

Preventing Injuries in Retail Stores

Housekeeping is Key!

Falls are the number one cause of accidents in retail stores. Approximately 40% of trips and falls occur when stock and cartons are left in the aisles.

Prevent Falls

- Use nonskid mats and floor surfaces
- Provide and maintain adequate lighting
- Establish and maintain a preventive maintenance program

Keep Floors Clean

- It is everyone's responsibility to maintain a floor free of trip and fall objects, such as:
 - o Spilled liquids
 - o Grease
 - o Trash
 - o Dirt, sand, mud, snow — tracked in by foot traffic
 - o Spilled food and beverages
 - o Merchandise that is not put away
- Place trash in trash containers and empty them often
- Repair uneven walking surfaces
- Keep walkways and aisles clear of boxes and other clutter

Keep Floors Dry

- Check entranceways frequently—keep the floor dry
- Post a "Wet Floor" sign when cleaning up spills at the entranceway
- Wear well-fitting, non-slip footwear
- Report spills to your supervisor

Stocking Shelves

- When possible, avoid lifting and carrying heavy or awkward objects. Instead, use mechanical devices such as carts, dollies, pallet jacks and forklifts.
- When lifting an item, bend at the knees, not at the waist. This will help keep the center of balance, and let the strong leg muscles do the lifting.
- Try keeping the load being lifted between the knees and shoulders, without twisting the body – pivot the feet instead of twisting the body.
- Ensure you can see where you are going when carrying items.
- Leave aisle space for customers, carts, and wheelchairs to pass by easily.
 - o Stock and cartons should not be left unattended.
 - o Stack shelves one layer at a time.
- Stock on shelves should not stick out into the aisle.
- Display bases should be sturdy and not extend into the aisle.
- When using a knife or box cutter, always cut away from the body.

Good Housekeeping

- Good housekeeping prevents accidents and increases production.
- Keep everything in its place and have a place for everything—this speeds up service.
- Keep all cords (including telephone cords and wires) untangled.
- Only eat, drink, and smoke in permitted areas.
- Keep lighting fixtures clean and replace all burned out bulbs immediately.
- Never leave materials on stairs or in aisles.
- Keep all drawers closed.
- Make sure no sharp edges are sticking out.

Prevent Store Fires

- Review the Emergency Evacuation and Fire Prevention Plan.
- Know the location of Fire Extinguishers and escape routes.
- If a fire is spotted sound the nearest alarm.
- Use a fire extinguisher only if proper training has been provided.
- Fabric, paper, and any material that could burn must be positioned away from lights, heat, and electricity.
- Remove frayed, cracked, and damaged plugs immediately.
- Electrical plugs must match the outlets—use 3-pronged plugs in 3-pronged outlets.
- Establish an emergency evacuation plan and practice it with the employees.
- Check fire extinguishers monthly and keep fire sprinklers and fire doors unobstructed.

Ladders

- Inspect ladders before using to ensure no parts are broken or in poor repair.
- Select the ladder or platform based on the type of work that will be done.
- Make sure the ladder is placed on a firm, level surface.
- Only one person on the ladder at a time!
- Wear shoes with clean, nonskid soles.
- If a ladder is placed in front of a door or walkway, lock the door or block the path.
- Never stand on the top steps or rung of the ladder (step two of a stepladder or step four of a regular ladder)
- Never move a ladder or platform while standing on it!