
UNIT 16 MANAGING HEALTH, HYGIENE SAFETY AND SECURITY

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16.0 OBJECTIVES

Retail industry is a manpower intensive industry. It has customers and staff both available inside the store to shop. It is very important for a retailer to keep taking the right measures in terms of safety, health and hygiene.

In this unit you will understand the following

- Retailers' obligation towards safety, health and hygiene measures
- Types of health, safety, and hygiene aspects which a retailer focuses upon.
- Why maintenance is important to ensure the best-in-class safety and hygiene.

16.1 INTRODUCTION

In a retail industry the below mentioned safety measures are required.

Safety & hygiene related

- Provide safe place of working environment
- Provide safe equipments & machineries to give 100% safety. Provide best & new age technology equipment for employees to operate.
- Provide sufficient working space for employees to operate say lunchroom, washrooms, place to sit & relax, air-conditioning in back office, desktop's etc
- Hire the right people to manage health & safety inside the retail store.

- Conduct risk assessment of building infrastructure, fire safety periodically.
- Ensure all fire exits are always in working condition.
- Fire NOC's and fire drills to check equipment's working condition check periodically.
- Build a health & safety policy for employees. Conduct periodically medical tests of all employees
- Provide enough training to staff to manage health & safety of a retail store. Each staff must sensitize towards health & safety inside the store.
- Display health & safety communications inside the retail store.

16.2 PHYSICAL INFRASTRUCTURE AND STORE FIXTURES CHECK

The following points must be checked from the employee and customers safety point of view.

- a) Check the build façade for any cracks.
- b) Check building painting and do maintenance.
- c) Check racks of the store , ensure all are painted periodically and repaired if needed.
- d) Ensure all washrooms are operational and provide best in class infrastructure.
- e) Ensure the parking area is safe for customers to park their vehicles. Vehicles safety must be of top priority through retailer or mall security guards.
- f) Ensure enough lighting is available inside the store for customers to walk with ease. Do you know a good LUX level motivates employees and customers to spend more time inside the store and shop.
- g) Ensure all the POS areas are well lit and gaps between two customers should be maintained as per Covid 19 norms.
- h) All the warehouse vehicle moments must be separate. Customers and staff movements should be separate from the warehouse vehicle pathways.
- i) Store warehouse should have sufficient space to operate. Fixtures racks for stocks should be user friendly supported by equipments to lift them with ease.
- j) Installation of fire alarms at every retail floor must be installed.
- k) Storage of combustible waste should be handled with care.
- l) Fire extinguishers must be installed at all strategic locations. Usage of the same is necessary , all employees must be trained and retrained periodically.

- m) Provide safety belts and ladder if staff is working at heights.
- n) Train staff to work on heights. Only trained employees must be used for such jobs.
- o) All the electrical wire must be installed with due care and regular maintenance is required to prevent accidents.

16.3 WAREHOUSE SAFETY & HYGIENE

- a) Staff should be provided with gloves and uniform to work in the retail warehouse.
- b) Staff must use industrial safety helmets.
- c) Regular pest control & rodent control measures are taken plus the warehouse should be cleaned every month by a staff team.
- d) Warehouse entry & exit for vehicles must be separate.
- e) Damaged , shop soiled and expired stocks which are either for return to the vendor or to be dumped must be kept separately. Regular dump products should be dumped on time as per days defined.
- f) All the ladders , load management equipments etc. , layout of the warehouse must be defined with a professional approach. All risk assessments must be done in advance for better control.
- g) All the warehouse staff must be trained well on all the necessary precautions related to equipments, evacuation procedures, fire drill, usage of fire equipments etc. Staff also be well trained in managing hazardous products lying in the warehouse and its management.

16.4 RETAIL CRIME

- a) Create a written policy to manage retail crime such as shoplifting. Managing internal and external theft procedures. All the staff must be trained on the outcomes of such crime as a deterrent.
- b) Implement safe cash handling procedures. Cash heads must be appointed to manage such transactions in collaboration with the security team wherever possible.
- c) Staff abuse must be reported to the HR department on a time-to-time basis. Staff should be encouraged to use whistle blower policy.
- d) Always assess the situations where staff are working in isolation especially female staff. Implement sufficient control measures to mitigate such situations.
- e) Ensure the store is covered with an alarm system and CCTVs. Recording must be made available to check an untoward event.
- f) Train staff to manage customers caught stealing while shopping. A specific behavior only should be adopted by the staff as written in the manual.

- g) Install panic button to understand any panic situations during the day or outside the working day.

16.5 MAINTENANCE

- a) Regular maintenance of Air-Conditioning, Ahu's and air curtains must be followed periodically.
- b) All the pest control measures inside the store whether on the shop floor or warehouse must be done periodically.
- c) CCTV's footage must be checked and stored in safe custody.
- d) Perform original electrical checks and correct wherever it is required. Always use quality branded products as replacement .
- e) Check all equipment before starting using them on the shop floor or warehouse.
- f) Replace or repair defective equipments.
- g) Consider the likelihood of merchandise falling from the floor and take appropriate action.
- h) Consider the risk of injury due to broken or old fixtures on the floor.
- i) Evaluate the risk of injury through moving equipments.
- j) Do a complete survey of possible fire due to product, wire, equipment, or others. Take necessary precautions to control them.
- k) Ensure Fire extinguishers are filled as per their period of refilling.

16.6 FIRE SAFETY FOR RETAILERS

- a) Availability of sufficient fire exits inside the building.
- b) Ensure fire exits are accessible all the time.
- c) Provision of safety training to all employees.
- d) Storage of combustible waste.
- e) Get Fire NOC and renew NOC as well on time.
- f) Effective firm alarm and drills .
- g) Visible signage of police station no's, fire and hospital office numbers in the office .
- h) Log all incidents related to fire for taking right preemptive actions .

16.7 AUDITS

- a) Conduct stock audits periodically to ensure stock shrinkage is under control.

- b) Conduct regular training to staff on managing products inside the store to reduce damages for a retailer.
- c) Ensure WMS (Warehouse management system) process guidelines are regularly followed to ensure warehouse safety.
- d) Ensure cash related processes lapses are identified and logbooks are maintained to check and control them regularly.
- e) Shoplifting audits are conducted to see how customers are being handled.
- f) Conduct store opening & closing of the store audits to control theft related incidents in the retail store.
- g) Ensure store hygiene audits are regularly conducted in terms of store cleaning , shelves cleaning and product cleaning.
- h) Ensure employee hygiene is checked by hrdept regularly and corrected on need basis.
- i) Ensure third party employees security and housekeeping staff must be neat & clean. Their hygiene levels are as per standards laid down in the manual.
- j) Take all statutory licenses plus renew them on a time-to-time basis.

Check Your Progress-A

1) Briefly Comment on the Following Statements

a) Comment on Store hygiene pointers in the fashion industry?

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b) Why is maintenance of fire equipments required?

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c) Define warehouse hygiene related points?

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d) How store audits impact safety of the store?

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1) Write Short Notes on the Following:

a) Pandemic & safety in retail stores. Comment ?

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b) Why do customers like store hygiene? Comment.

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c) Define employee risk assessment points?

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16.8 STAFF HEALTH

- a) All the staff must have a term insurance policy.
- b) All the staff must be covered under medical insurance individually.
- c) All the staff must be given sufficient leaves to maintain their health levels.
- d) They must get one week off mandatorily.
- e) Retailers must follow the weekly working hours norms , in case of any overtime employees should be compensated with over time salary.
- f) For example, during the pandemic all employees were given COVID 19 doses to prevent covid in the working store.

- g) Quality lunchroom to relax and eat food plus entertainment options like LCD etc must be installed to relax. Some retailers also provide some indoor sports activity for their retail employees to play and relax themselves.

16.9 LET US SUM UP

Retail is a place where employees and customers are always present. Store hygiene, safety, risk assessment and risk mitigations are clearly understood and implemented inside the store. I would like to thrust more on the maintenance part of it. Why? the reason is very simple. It is easy to implement but difficult to keep correcting & maintaining it . It requires attitude, zeal, motivation, and discipline to maintain the system on all the factors which are linked with risk assessment of a retail store. In this unit we have studied in detail the pointers which are responsible for controlling safety, hygiene, and health of employees.

16.10 TERMINAL QUESTIONS

- 1) Why risk assessment is required for a retailer to explain?
- 2) Why store equipments are needed to be audited to prevent employee accidents?
- 3) How many retailers are following precautions related to safety, hygiene and health related precautions? Study the formats and explain?
- 4) How retail crime prevents store safety ?explain ?
- 5) Explain safety in the warehouse?

Further Readings

Books

- Barry Barman, Joel R. Evans, Mini Mathur (2011). Retail Management: A Strategic Approach, Pearson Education.
- Krafft, Manfred; Mantrala, Murali K. (eds.) (2006). Retailing in the 21st century: current and future trends. New York: Springer Verlag. ISBN 3540283994.
- A.J. Lamba. 2003. "The Art of Retailing". 1st edition Tata McGrawHill, New Delhi.
- McGoldrick P. (2002) Retail Marketing 2nd edition McGraw-Hill
- Varley R. & Rafiq M. (2003) Principles of Retail Management Routledge
- Levy M. & Weitz B.A. (2004) Retailing Management 5th edition Irwin
- Sullivan M. & Adcock D. (2002) Retail Marketing Thomson
- Ferie J. Femie S. & Moore C. (2003) Principles of Retailing Butterworth Heinemann

- Kent T. & Omar O. (2002) Retailing Palgrave Macmillan
- Gilbert D. (2002) Retail Marketing Management FT Prentice Hall
- Davies B. & Ward P. (2002) Managing Retail Consumption John Wiley and Sons Ltd

Website and Online Resource

- <http://www.digitalretailer.com/RMSdemo/Ulc.html>
- <http://www.hackneycitizen.co.uk/2010/11/12/the-one-hundred-pound-shop/>
- <http://www.mydollarstoreindia.com>
- <http://www.daiso-sangyo.co.jp/english/storeinfo/storeinfo02.html>
- <http://www.dollarstore.se>
- <http://buyerbehaviour.blogspot.com/2008/01/big-bazaar-freedom-sale-chang>.
- <http://www.slideshare.net/theRedIndian/india-retail-2008-big-bazaar-scen>.
- <http://www.docstoc.com/docs/18635840/Reliance-Retail-Store-Operation>
- British Retail Consortium: <http://www.brc.org.uk>
- Institute for Retail Studies: <http://www.marketing.stir.ac.uk/irs/>
- Centre for Retail Research: <http://www.retailresearch.org/home/index.php>
- Interactive Media in Retail Group: <http://www.imrg.org/>
- The Committee for the History of Retailing and Distribution: <http://www.wlv.ac.uk/shass/chord.html>
- Forrester Research Retail: <http://www.forrester.com/Research>
- Chain Store Age (USA): <http://www.forrester.com/>
- National Retail Federation (USA): <http://www.nrf.com>
- <https://www.Tansiq.co.in>
- <https://www.Vmart.com>
- <https://www.westside.com>
- <https://www.lifestylestores.com>
- <https://v2kart.com>
- <https://spencersretail.com>
- <https://croma.com>

Note: These questions/exercises will help you to understand the unit better. Try to write answers for them. But do not submit your answers to the University for Assessment. These are for your practice only.