**TO HELP KEEP THE STORE SECURE :**

# **Take prompt and suitable action to reduce Security risks as far as possible ,where it is within the limits of his or her responsibility and authority to do so –**

Occupational Health and Safety (OHS) is an area concerned with protecting from the Risk and the safety, health and welfare of people engaged in work or employment.

To take prompt and suitable action to reduce Security risks , the following management policies have to be maintained –

* **Natural Crisis Management –**

(A)The Retailer has to face different crisis situation in a store. They have to manage these situations as smoothly and efficiently as possible. One of the crisis situations arises out of natural disasters like , Earthquake ,Floods, Bad weather ,etc.

(B)The Retailer has to develop contingency plans in advance to control the crisis situation arises out of natural disasters. These are discussed in detailed below :

\*The Retailer should clearly mentioned the store policies to all employees relating to handling of situation caused due to natural disasters like earthquake , floods ,etc.

\*The employee should be informed and trained before hand to handle the crisis more quickly and effectively.

\*Providing information to an organisation in crisis situations is critical effective crisis management. The network channel should be clear in order to pass timely information between different departments of an organization.

\*Mock rehearsals needs to be done to handle the actual crisis situation smoothly and efficiently.

\*The employees should also know when how to evacuate customers from the store during such methods.

\*Warning devices needs to be installed in the store.

\*Shelters and back-up life line series like power ,water ,food , medicines , sewage ,etc. Should be kept as a provision inside the store.

* **Human Crisis Management –**

(A)Human crisis management mean, managing the crisis beforehand arising out of human or man-made disasters like Fire , Riots ,tec.

(B)In this scenario ,the retailer has to formulate plans and strategies to execute the plans in real crisis situations. These are listed bellow.

\*In case of fire break-out , the employees must to how to put off the fire.

\*Proper arrangement of fire fighting equipments like , Fire extinguisher should be kept inside a store. The employees also must know the use of the fire extinguishers properly in a crisis situation.

\*The employee should also know to save the goods from fire and riots situation in order to minimize the loss of inventory.

\*The company should insured all their goods and services in advance to prevent the financial loss of the store .

\*During break-out of riots ,the employees should not get panicked easily ,They should handle the situation calmly and try to control the customer inside the store .

\*They should co-ordinate and co-operate with each other during a crisis situation.

\*The channel for decision making should be made clear. They should clearly mention about giving the authority to a person’s to handle such crisis .

**#Following are the actions to deal with health and safety risks at retail stores:**

**\*Training:** Retailer must train employees on how to use personal protective equipments.

**\*Written certification:** It is given to employees as a proof upon acquiring the formal training required to deal with risks. The certificate contains:

* Name of employee trained
* Date(s) of training
* Subject of the certification

**\*First-aid:** In case of health emergency at the workplace the injured person should be given immediate attention and first-aid before medical help arrives.

**\*Avoiding electrical hazards:** To deal with electrical hazards, the retail workers should inspect the wiring. All electric boxes should be covered. All switch boxes and circuits should be labelled.

**\*Avoiding musculoskeletal injuries:** To deal with musculoskeletal injuries (sprains and strains) it is advised that employees should avoid long periods of repetitive movement, take micro- breaks and change positions. They should avoid awkward positions and use an adjustable chair.

**\*Avoiding risks related to lifting:** For preventing injury due to lifting, it is suggested that retail workers lift smaller loads, by planning and adjusting weight distribution ahead of time.

**\*Avoiding the risk of slipping:** To avoid slips it is advised to wear well-fitting, non-slippery footwear. The walkways and work areas should be clear of boxes, and other material. Any spill should be reported to the person responsible for getting the spill cleaned and placing a floor marker till it is cleaned.

\***Avoiding the risk of falling:** To avoid the risks related to falling from a height it is recommended to use a stepladder rather than crate to reach high items.

**\*Avoiding risk related to power tools:** To avoid risks related to any tool or equipment, if it is operating, it is recommended not to walk until it comes to a complete stop.

**\*Avoiding risk of shoplifting and robbery:** It is always advised to put all the equipment related to security and surveillance in place and make sure that notices are placed. The store must be well lit, and a check must be kept on anyone who may be watching the store or loitering in or around it. Keeping a security guard will help avoid risk of robbery and shoplifting.

**\*Safety data sheets:** To avoid all the other risks retailers must hand out safety data sheets to their staff or put on the notice board.