



You know running a retail operation is first a people business, and how important it is to ensure the safety of your customers and staff.

The following tips will help you maintain the welfare of those who keep you going.

- Keep entrances and exits free of obstructions.
- Clear snow and ice promptly, apply salt or non-slip material on icy areas and remove potential falling ice or cordon off the danger area.
- Ensure customer traffic lanes in the display areas are wide and uncluttered. Do not place stock at floor level where it could be a 'trip and fall' hazard.
- Consider customer safety when placing stock overhead, and take appropriate measures regarding the size and weight of the products. Staff should always be responsible for retrieving items from shelves above eye level.
- Address any structural deficiencies immediately, and cordon off areas under repair from public access.
- If you are a tenant, bring any relevant problems to the attention of the landlord immediately. Write a description of the situation, give a copy to the landlord and follow up on the resolution.