consequences should it occur) and decide whether the existing precautions are adequate or whether more should be done • Record your findings • Review your assessment periodically and revise it if necessary <p>cont'd</p>

The Management of Health & Safety at Work Regulations (cont'd)

The Regulations require every business to appoint one or more competent person to assist and provide guidance in complying with the law. A competent person can be an employee or from an external agency. The business must ensure however they are competent.

Competency is not just about having a qualification but also having the knowledge of the activities that are carried out within the premise, the law that applies to them and knowing when their own knowledge ends and they need expert advice.

Workplace (Health Safety & Welfare) Regulations

This set of regulations cover a range of subjects from temperature, ventilation and slips and trips to name a few:-

- **Ventilation**

Workplaces must be adequately ventilated. Fresh, clean air should be drawn from a source outside. Windows or other openings may provide sufficient ventilation but where necessary, mechanical ventilation systems should be provided and regularly maintained.

- **Cleanliness and Waste Materials**

Every workplace and the furniture, furnishings and fittings should be kept clean. It should be possible to keep all surfaces clean; cleaning and removal of waste should be carried out as necessary by an effective method. Waste should be stored in suitable receptacles.

- **Slips & Trips**

Slips and trip risks can be effectively controlled through policies and procedures that are understood by all and fully implemented.

Control of Substances Hazardous to Health

Using chemicals or being exposed to other hazardous substances at work can put people's health at risk, so the law requires employers to control exposure and prevent ill health. You are required to assess the risks of exposure for employees

and others affected by work. When the risk is known, you need to take suitable precautions to protect their health. You must also give employees adequate information, instruction and training on any risks to their health.

Electrical Safety

The Electricity at Work Regulations require employers to have a system of maintenance for the fixed installation (hard wired system) and the portable appliances attached to it. As with all health and safety, you have to carry out a risk assessment. The risk of injury from electricity is strongly linked to where and how it

is used, for example extension leads are particularly liable to damage to their plugs, electrical connections and to the cable itself. Electrical accidents are mainly due to mis-use of, or badly maintained, equipment; there is also an increased risk of electric shock during cleaning operations.

Manual Handling

The Manual Handling Operation Regulations require employers to assess all manual handling tasks which pose a significant risk to employees. Employers must look at all lifting, pushing and pulling tasks.

Manual Handling training can be in a range of forms. It is essential

that the training is suitable, sufficient and reflects the tasks that are being carried out; for example is it relevant to show an employee how to lift an empty box from floor to table when the majority of the time they are lifting bales of newspapers, etc. ?

Violence & Abuse

The Health & Safety Executive defines abuse as 'Any incident in which a person is abused, threatened or assaulted in circumstances relating to their work'. This means, physical violence - including kicking, spitting, hitting or pushing, as well as more extreme violence with weapons. Verbal abuse - including shouting, swearing or insults, racial or sexual abuse; threats and intimidation.

Tackling the risk of violence is the same as dealing with any other possible cause of harm in the workplace, such as slips and trips, lifting heavy loads etc. Carrying out the assessment will help you find out whether violence is a problem for your staff and your business, and how you can improve the situation.

It is essential that employers look at what action they can take to help prevent incidents of violence and abuse to employees by:-

- looking at existing controls to ensure they are working effectively and as intended

- consult employees about your ideas; remember employees have practical experience and insight into their workplace and therefore are a good source of information and ideas.

- Involving employees also encourages them to adopt and "own" the arrangements you put in place

You could also include your employees by getting them to:-

- take part in developing procedures to minimise the risk of violence, including the provision of training.
- get involved in the evaluation of any control measures
- share on-the-job experiences to help other employees recognise and respond to violence
- installing CCTV
- avoid lone working where possible.

Fire Safety

As part of your legal duties, you must carry out a fire risk assessment. Guidance can be found in the Fire Safety Section of

South Holland District Council's Safer Business Better Health pack which is freely available on the council website.

Asbestos Management

Some premises are of the age where they may contain asbestos. Arrangements must be in place to ensure that all asbestos has been identified including an assessment of its condition. If the asbestos is in good condition, you are not required

to remove it, merely manage it. Further information can be found in the Asbestos Section of South Holland District Council's 'Safer Business Better Health' pack which is freely available on the council website.

Young Persons

The definition of a young person is someone who is over statutory school leaving age and under 18. A child is someone who is under statutory school leaving age, which is the last Friday in June of their year 11 studies.

Before employing a child of compulsory school age or offering a work experience placement, you must let their parents / guardians know the key findings of your risk assessments and the control measures you have put in place.

In the case of work experience, you may ask the work experience organiser to help you in providing information to parents or carers of any child seeking a placement. You must provide the local authority with the relevant information on the child so that they can be issued with an employment permit.

You do not need parental consent to employ young people above the minimum school leaving age,

but your local authority does require it before you employ a child below compulsory leaving school age.

When employing or offering work experience for young persons, it is essential for an individual risk assessment to be carried out. The assessment must take into account the age, knowledge, lack of experience and the training that will be required and the level of supervision needed whilst the young person is working.

Further information can be found in the Young Persons section of South Holland District Council's 'Safer Business Better Health' pack which is freely available on the council website.

On the following pages there are two checksheets, one for general health and safety in convenience stores and newsagents and a specific checksheet for newspaper deliveries.

On the following pages is a organisation health check form, using this form will help establish what documents and systems you have in place and those that need to be implemented.

Newsagents and Convenience Stores Check Sheet

This audit sheet has been designed as an aid to help you in assessing your systems and controls for health & safety; some points will be relevant to your organisation, some will not.

Name of business:	
Nature of business:	
Address:	
Name of person completing:	Date:

		Yes	No
Manual Handling	Are all employees trained how to lift properly?		
	Are high shelves only used for light goods?		
	Are trolleys available for moving stock such as newspaper deliveries etc.?		
	Are stairs and corridors kept free from obstructions?		
	Are return bundles of newspapers kept to a manageable size?		
Slips, trips and falls	Are employees aware of clean as you go?		
	Are wet floor warning signs displayed when required?		
	Is the shop floor mopped only when the shop is closed?		
	Are suitable door mats at the entrance to the shop?		
	Is the floor in good condition?		
	Is there suitable and effective lighting in all areas?		
	Are employees asked to wear suitable shoes for work?		
Violence and Threatening Behaviour	Are employees trained not to resist a robbery and trained in conflict management?		
	Is CCTV installed and clearly visible?		
	Are there two employees on duty, at all times?		

Newsagents and Convenience Stores

Check Sheet cont'd

		Yes	No
Violence and Threatening Behaviour (cont'd)	Is a panic alarm located out of sight of customers near the till?		
	Are employees aware to report incidents of abuse etc. and are they discussed with the manager?		
Working at Height	Does the premise has a strong stepladder which is in good condition?		
	Are employees shown how to use the stepladder e.g. not to overreach and not to work on uneven floors etc.		
Deliveries	Do deliveries arrive either very early or between 9.30am and 3.30pm when the roads are less busy?		
	Are trips to the cash and carry made during quieter times?		
Cleaning Chemicals	Are mops, brushes and rubber gloves provided and used?		
	Are employees shown how to use cleaning products safely, do they follow the instructions, dilute properly and never transfer to an unmarked container?		
Electrical	Are employees trained to spot and report to the manager defective plugs, discolored sockets, damaged cables and on/off switches, and to take any defective equipment out of use?		
	Do employees know where the fuse box is and how to safely turn the electricity off in an emergency?		
	Is there clear access to the fuse box?		
	Does a qualified electrician carry out safety checks of the building electrics every five years?		
Fire	Has a fire risk assessment been completed?		
Cold Temperatures	Is appropriate personal protective equipment provided for use when restocking the freezer???		

NOTE: This checklist is purely produced to start you thinking of what hazards / controls you have at the premise.

The lists are NOT exhaustive and there maybe hazards / controls that have not been covered.

THIS CHECKLIST IS NOT A RISK ASSESSMENT

If you require further guidance please contact South Holland District Council, Safety & Environment Team to arrange an advisory visit with an officer.

Newspaper Delivery Check Sheet

This audit sheet has been designed as an aid to help you in assessing your systems and controls for health & safety; some points will be relevant to your organisation, some will not.

Name of business:	
Nature of business:	
Address:	
Name of person completing:	Date:

		Yes	No
General	Is the newsdeliverer registered with the Local Authority?		
	Has a work permit been obtained?		
	Is there a current Employers Liability Insurance Certificate displayed in your shop?		
	Is there a First Aid box available for use?		
	Is there an accident book available		
	Has the newsdeliverer returned a signed copy of the risk assessment by their parents or guardian?		
Manual Handling	Has the newsdeliverer been trained on correct lifting procedures?		
	Is the weight of the delivery bag less than 15kg?		
	If the bag is an excessive weight is the round split?		
	Is it possible for a trolley to be used to prevent carrying?		
	Are damaged bags reported immediately?		
Personal Safety	Has the newsdeliverer been instructed to report any accidents or near misses and the need to record them in the accident book?		
	Has the newsdeliverer been shown where the first aid box is		
	Has the newsdeliverer been instructed never to talk to strangers and to report any approaches to the police and newsagent?		

Newspaper Delivery Check Sheet cont'd

		Yes	No
Personal Safety (cont'd)	Has the newsdeliverer been instructed not to approach any animal whilst on the round and to report any vicious animals on the round to the newsagent		
	Has the newsdeliverer been advised to be cautious of highly sprung gates and letter boxes and to inform the newsagent if they become aware of any dangers?		
	Has the delivery round been designed to avoid dark alleyways?.		
	Has the newsdeliverer been instructed never to take shortcuts through woods or alleyways?		
	Has the newsdeliverer been instructed never to collect money whilst on rounds?		
	Has the newsdeliverer been instructed never to enter houses whilst on the delivery round?		
	Has the newsdeliverer been supplied with a personal attack alarm or whistle and shown when and how to use?		
	Has the newsdeliverer been instructed never to wear ipods or rollerblades whilst carrying out delivery rounds?		
	Has the newsdeliverer been advised to wear bright clothing whilst carrying out the round?		
	Has the newsdeliverer been advised to wear clothing that protects from the wet or cold?		
	Are high visibility vests/jackets/strips provided?		
	Do the delivery bags have fluorescent/reflective strips on?		

Newspaper Delivery Check Sheet cont'd

		Yes	No
Road Safety	Are newsmen instructed to use the Green Cross Code?		
	Has the delivery round been designed to avoid zig-zagging across main roads, dangerous crossings and badly lit areas?		
	Has the newsmen been advised to use pedestrian crossings?		
	Does the newsmen carry a torch with spare batteries?		
	Has the newsmen been advised to read the Highway Code?		
	Has the newsmen been advised to take cycling training course?		
	Has the newsmen been instructed that front and rear lights must be used when dark or bad weather situations prevail and advised to carry spare batteries?		
	Has the newsmen been told to wear a cycle helmet?		
Bicycle Condition	Newsmen told that bicycle must be kept in good working order?		
	Front and rear lights fitted to bicycle and in working order?		
	Reflectors are fitted to the bicycle and positioned correctly?		
	Front and rear brakes are kept in good working order?		
	Tyres are properly inflated		
	Saddles and pedals are correctly adjusted		

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