

Example risk assessment for a shop

The shop is on a busy high street. It sells newspapers, magazines, alcohol, household essentials and food. Twelve staff are employed, most of them part-time, working a variety of morning, afternoon and evening shifts. One member of staff is four months pregnant.

How the risk assessment was done

The shop-owner followed the advice at www.hse.gov.uk/simple-health-safety/risk/. To identify the hazards, they:

- looked at HSE's advice on work-related violence, with [examples for retailers](#);
- walked around the shop, the stockroom and all other areas, noting what might pose a risk, especially to [lone workers](#);
- talked to staff to learn from their knowledge and experience, and listen to their concerns and opinions about health and safety issues;
- looked at the accident book, to understand how previous problems had occurred;
- read the guidance on [new and expectant mothers](#) and talked to the pregnant employee about controlling any particular risks to her.

The owner noted what was already being done to control the risks and recorded any further actions required. They pinned a copy of the findings on a noticeboard in the tearoom to encourage staff to help put them into practice.

They will review the risk assessment whenever there are any significant changes such as new work equipment, work activities or workers.

Do not just copy this example and put your company name to it as that would not satisfy the law and would not protect your employees. You must think about the specific hazards and controls your business needs.

The HSE site has a [template and other examples](#) to help you produce your own assessment.

Risk assessment

Company name: Superfast Store

Assessment carried out by: BA Johnson

Date assessment carried out: 3 October 2019

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
Manual handling Deliveries, stacking shelves.	Staff may suffer strains or bruising injuries to their back or elsewhere, from handling heavy/bulky objects.	<ul style="list-style-type: none"> All staff are trained how to lift properly. High shelves for light goods only. Trolley available for moving stock such as newspaper deliveries, and staff trained how to use it safely. Stairs and corridors kept clear. Newspaper returns bundles kept to manageable sizes. 	Remind staff that deliveries (except for stock that can be very easily carried) should always be moved using the trolley.	Manager and staff	10/10/19	9/10/19
			Regular checks to make sure that high shelves are not used to store heavy stock.	Manager	From now on	
Slips, trips and falls Doorways (rain), spillages, stock on floor, uneven surfaces.	Staff and customers may suffer sprains, fractures or bruising if they trip over objects, such as stock, or slip on spillages and fall.	<ul style="list-style-type: none"> Staff 'clean as they go'. Wet floor warning signs always used. Shop floor is only mopped when shop is closed. Door mats at entrance in wet weather. Floor in good condition. Good lighting in all areas. Staff wear sensible shoes. 	Staff to keep an eye on the area around the freezer and immediately clear away any meltwater.	All staff	8/10/19	7/10/19
			Remind staff stocking shelves not to leave boxes of stock in aisles, if suddenly called to help on the till.	Manager	8/10/19	7/10/19

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Violence and threatening behaviour	Staff may suffer assaults, threats and abuse from members of the public.	<ul style="list-style-type: none"> • Staff trained not to resist a robbery. • CCTV installed and clearly visible. • Usually always two staff on duty. • Panic alarm located out of sight of customers, near the till. • Staff provide good, polite service and are told not to confront customers. • Staff report incidents of abuse etc and manager discusses with them (on a no-blame basis). 	Contact local police station to get advice on what else can be done, eg safe procedures for opening and closing.	Manager	5/10/19	4/10/19
			Manager to talk to staff about coping with disputes, eg shoplifting and age-restricted sales.	Manager	6/10/19	5/10/19
Working at height, changing light bulbs and promo displays	Falls from any height can cause bruising and fractures.	<ul style="list-style-type: none"> • Strong stepladder, in good condition, provided. • Staff shown by the manager how to use stepladder safely, eg not to overreach, not to work on uneven floor etc. • Staff wear sensible shoes with good grip. 	Remind staff to always use the stepladder when working at height and not to stand on chairs.	Manager	6/10/19	5/10/19
			Manager to regularly check the condition of the stepladder.	Manager	From now on	
Deliveries Visits to cash and carry.	Staff or members of the public could be injured by being struck by a vehicle.	<ul style="list-style-type: none"> • Most deliveries tend to arrive either very early, eg papers, or between 9.30 am and 3.30 pm, when road is less busy. • Trips to cash and carry not made at busy times. 	Monitor deliveries to ensure they continue to arrive at less busy times.	All staff	From now on	
Contact with bleach and other cleaning	Staff doing cleaning risk skin irritation or eye	<ul style="list-style-type: none"> • Mops, brushes and strong rubber gloves are provided and used. • Staff shown how to use cleaning 	Replace 'irritant' chemicals with milder alternatives, where possible.	Manager	15/10/19	14/10/19

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chemicals	damage from direct contact with cleaning chemicals. Vapour may cause breathing problems.	products safely, eg follow instructions on the label, dilute properly and never transfer to an unmarked container.	Staff reminded to check for dry, red or itchy skin on their hands.	Manager	12/10/19	12/10/19
			Staff reminded to wash gloves before taking them off carefully and storing in a clean place.	Manager	12/10/19	12/10/19
Electrical Faulty building wiring, faulty electrical appliances.	Staff could get electrical shocks or burns from faulty electrics, including portable electrical equipment – heaters, fans etc.	<ul style="list-style-type: none"> • Staff trained to spot and report any defective plugs, discoloured sockets, damaged cable and on/off switches, and to take any defective equipment out of use. • Staff know where the fuse box is and how to safely turn the electricity off in an emergency. • Clear access to the fuse box. • Qualified electrician does safety check of building electrics every five years. 	Manager to do visual check of plugs, sockets, cables and on/off switches every three months.	Manager and all staff	From now on	
Fire Faulty electrics, arson.	If trapped, staff could suffer from smoke inhalation/burns.	Fire risk assessment done, as at www.communities.gov.uk/fire , and necessary action taken.	Remind staff to keep backyard gate locked out of hours to stop intruders getting in.	Manager	7/10/19	7/10/19
Cold temperatures, freezer work	Staff may suffer discomfort when restocking freezer.	Freezer gloves provided for use when restocking freezer.	Replace gloves when they are showing signs of wear and tear.	Manager	From now on	