

Retail safety orientation manual



Safety is our utmost concern, and our store wants you to work safely and serve and protect our customers.



Our management team is looking forward to having you as one of our Store Team members. As such, we take pride in looking out for each other, and all of our customers each and every day.

This booklet consists of three parts:

1. Safety topic review
2. "Walk-around-the-store" orientation checklist
3. Retail safety orientation test and answer key

Below is a list of the safety topics that will be discussed during your safety orientation.

The **"Safety topic review"** provides an outline and discussion points, by topic, for a formal sit-down orientation session.

The topics include the following:

- A. Office safety
- B. General sales floor safety
- C. Equipment and tools
- D. Safety regulations
- E. Back safety
- F. Prevention of slips, trips and falls
- G. Personal hygiene
- H. Safety program

The **"Walk-around-the-store orientation checklist"** is designed to be used by Store Management or their designee to introduce new Associates to safety in the store environment by touring the store with a Member of Management or an experienced Associate. This allows much of the "sit-down" safety orientation training to be viewed and understood under real store conditions. Upon completion of the checklist, the form should be signed and dated by Store Management, or their designee, and the Associate. This form can be included in the new Associate's personnel file.

The **"Retail safety orientation test and answer key"** provides ten questions regarding information covered in the "sit down" and "walk around" store orientation sessions. In addition this test provides a record for the Associate's personnel file.

Safety topic review

A. Office safety

Accidents and injuries can occur in the office. Below are a few tips to keep you and other Associates from being injured.

- Adjust office chairs to allow the best sitting posture (back straight and feet flat on the floor)
- Adjust keyboards to allow your wrist to be straight or in the neutral position, and adjust monitors to be at eye level with the screen
- Observe the condition of electrical cords, extension cords and surge suppressors. Report any damage to Store Management
- Observe for cords that cross in front of doorways and walking areas. Report these conditions to Store Management
- Observe mats and carpets for tears and curled edges. Report these conditions to Store Management
- Never enter a room without turning on the light

B. General sales floor safety

There are many areas within a store. Below are a few things to keep in mind while working on the sales floor.

- Make sure the entrance area is clean and orderly
- Make sure mats are laying flat and are not damaged
- Aisles should be clear and accessible at all times
- Fire exits should be clear and accessible at all times
- Display racks and shelves should be full and sturdy
- All lights should be in good working order
- Electrical outlets should have safety covers
- Ceiling signs should be securely attached to the ceiling grid
- Clothing racks should be full and stable
- Changing rooms should be clean and accessible
- Fire extinguishers should be hung and the gauge should be in the "green" zone
- Know where the first aid kit is located in the store
- Know how to access the janitors closet or storage area

C. Equipment and tools

Box cutter

- Know how to operate and use the store box cutter
- Always cut away from yourself
- Always close the blade when not in use

Ladders

- Choose the right ladder for the job
- Never leave a ladder unattended on the sales floor
- Conduct a visual inspection of a ladder to determine if ladder can be safely climbed
- Stand on the first step to determine if ladder can adequately support you
- Always maintain 3-point contact with the ladder, 2 legs and 1 hand or 2 hands and 1 foot.
- Properly store the ladder after use
- **Do not** allow customers to use ladders (only qualified Associates)

Compactors

- Operate only after instruction has been provided by Store Management
- Associates under 18 are not permitted to operate a compactor
- Be sure to engage all safety switches prior to activating the machine
- **Do not** enter the hatch leading to the compact chamber **for any reason**
- Maintenance is provided by authorized personnel only
- If this equipment has a lockout device or tag attached, **DO NOT REMOVE and DO NOT ATTEMPT TO OPERATE**

Baler

- Operate only after instruction has been provided by Store Management
- Associates under 18 are not permitted to operate a baler
- Be sure to engage all safety switches prior to activating the machine
- Be aware of the size and weight of the bale that will exit the machine
- Be sure all wires are securely attached.
- Maintenance is provided by authorized personnel only
- If this equipment has a lockout device or tag attached, **DO NOT REMOVE and DO NOT ATTEMPT TO OPERATE**

Conveyors

- Operate only after instruction has been provided by Store Management
- Do not sit, stand, lay on or climb under this equipment at any time
- If this equipment has a tag and/or lock, **DO NOT REMOVE and DO NOT ATTEMPT TO OPERATE**
- Maintenance is provided by authorized personnel only

Lift platforms

- Operate only after instruction has been provided by Store Management
- If this equipment has a tag and/or lock on this equipment, **DO NOT REMOVE and DO NOT ATTEMPT TO OPERATE**
- Maintenance is provided by authorized personnel only
- Do not access the area beneath the platform
- Stay away from platform edges without handrails

Dock plates (manual and automated)

- Operate or use only after instruction has been provided by Store Management
- Manual dock plates are heavy. Call for assistance to lift and move into place
- When putting dock plates in place be cautious not to drop plate on your legs and feet
- Make sure dock plates are evenly placed onto trailer floor and building floor
- Automated dock plates require training prior to use

Dock locks (manual and automated)

- Operate only after instruction has been provided by Store Management

Pallet jacks

- Operate only after instruction has been provided by Store Management
- Be sure equipment is in good working order
- Pallet jack is designed to be pulled vs. pushed



Powered equipment

- Operate only after instruction has been provided by Store Management
- Familiarize yourself with the various types of powered equipment in the store (ex. forklift, floor scrubber, motorized pallet jack, motorized shopping cart retriever)
- Know how to identify licensed operators of this equipment

D. Safety regulations

Hazard communication

- Know the location of Material Safety Data Sheets (MSDS)
- Storage bottles should be marked with the contents
- Familiarize yourself with the location of the “cleanup” closet and associated tools

Lockout/Tagout

- Only use this equipment after instruction has been provided by Store Management
- Equipment that has been tagged as “out of service” should not be used
- Report any Associate or Vendor attempting to operate “tagged” equipment to Store Management
- Electrical controls, circuit breakers or circuit panels having attached locks should not be removed
- Any questions on locked or tagged electrical, pneumatic, or hydraulic equipment should be forwarded to Store Management

Bloodborne pathogens

- Bloodborne pathogens are disease causing organisms found in blood and body fluids
- Common Bloodborne Pathogens are HIV, Hepatitis B and Hepatitis C
- HIV can attack your immune system and destroy your ability to fight infection
- Hepatitis B and C are viral infections that affect the liver

Safety topic review – *continued*



- Protect yourself by using disposable latex or vinyl gloves when dealing with blood or body fluids
- Make sure you cover cuts or skin abrasions on your hands with bandages before putting on gloves
- When removing gloves, peel one glove from the top of the wrist to the fingertips, then hold it in the gloved hand; with the exposed hand, peel the other glove off tucking the first glove inside the second
- Never touch the outside of the gloves with your bare hand
- After removing the gloves, wash your hands thoroughly with a non-abrasive soap and water. Rinse and dry with a clean towel
- If you think you may have been exposed to HIV, HBV, or HCV, do not panic. Notify Store Management immediately
- Remember, being exposed to infectious material does not automatically mean you are infected

Personal protective equipment (PPE)

- Specific tasks or jobs in the store require PPE to be worn to protect you from injury when working
- PPE consist of safety glasses, gloves, knee pads, shoe wear, respirators or dust masks. Additional or other PPE can be required
- Damaged PPE should be reported to Store Management

Fire prevention

- Be aware and report any conditions or hazards that could cause a fire in the store
- Keep all walkways and fire doors clear and accessible
- Clear any cardboard or paper products away from hot surfaces or heating equipment
- Smoking is prohibited in the store. Exceptions are permitted if approved by the Authority having Jurisdiction, such as the local Fire Marshall
- Report any vandalism in or around the store to Store Management

Fire extinguishers

- Operate only after instruction has been provided by Store Management
- Notify Store Management of a fire and its location, and Store Management will call 911

- If the fire is small and containable, it may be possible to put the fire out using a fire extinguisher

- **There are five classes of fire**

- Wood or paper
- Flammable or combustible liquids
- Electrical fires
- Metal fires
- Kitchen fires

- Remember the word PASS if you need to, and who has been trained to use a fire extinguisher

- PASS:

- Pull the pin
- Aim the nozzle at the base of the fire
- Squeeze the handle
- Sweep from side to side keeping the nozzle pointed at the base of the fire

First aid

- If you discover an Associate or Customer has been injured, notify Store Management who will immediately call 911
- Observe the area where the injured person is located and try to identify a cause for the injury (ex., fell off ladder, has a severe cut due to broken glass, heart attack, has a burn, etc.)
- Do not attempt to render any first aid care to the injured person
- If the person is severely hurt or unconscious, do not attempt to move the person, unless the person's life is in danger
- Clear the area and wait for the emergency responders

E. Back safety

Stocking, unloading trailers, and moving merchandise can cause pain in your back. Use the following techniques to prevent back injury.

- Stretch and loosen up your muscles before starting an activity
- When lifting or moving boxes, utilize the following steps:
 - a. Get as close to the load as possible
 - b. Place your feet about a shoulder-width apart, and place one foot slightly ahead for balance
 - c. Bend your knees over your forward leg, keeping your back straight
 - d. Always squat with your legs and avoid forward bending
 - e. Get a firm grip on the load, using your palms, and let your legs do the lifting
 - f. Legs are the largest muscle in your body, so use them to lift
 - g. Exhale as you lift; that will relax your back muscles
 - h. Keep the load close to your body
 - i. Plan your path of travel
 - j. Lower the load with your legs and release
- Another technique is to use the bridging technique. It can be used when reaching across a counter or table surface. Place one hand on a stable surface while using the other hand to lift or move an object
- If the load is too heavy, ask another Associate for assistance
- If the load is too heavy for a 2-person lift, consider removing a few items from the container and moving them separately
- Use a dolly, hand truck, or cart to move heavy items
- For very heavy items ask for assistance from a qualified and licensed powered equipment operator (forklift, motorized pallet jack, etc.)

F. Preventing slips, trips and falls

- Slips occur when there is too little friction or traction between your feet and the walking surface
- The most common causes of slips are wet surfaces, spills, worn shoe soles, and inclement weather conditions
- Snow and/or sleet should be cleared from parking lots, outside store walkways and ramps
- During inclement weather (rain, snow, sleet) mats should be positioned at door thresholds leading into the store
- Damaged mats should be reported to Store Management
- Disposable, plastic umbrella bags should be positioned at each door leading into the store from the outside during inclement weather
- Keep merchandise off the floor to prevent trips and falls
- Look out for damaged fixtures and displays. Report to Store Management if any repairs are needed
- Report torn carpet or damaged tile to Store Management
- Know the proper procedures to clean up a spill

G. Personal hygiene

- Wash your hands frequently
- Wash your hands before preparing food, eating, smoking, applying makeup or handling contact lenses
- If you have a cold and are coughing and sneezing, wash your hands frequently

H. Safety program

- Participate in Store Safety Committee
- If you see broken equipment or fixtures, or notice a hazard that could cause an injury, report it to Store Management and the Safety Committee
- Report to Store Management immediately any unsafe acts or conditions observed within the store that could cause an injury to a store Associate or Customer

The best customer service is a safe store!

“Walk-around-the-store” safety orientation checklist

Employer:

Start date: Store number:

Associate name:

Name and title of person conducting the orientation:

Date of orientation:

| Introduction | Yes: | No: |
|--|------|-----|
| A. Office safety | | |
| B. General sales floor safety | | |
| C. Equipment and tools | | |
| D. Safety regulations | | |
| E. Back safety | | |
| F. Housekeeping | | |
| G. Prevention of slips, trips and falls | | |
| H. Personal hygiene | | |
| I. Safety program | | |
| J. Parking lot and shopping cart safety | | |
| A. Office safety | Yes: | No: |
| Chairs are adjustable for proper use | | |
| Keyboards and computer monitors are adjustable | | |
| Electrical cords and extension cords are in good working order | | |
| Mats are in good condition and do not have curled corners | | |
| Lighting is adequate | | |
| Cords are not extended across walkways | | |

| B. General | Yes: | No: |
|---|------|-----|
| Housekeeping at the entrance is good | | |
| Mats are in place at the front door | | |
| All aisles are clear and accessible | | |
| Sales floor fire exits are clear and accessible | | |
| Displays and fixtures are stable | | |
| All light fixtures are working | | |
| Outlets on the sales floor have safety covers | | |
| Ceiling signs are properly hung from ceiling grid | | |
| Restroom is clean and orderly | | |
| Janitors' closet is locked | | |
| Clothing racks are full and stable | | |
| Changing rooms are clean and accessible | | |
| Location of First Aid kit | | |
| Pre-shift stretching is done | | |
| Fire extinguishers are hung on the wall and gage is in the "Green Zone" | | |
| Fire exits are clear and accessible | | |
| C. Equipment and tools | Yes: | No: |
| Box cutters | | |
| Cuts associated with box cutters can be quite serious | | |
| Box cutters or safety cutters must always be used in a safe manner | | |
| Cutting basics include setting the blade depth for the appropriate thickness of cardboard | | |
| Always ensure you cut away from yourself and others | | |
| Become familiar with how to change blades safely | | |
| Become familiar with the safe operation of your particular style | | |
| Change blades frequently to ensure effective and functional use | | |
| Always look at the cut line and never look away while cutting | | |
| When finished with the cutter, secure the blade and the cutter | | |
| Store the knife in a holder or a safe area when finished | | |
| Never leave a safety cutter on the sales floor unattended | | |
| Ladders | | |
| Never leave a ladder unattended on the sales floor | | |
| Use only company-approved ladders | | |
| Inspect ladders before use | | |
| Pick the right ladder for the job – adequate height and type | | |
| Test the ladder for stability – stand on bottom step and check for stability | | |
| Always have 3-point contact with the ladder: 2 hands and 1 foot or 2 feet and 1 hand | | |
| Properly store the ladder after use | | |
| Customers should not use store ladders | | |

| Stable stacking | Yes: | No: |
|--|-------------|------------|
| Always stack and store merchandise in a straight and stable manner | | |
| Stack heavy merchandise on the bottom of displays | | |
| Keep all aisles clear and accessible at all times | | |
| Remove any damaged merchandise as soon as it is discovered | | |
| Safety sweeps – Look for: | | |
| Merchandise, trash, or spills on the floor and dispose of properly | | |
| Damaged displays or fixtures – report to Store Management | | |
| Loose hangers on the floor – remove and store properly | | |
| Damaged tiles or carpet that could cause a fall – notify Store Management | | |
| D. Safety regulations | Yes: | No: |
| Hazard communication | | |
| Review clean-up procedures | | |
| Identify clean-up tools – mop, bucket, safety cones and storage area | | |
| Notify Store Management of a spill | | |
| If a strong odor is present, open doors and use fans to ventilate | | |
| If you experience dizziness or headache, leave the area and notify Store Management immediately | | |
| Determine the identity of the spilled material and what hazards are present | | |
| Obtain a Material Safety Data Sheet if chemical is used in the store | | |
| Store Management will call 911 | | |
| Lockout/Tagout | | |
| Discuss the store equipment that could require lockout and tagging out (Conveyors, balers, compactor, hydraulic lifts, etc.) | | |
| Show location of locks and tags | | |
| Notify Store Management immediately if a piece of equipment needs to be locked out and tagged or locks and tags need to be removed | | |
| Discuss purpose of lockout/tagout | | |
| Discuss how to apply locks and tags | | |
| Discuss who is authorized to place locks and tags on equipment | | |
| Bloodborne pathogens | | |
| Review store protocol on cleaning up blood and body fluids | | |
| Always use latex or vinyl gloves to clean up blood or body fluids | | |
| Never re-use disposable gloves | | |
| After removing gloves dispose of properly | | |
| Wash hands thoroughly with soap and water; rinse and dry with a clean towel | | |
| If you think you have been exposed to a harmful substance, report it to Store Management immediately | | |

| Personal protective equipment (PPE) | Yes: | No: |
|---|-------------|------------|
| Discuss the various types of PPE that is available in the store and the store policy for using this equipment | | |
| Report damaged PPE to Store Management | | |
| PPE is required by specific tasks within the store; demonstrate the various tasks | | |
| Discuss the requirement and possible penalty of not using the designated PPE | | |
| Powered equipment | | |
| Discuss the types of powered equipment in the store (ex. forklift, motorized pallet jack, floor scrubber, etc.) | | |
| Discuss who can operate this equipment | | |
| Discuss the training required to operate powered equipment in the store | | |
| Know how to identify an authorized power equipment operator | | |
| Baler/Compactor | | |
| Discuss required age to operate this equipment and warning label required on the machine | | |
| Discuss formal training required to operate | | |
| Discuss hazards and the weight of bale that can be removed from the machine | | |
| Discuss interlock switch purpose and that tampering with the switch could result in termination | | |
| Discuss that protective screen must be in the down position before machine will operate | | |
| Conveyors | | |
| Discuss purpose and hazards of conveyor equipment | | |
| Do not sit, stand, lay on or climb under equipment at any time | | |
| Operation of the equipment is by trained operators only | | |
| If equipment is locked out and tagged, do not touch equipment | | |
| Only company authorized maintenance personnel are allowed to modify or repair this equipment | | |

| E. Back safety | Yes: | No: |
|---|-------------|------------|
| Lean box or container to determine the weight of the item | | |
| Squat down and position your body against the item | | |
| Grasp the item at the front and rear corners | | |
| Lift with your legs and keep your back straight | | |
| If the load is too heavy, ask another associate for assistance | | |
| If load is too heavy for a two-person lift, consider removing a few items from the container and transport separately | | |
| Consider using a dolly, hand truck, or cart to move item(s) | | |
| F. Housekeeping | Yes: | No: |
| Pick up trash on the floor | | |
| Keep aisles clear and accessible | | |
| If a spill occurs, notify another associate, and stand guard next to the spill to warn others. Have an associate gather absorbent materials or paper towels, a mop, bucket and warning cones. Place a safety cone near the spill. Guard until dry | | |
| Monitor and empty trash cans as needed | | |
| G. Prevention of slips, trips and falls | Yes: | No: |
| During inclement weather look for wet floors and cleanup up as soon as possible | | |
| Mats should lie flat with no curled edges | | |
| Observe for dim or burned out lighting on the sales floor, changing rooms, and the backroom | | |
| Look for merchandise leaking or falling out onto the floor | | |
| H. Personal hygiene | Yes: | No: |
| Wash your hands frequently | | |
| Wash your hands before preparing food, eating, applying makeup or handling contact lenses | | |
| Use a clean disposable towel to pat your hands dry. Then use the towel to turn off the faucet | | |
| If you are sick, call the HR department | | |
| I. Store safety program | Yes: | No: |
| Know who the safety committee members are in your store | | |
| Communicate with your safety committee members or Store Management if you have any concern | | |
| If you are involved in an accident, an accident investigation will be conducted to determine how the accident can be prevented in the future | | |
| If you see a customer fall in the store, report it directly and immediately to Store Management | | |

| J. Parking lot and shopping cart safety | Yes: | No: |
|--|------|-----|
| Parking lot safety | | |
| Look for potholes, trash, rocks, and damaged curbs; report these conditions to Store Management | | |
| Look for damaged shopping carts; report these conditions to Store Management | | |
| Observe outdoor lighting around the outside the store. If lights are not on or are burned out, report these conditions to Store Management | | |
| Observe for groups of people assembling together; report these conditions to Store Management | | |
| Shopping carts | | |
| Shopping carts should be stored in a designated place within or outside the store | | |
| Damaged carts should be reported to Store Management | | |
| Children seats should be equipped with a working seat belt; if not, report this condition to Store Management | | |
| Carts should be retrieved from the parking lot and surrounding areas throughout the day and deposited in a designated area | | |
| Children observed standing in carts should be reported to Store Management | | |
| Shopping corals inside or outside the store that are noted damaged should be reported to Store Management | | |

Upon completion of this orientation with the Associate, Store Management or Designee (known as the Orientation Guide) and the Associate should sign and date this form.

Store Management or designee signature:

Date of completion:

Associate signature:

Date of completion:

Retail safety orientation test

Store number: Date of test:

Associate name:

Start date: **Score:**

| Question | True / False |
|---|--------------|
| 1. Keyboards and computer monitors in the office can be adjusted for comfort? | |
| 2. Fire exits must remain clear and accessible? | |
| 3. Aisles are allowed to be blocked only when store associates are in the store? | |
| 4. Box cutters are not sharp? | |
| 5. Three-point contact can mean touching the ladder with 2 feet and 1 hand? | |
| 6. Stacking high and on the edge of the shelf is good for all displays? | |
| 7. Lift with your legs and keep your back straight is a proper lifting method? | |
| 8. If you observe a spill of water on the floor, calling another associate or Store Management is all you have to do? | |
| 9. Operating powered equipment requires special training and a license? | |
| 10. Shopping carts not having seatbelts for children should be reported to Store Management? | |

Answer key

| Question | True / False |
|---|--------------|
| 1. Keyboards and computer monitors in the office can be adjusted for comfort? | TRUE |
| 2. Fire exits must remain clear and accessible? | TRUE |
| 3. Aisles are allowed to be blocked only when store associates are in the store? | FALSE |
| 4. Box cutters are not sharp? | FALSE |
| 5. Three-point contact can mean touching the ladder with 2 feet and 1 hand? | TRUE |
| 6. Stacking high and on the edge of the shelf is good for all displays? | FALSE |
| 7. Lift with your legs and keep your back straight is a proper lifting method? | TRUE |
| 8. If you observe a spill of water on the floor, calling another associate or Store Management is all you have to do? | FALSE |
| 9. Operating powered equipment requires special training and a license? | TRUE |
| 10. Shopping carts not having seatbelts for children should be reported to Store Management? | TRUE |

Zurich Services Corporation

Risk Engineering

1400 American Lane, Schaumburg, Illinois 60196-1056

800 982 5964 www.zurichna.com

The information in this publication was compiled by Zurich Services Corporation from sources believed to be reliable for informational purposes only. All sample policies and procedures herein should serve as a guideline, which you can use to create your own policies and procedures. We trust that you will customize these samples to reflect your own operations and believe that these samples may serve as a helpful platform for this endeavor. Any and all information contained herein is not intended to constitute legal advice and accordingly, you should consult with your own attorneys when developing programs and policies. We do not guarantee the accuracy of this information or any results and further assume no liability in connection with this publication and sample policies and procedures, including any information, methods or safety suggestions contained herein. Moreover, Zurich Services Corporation reminds you that this cannot be assumed to contain every acceptable safety and compliance procedure or that additional procedures might not be appropriate under the circumstances. The subject matter of this publication is not tied to any specific insurance product nor will adopting these policies and procedures ensure coverage under any insurance policy.

©2011 Zurich Services Corporation



Because change happenz®