



Retail Store Workplace Exposures

Retail Stores provide several potential workplace hazards that can cause serious injury to stock personnel, cashiers, and clerical employees in the retail sales industry. FFVA Mutual safety consultants can assist in evaluating workplace exposures and provide appropriate loss control recommendations.

Retail Store Workplace Exposures

- Falls from elevations
- Injuries incurred while operating machinery
- Lacerations and contusions
- Lifting strains and sprains
- Repetitive motion strains
- Robbery and theft exposure
- Slips, trips and falls

Developing a Loss Control Program

To successfully implement a workplace safety program, management must be willing to reduce and eliminate workplace injuries. There has to be a 100% commitment to establish an injury-free working environment.

Stock Personnel Safety

- A safety training program identifying the specific hazards of the job should be in place for all new hires.
- All forklift operators should be trained according to OSHA standards.
- Any spills of liquid material should be cleaned immediately and wet floor signs displayed.
- Emphasis should be placed on cutting away from the body, especially hands and arms.
- Employees authorized to operate box crushing machines should receive proper training on machine operation:
 - Avoid placing hands and arms in machine while power is on.
 - Refer to operator's manual for proper instruction.
- Ensure all stock employees are trained in the selection and proper use of box cutting knives.
- Non-skid footwear is recommended to reduce potential for slip and fall injuries.
- Proper Lifting Techniques:
 - Check the weight first to determine if assistance is needed.
 - Keep the load close to the body without twisting or turning.
 - Lift mechanically versus manually whenever possible.
 - Place feet close to the object, bend knees, keep back straight, and lift using legs.
 - While bending at the knees, set the load down slowly.
- To avoid trip and fall injuries, all aisles and passageways should be kept clear.
- Weight limit signs should be posted on all shelving to prevent merchandise from falling or shelf collapse.
- When using ladders for stocking shelves, ensure ladders have proper non-skid feet and meet OSHA safety requirements (refer to OSHA 1926.25 sub part L).

Clerical Personnel Safety

- Computer workstations should be inspected to ensure monitors, keyboards, and chair adjustments match the physical characteristics of the employee.
- Encourage office employees to periodically look away from company monitors and focus on distant objects to prevent eye strain.
- File drawers should remain closed when not in use.
- Floor rugs and mats should be inspected for curled or frayed edges. Replace when necessary to reduce trip and fall injuries.

Sales Personnel Safety

- All customer service and cash register locations should be equipped with shock absorbing or fatigue floor mats to reduce potential for ankle, knee, and back strains.
- Ensure proper stepladders or elevated work platforms are used to retrieve merchandise from elevated shelves.
- Periodic breaks and job rotation should be encouraged.

Crime Exposure Safety

- All doors should be equipped with double cylinder dead bolt locks. All windows should have tamper proof locks.
- All sales check-out personnel should receive training in the proper handling of potential robbery/hold-up situations.
 - Emphasis should be placed on keeping small amounts of cash in registers.
 - Panic alarms or burglar alarms should be considered.
 - Specific best practices or procedures should be established.
- At the completion of regular store hours, all doors should be closed and locked immediately.
- Employees' vehicles should be parked in areas with good lighting and as close to the building as possible.
- Management should establish security procedures for making bank deposits such as:
 - Armored car service should be utilized when practical.
 - Times for bank deposits should be staggered to avoid predictable patterns.
- Nighttime employees should be encouraged to leave in small groups to get to personal vehicles.