

Unit-5: Basic Hygiene and Safety Practices

INTRODUCTION



Human safety mainly focuses on the safety of health, hygiene and environment of all the people including the customers, employees and management. Everyone in the workplace, including the employer, supervisor, workers, supervisor, employees and customers have a responsibility to promote hygiene and safety.

The unorganized retailing activity is not registered by any statute or legal provisions. This sector is characterized by small and scattered units which sell products or services out of a fixed or mobile location. Mostly these traditional units include *mandis*, *haats*, *melas*, and the local *baniya/kiranas*, *paanwala*, and others like cobbler, vegetable and fruit vendors, fruit juice sellers, etc. are also a part of unorganized retailing. Most of these units do not follow basic hygiene or safety practices. On the other hand, the organized retail business establishments maintain hygiene and safety by practicing housekeeping and guarding against any mis-happenings due to the negligence of personnel working in retail store, anti-social elements, and even natural calamities.



The threats to the basic safety at a retail outlet may be in the form of any harm to the human beings, buildings or products. This can be in the form of fire in the building which may cause even loss of human life. It may also be in the form of product loss through improper housekeeping or shoplifting. Basic safety practices help in reducing the chances of this loss or damage in a retail store.

This Unit will help you to learn about the basic housekeeping and safety practices that are to be adopted at the retail store to provide a hygienic, safe and secure environment to both the customers and the employees.

SESSION-1

MAINTAINING HYGIENE IN RETAIL STORE

Relevant Knowledge

Any retail store may have fabulous merchandise to sell, but if the store is dirty and cleanliness and hygiene is not maintained, it will leave a very bad impression in the minds of the customer. It will

have long term implications such as adverse publicity. Store cleanliness is an important part of retail. Customers want to shop in a clean, well-lighted store so they have confidence that the merchandise purchased there is also clean and of good quality.

With the use of mops, microfiber, scrubber drier machines, etc., maintaining cleanliness at the retail store has become much easier and quicker. Cleaners or housekeepers at the store are trained in the use of these equipment and materials.

Housekeeping at the retail is an ongoing task. Following are some of the points for maintaining consistent cleaning and hygiene:

Plan a cleaning schedule

If you are In-charge of the housekeeping, then make a list of things to be cleaned every day, on weekends or monthly. Prepare a cleaning schedule of all the cleaning tasks that needs to be performed in the store. Assign tasks to the housekeeping staff. Allocate particular jobs to different shifts and/or to certain employees. Make a chart indicating which duties are to be accomplished on which days.



Give a copy of the schedule to the staff so that they are well aware of their duties and timings and could also refer to the schedule from time to time. Follow up with the staff to ensure that the jobs are being completed on schedule. Some of the tips that you need to keep in mind while maintaining cleanliness of the store are as follows:

Always keep your entrance clean

- ☆ Store name board and logo at the entrance should be neatly maintained.
- ☆ The entrance should be clean and inviting
- ☆ Security check points should be free from litter and should be presentable.
- ☆ Parking area should be clean and brightly lit (at nights)

Keep the front doors glittering

Customers generally assume that if the front door is dirty, rest of the store will also be dirty. Glass door should be clean and free of fingerprints. Make it a priority to dust and use glass cleaner every morning and after every 1-2 hours.

Regularly clean from shoulders to knees

Customers notice majority of 'merchandising' between their shoulders and knees. Ensure that the shelves/display in this area are always kept clean. Start at the top and work your way down, then move from front to back.



Behind the scene

If the customer uses a trial room, keep it spotless and litter free. Most of a customer's buying decision happens in a trial room.

Maintain clean washrooms

- ☆ Customers can use the washroom anytime.
- ☆ Ensure that the washrooms are clean.
- ☆ Ensure to give utmost care to the staff washrooms as well. This will keep their motivation level high and maintain hygiene standards.

Clutter free

- ☆ Boxes, pallets, rolling racks, shipping materials, etc., needed for the operation of the store should be out of site or neatly stored away from the traffic flow in the store.

Ease of shopping

- ☆ Overstocking of merchandise can be overwhelming to the customer and they can 'assume' your store is messy merely because of the volume of merchandise. It should be easy to move around in the store.
- ☆ Make certain that there is enough space for a stroller or wheelchair should easily move around the store.

Perception of the Customer

- ☆ Customers can make an assumption of whether a store is clean based on what they smell, see, hear and touch. A dusty hand-railing or a noisy lift door is not accepted by the customers.

Check-out area

The most important area of the store, no matter what kind, is the place you exchange the customer's money for something they value, your merchandise.

Other Good Housekeeping Practices

1. Obstructions free

- ☆ Don't leave merchandise or other items in walkways, corridors, on the sales floor, in the stockrooms or anywhere else where it will cause obstruction.
- ☆ Don't leave drawers open.
- ☆ Keep everything in its proper place and put things away after use.



2. Litter free

- ☆ If you drop anything, pick it up immediately.
- ☆ If you see something someone else has dropped, then pick it up and point it out to them.

3. No Spillage

- ☆ If you spill something, you must clean it up immediately.
- ☆ If you see a spillage, either clean it up or erect a danger sign to warn others. Ensure the spillage is cleaned up immediately. Follow store procedure.
- ☆ In wet weather be aware of any moisture transferred into the store on customers' shoes or umbrellas and deal with it immediately. Assist customers to put away wet bags, umbrellas etc. Erect a danger sign if appropriate.

SESSION-1 MAINTAINING HYGIENE IN RETAIL STORE

Exercise

Housekeeping at retail store

Visit 2 retail stores near your home or school and observe for the following activity or situation exists at the stores. Tick mark at the appropriate.

S. No.	Activity or Situation	Yes	No
1.	Front door is clean and glittering		
2.	Shelves are being cleaned regularly		
3.	All trash and scrap are in proper containers		
4.	Hazardous materials are kept in approved marked containers		
5.	Workplace is free of accumulated combustible materials and waste		
6.	Air vents and filters to maintain ventilation efficiency		
7.	Equipment and materials are stored in their assigned location		
8.	Personal protective equipment (PPE) are present and worn by employees where necessary		
9.	Boxes, drums, and piles are properly stacked		

10.	Spills are cleaned immediately		
11.	Procedures for cleaning are followed as per instructions of the Incharge housekeeping		
12.	Employee are trained in housekeeping		
13.	Washrooms are clean with necessary toiletries		

SESSION-1
MAINTAINING HYGIENE IN RETAIL STORE

Assessment

1. Human safety mainly focuses on the safety of health, _____ and environment of all the people.
2. Unhygienic conditions at the retail store leads to _____ publicity and gain to the competitors with better hygiene and facilities.
3. If you are In-charge of the housekeeping, then you should prepare a cleaning _____ of all the cleaning tasks that needs to be performed in the store.
4. Make a chart indicating which _____ are to be accomplished on which days.
5. You should always keep the entrance _____ and inviting.
6. Customers generally assume that if the front door is dirty, rest of the store will also be _____.
7. Glass door should be clean and free of _____.
8. Customers notice majority of merchandising between their _____ and knees.
9. Boxes, pallets, rolling racks, shipping materials, etc., needed for the operation of the store should be out of site or neatly stored away from the traffic flow in the store.

SESSION-1
MAINTAINING HYGIENE IN RETAIL STORE

Checklist for Assessment Activity

Use the following checklist to see if you've met all the requirements for assessment activity.

Part-A

- a) Differentiate between health and hygiene.



Part-B

Discussion classes the following:

- a) Why is it important to maintain hygienic conditions at workplace?
- b) Why is it important to keep walkways and corridors obstruction free?

Performance standards

The performance standard covered by the assessment includes the following, but not limited to:

Performance standards	Yes	No
Able to clean glass using appropriate materials and tools		
Able to clean wood using appropriate materials and tools		

SESSION-2

FOLLOWING SAFE PRACTICES AT RETAIL STORE

Relevant Knowledge

Human safety in the workplace means having an environment, free from injury and hazards. Proper processes and procedures will allow employees to work without worrying about their safety. Every retailer faces a unique set of human safety challenges in the form of fire, pest, electrical hazards, etc. These hazards can be minimized by taking various safety measures like using safety accessories.

Safety Accessories

The specially designed clothes or accessories worn by employees provide protection against health and safety hazards. Personal protective equipment (PPE) or accessories are designed to protect parts of the body. These accessories should be used as per the specifications or requirements. For example, if you are working in a high intensity light area, you should wear protective glasses. If you handling food, then you must wear an apron and polythene gloves for maintaining hygiene.

1. **Safety vest:** It is used when working around moving equipment such as forklifts and vehicles.
2. **Work gloves and safety shoes:** These are used when handling garbage or working in storage areas.
3. **Disposable gloves:** Disposable gloves should be worn when working in a grocery or cleaning bathrooms.
4. **Cut-resistant gloves:** These should be worn while using knives and sharp equipment or during cleaning operations.

5. **Eye protection and gloves:** These can be worn for protection from excessive light and chemicals.
6. **Hearing protection:** It is worn for protection from loud noise.

Potential Hazards

Employees in retail department stores, supermarkets and other retail stores may face hazards from exposure to live electricity. Contact with electrical equipment can cause shock, burns, accidents and even death. Electric shock injuries are a danger when retail workers are exposed to live wiring, temporary wiring and damaged electrical equipment, especially when adequate training has not been given.

In case of any health emergency at workplace, the ill or injured person should be given immediate attention and first aid before the medical help arrives. It could be (i) electric shock, (ii) difficulty in breathing due to asthmatic attack, (iii) burns, (iv) bleeding, (iv) injury, (v) fracture, (vi) heart attack, etc.

In departmental stores and other retail stores, exposed temporary wiring and damaged flexible cords can cause injury. Product displays and newly designed areas are frequently installed without permanent wiring. Back of the store stockrooms may have damaged wiring, temporary fixtures and obsolete electrical equipment. Retail workers should visually inspect all electrical wiring regularly to check for breaks and other defects. All electric outlet boxes should be covered. All switch boxes and circuits should be labelled.

Some common health and safety concerns or problems in retail, their signs or symptoms and their preventive measures are as follows:

1. **Musculoskeletal injuries (sprains and strains):** It include swelling, redness, difficulty moving a particular body part, numbness, tingling, and pain. Avoid long periods of repetitive movement, take micro-breaks, and change your position. You should avoid awkward positions and use an adjustable chair.
2. **Lifting and handling materials:** Improper lifting and handling of heavy or bulky objects is a major source of sprains, neck and back injuries, cuts, bruises, broken bones, and hernias. To prevent the occurrence, you should lift smaller loads by planning and adjusting weight distribution ahead of time. Always hold the object you are lifting as close to your body as possible and bend at your knees, not at your waist. This will help you keep your centre of balance and let the strong muscles in your legs do the lifting.
3. **Slips, trips, and falls:** It generally happens on slippery floors, particularly on a rainy day or freshly washed floors. Cluttered walkways in retail and storage areas may also cause trips and falls. Wear well-fitting non-slip footwear. Keep walkways and work areas clear of boxes, and other material. Report the spill to the person responsible for ensuring the spill is cleaned up



and till the time it is cleaned mark the area to warn others. Be sure you can see where you are going when carrying large items. Use a stepladder rather than a chair or crate to reach high items.

Refusing unsafe work

If you think a task is likely to endanger you or your co-workers, don't be afraid to speak up. You have the right to report any workplace injury or disease. Remember, under Health and Safety Legislation you have a duty to report hazards, to work safely without endangering others, to use tools and equipment in the proper manner and to use safety equipment that is provided.

Employees are required to observe the following:

1. Know the signs and symptoms of ergonomic injuries such as numbness, tingling, and/or pain.
2. Report symptoms and injuries to your supervisor.
3. Use good lifting techniques when handling and lifting materials by keeping a straight back and using your leg muscles to power the lift.
4. Avoid excessive or repetitive reaches for materials. Store materials properly so they are easy to access.
5. Walk, do not run as you cannot spot the hazard if you are running.
6. Always use the handrail on stairs and escalators
7. Don't carry things that obscure your vision.
8. Never leave obstacles on stairs.
9. Wear shoes that are comfortable and fit well. Avoid wearing shoes that will increase risk of falling or slipping.
10. Finally always be alert at all times for hazards.

First Aid in the workplace means providing the initial treatment and life support for people suffering an injury or illness at work. First Aid facilities should be located at a point convenient to workers. Directory of emergency telephone numbers, for example, in India telephone number for fire service station is 101, for police it is 100 and for emergency services/Ambulance it is 108 (in majority of the cities) should be readily available at a convenient place.

SESSION-2

FOLLOWING SAFE PRACTICES AT RETAIL STORE

Exercise

Assignment

Complete the following a risk assessment checklist for 2 jobs at a retail stores.

Description of job		
Potential Hazard or Risk to the Person	Actions taken to ensure safe working conditions	Any other observation

First Aid Facility

Description of job		
Potential Hazard or Risk to the Person	Actions taken to ensure safe working conditions	Any other observation

SESSION-2
FOLLOWING SAFE PRACTICES AT RETAIL STORE

Assessment

1. Fill in the Blanks

1. Human safety in the workplace means having an environment, free from injury and _____.
2. Hazards can be minimized by taking various measures like using personal _____ equipment or accessories.
3. When handling garbage or working in storage areas, work _____ and safety shoes should be worn.
4. When working in a grocery or cleaning bathrooms, disposable _____ should be worn by the housekeeper.
5. When using knives and sharp equipment _____ gloves should be worn.
6. Musculoskeletal injuries include _____ sprains and strains.



State whether the statement is True or False

1. Improper lifting and handling of heavy or bulky objects is a major source of sprains and back injuries --
2. Always hold the object you are lifting as far as possible from your body –
3. While lifting a box bend at your knees and not at your waist --
4. For picking things from a shelf at a height, one should use chair or crate instead of ladder—
5. You should report symptoms and injuries to your supervisor --
6. One should always use the handrail on stairs and escalators --
7. The telephone number for call fire service station is 101
8. The telephone number for calling police station is 100.

Activity

1. Create a first aid box for the class.
2. Create a Directory of Emergency Telephone nos. for a school.

SESSION-2

FOLLOWING SAFE PRACTICES AT RETAIL STORE

Checklist for Assessment Activity

Use the following checklist to see if you've met all the requirements for assessment activity.

Part-A

- a) Differentiated between common safety and health concerns and problems.

Part-B

Discuss in class the following:

- a) Why is it important to take preventive measures for ensuring hygienic and safe conditions at workplace?
- b) What measures are to be taken to ensure safety of body parts while working?

Performance standards

The performance standard covered by the assessment includes the following, but not limited to:

Performance standards	Yes	No
Able to identify potential health hazards and risks at workplace		
List the measures to be taken for preventing health emergency in a given scenario		

SESSION-3

PREVENTING AND EXTINGUISHING SMALL FIRES

Relevant Knowledge

Fire Preventive Clothes

Fire may sometime occur in retail stores due to inflammable and combustible materials, electrical malfunctioning, open flames, sparks, hot surfaces, smoking and unsafe storage of chemical products.

Smoke Detector

A **smoke detector** is a device that detects smoke, typically as an indicator of fire. It is a popular device for alarming the fire.

Fire Extinguisher

A fire extinguisher or simply an extinguisher is a device used to extinguish fires or control small fires, often in emergency situations. It cannot be used in a situation where fire is out of control or fire that has spread to a large area. A fire extinguisher consists of a hand-held cylindrical pressure vessel containing a fire extinguishing agent, which can be discharged to extinguish a fire. Fire extinguishers can be categorized on the basis of fire caused by different materials.



Classification of Fires: Most fires that occur will fall into one or more of the following classes:

Class A: Fires involving ordinary combustible materials, such as paper, wood, and textile fibers. Cooling, blanketing, or wetting extinguishing agents are used for extinguishing such fires.



Class B: Fires involving flammable liquids such as gasoline, thinners, oil-based paints and greases. Extinguishers for this type of fire include carbon dioxide, dry chemical and halogenated agent types.



Class C: Fires involving energized electrical equipment. The most common type of extinguisher for this class is carbon dioxide extinguisher.



Class D: Fires involving combustible metals such as magnesium, sodium, potassium, titanium, and aluminum. Special dry powder*extinguishing agents are required for this class of fire, and must be tailored to the specific hazardous metal.



Class K: Fires involving commercial cooking appliances with vegetable oils, animal oils, or fats at high temperatures. A wet potassium acetate, low pH-based agent is used for this class of fire. This is also called as class F fire.





Fire Extinguishers

The colour coding of fire extinguishers is as follows:

- ★ **Water** – Red
- ★ **Foam** – Cream
- ★ **Dry Powder** – Blue
- ★ **Carbon Dioxide (CO₂)** – Black
- ★ **Halon** – Green

Particulars	Specifications and Uses	
Water-Carbon Dioxide type Fire Extinguisher	Type - Upright and trolley mounted Capacity-9, 50,135,150 litres Suitable for Extinguishing Fires of Wood, Paper, Cotton and Jute	
Foam type Fire Extinguisher	Type - Inverted, upright and trolley Capacity-9, 50, 150 litres Suitable for Fighting Fire of Petrol, Oil, Paints, Spirits, Chemicals and Flammable Liquid Fires.	
Dry Chemical Powder type Fire Extinguisher	Type-Upright Trolley and Trailer Mounted Capacity-1, 2,5,10,25,50,75,150,300 kg Suitable for Fighting Fire of Oils, Solvents, Gases, Paints, Varnish, Electrical Wiring, Live Machinery Fire, Flammable Liquid and Gas Fires	
Carbon Dioxide type Fire Extinguisher	Upright and trolley mounted Capacity-2,3,4,5,6.5,9,22.5, 45 kg Suitable for fighting fire of all Flammable Liquids Gases, Live and Delicate Machinery Fires, Electrical And Sophisticated Electronic Equipment Fires.	

SESSION-3

PREVENTING AND EXTINGUISHING SMALL FIRES

Exercise

1. Assignment

Visit 2 retail stores near your home or school and observe for the following activity or situation exists at the stores. Tick mark at the appropriate.

S. No.	Activity or Situation	Yes	No
1.	All trash and scrap are in proper containers		
2.	Hazardous materials are kept in approved marked containers		
3.	Workplace is free of accumulated combustible materials and waste		
4.	Exits are clear of obstructions to allow easy evacuation of the building		
5.	Equipment and materials are stored in their assigned location		
6.	Personal protective equipment (PPE) are present and worn by employees where necessary		
7.	Fire extinguishers are located at appropriate place		
8.	Fire extinguishers are recharged regularly		
9.	Directory of emergency numbers are kept at appropriate place		
10.	Employee are trained in fire fighting procedures		
11.	Fire alarm is in working condition		

2. Practice Session

Using a Fire Extinguisher: To extinguish a fire with a portable extinguisher, you must have immediate access to the extinguisher, know how to actuate the unit, and how to apply the extinguishing agent effectively. Prior to fighting any fire with a portable fire extinguisher you must perform a risk assessment that evaluates the fire size, the atmosphere in the vicinity of the fire and the fire evacuation path. Let us now understand the various steps followed for using a fire extinguisher. To remember the sequence of the steps, you may learn it as 'PASS' i.e., Pull, Aim, Squeeze and Sweep.

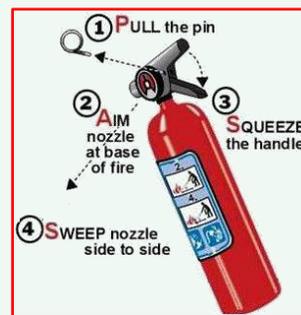


Step 1: Pull the pin or ring of the extinguisher. This will allow you to squeeze the handle in order to discharge the extinguishing agent i.e., water, carbon dioxide, foam, etc.

Step 2: Aim- Aim the nozzle at the base of the fire, but maintain a distance of at least 6 feet away from the fire.

Step 3: Squeeze or Press the handle together. This will release the extinguishing agent.

Step 4: Sweep the nozzle from side to side, aiming at the base of the fire. Continue until the fire is extinguished.



SESSION-3

PREVENTING AND EXTINGUISHING SMALL FIRES

Assessment

Fill in the blanks

1. Match the Class of Fire (Class A, Class B, Class C, Class D, Class K) with their description
_____ Fires involving ordinary combustible materials, such as paper, wood, and textile fibers.
_____ Fires involving flammable liquids such as gasoline, thinners, oil-based paints and greases.
_____ Fires involving energized electrical equipment.
_____ Fires involving combustible metals such as magnesium, sodium, potassium, titanium, and aluminum.
_____ Fires involving commercial cooking appliances with vegetable oils, animal oils, or fats at high temperatures.
2. A fire _____ is used to alert everyone in the event of fire.
3. _____ extinguisher is used for extinguishing fire of wood, paper, textiles and solid materials.
4. _____ type of fire extinguisher is used for extinguishing electrical appliances fires.
5. _____ type of fire extinguisher is used for extinguishing liquid fuel and electrical appliance fires.
6. _____ is used for extinguishing of wood fires.
7. The three elements needed for a fire are heat, _____ and oxygen.
8. All new types of fire extinguishers are coloured _____.

DOWN

1. Is a device that detects smoke, typically as an indicator of fire. It is a popular device for alarming the fire.
2. Is a device used to extinguish fires or control small fires, often in emergency situations.
3. Fires involving ordinary combustible materials, such as paper, wood, and textile fibers. Cooling, blanketing, or wetting extinguishing agents are used for extinguishing such fires.

Use the following checklist to see if you've met all the requirements for assessment activity.

Part-A

- a) Differentiate between different classes of fires.
- b) Differentiate between different types of fire extinguishers.

Part-B

Activity

Prepare a chart with instructions for using fire extinguishers.

Performance standards

The performance standard covered by the assessment includes the following, but not limited to:

Performance standards	Yes	No
Able to demonstrate the procedure for extinguishing small fires		

Further Readings

Websites

Read more: How to Improve Store Cleanliness & Housekeeping| eHow.com

http://www.ehow.com/how_8143888_improve-store-cleanliness-housekeeping.html#ixzz2013jVyNm