

# Organized Retailing

NVEQF Level 1 – Class IX

RS106-NQ2012 – HYGIENE AND SAFETY PRACTICES IN RETAIL

Students Workbook



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## Preface

The National Curriculum Framework, 2005, recommends that children's life at school must be linked to their life outside the school. This principle makes a departure from the legacy of bookish learning which continues to shape our system and causes a gap between the school, home, community and the workplace.

The student workbook on "Hygiene and Safety Practices in Retail" is a part of the qualification package developed for the implementation of National Vocational Education Qualification Framework (NVEQF), an initiative of Ministry of Human Resource Development (MHRD), Government of India to set common principles and guidelines for a nationally recognized qualification system covering Schools, Vocational Education and Training Institutions, Technical Education Institutions, Colleges and Universities. It is envisaged that the NVEQF will promote transparency of qualifications, cross-sectoral learning, student-centred learning and facilitate learner's mobility between different qualifications, thus encouraging lifelong learning.

This student workbook, which forms a part of vocational qualification package for student's who have passed Class VIII or equivalent examination, was created by a group of experts. The Retailer's Association of Skill Council of India (RASCI), approved by the National Skill Development Corporation (NSDC) organized Retailing Industry developed the National Occupation Standards (NOS). The National Occupation Standards are a set of competency standards and guidelines endorsed by the representatives of organized retailing Industry for recognizing an assessing skills and knowledge needs to perform effectively in the workplace.

The Pandit Sunderlal Sharma Central Institute of Vocational Education (PSSCIVE), a constituent of National Council of Educational Research and Training (NCERT) in association with SKSDC has developed modular curricula and learning materials (Units) for the vocational qualification package in organized retailing sector for NVEQ levels 1 to 4; Level 1 is equivalent to Class IX. Based on NOS, occupation related core competencies (knowledge, skills and abilities) were identified for development of curricula and learning modules (Units).

This student workbook attempts to discourage rote learning and to necessary flexibility in offering of courses, necessary for breaking sharp boundaries between different subject areas. The workbook attempt to enhance these endeavour by giving higher priority and space to opportunities contemplation and wondering, discussion in small groups and activities requiring hands on experience. Hope these measures will take us significantly further in the direction of a child centred system of education outlined in the National Policy of Education (1986).

The success of this effort depends on the steps that school Principals and Teachers will take to encourage children to reflect their own learning and to pursue imaginative and on the job activities and questions. Participation of learner in skill development exercises and inculcation of values and creativity is possible if involve children as participant in learning, and not as receiver of information. These aims imply considerable change in school routines and mode of functioning. Flexibility in the daily time table would be a necessity to maintain the rigour in implementing the activities and required number of teaching days will have to be increased for teaching and training.

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## About the Workbook

This workbook is to assist you with completing the Unit of Competency **RS106-NQ2012: Hygiene and Safety Practices in Retail**. You should work through the workbook in the classroom, at the workplace or in your own time under the guidance and supervision of your teacher or trainer. This workbook contains sessions which will help you to acquire relevant knowledge and skills (soft and hard) on various aspects of the unit of competency. Each session is small enough to be easily tackled and digested by you before you move on to the next session. Animated pictures and photographs have been included to bring about visual appeal and to make the text lively and interactive for you. You can also try to create your own illustrations using your imagination or taking the help of your teacher. Let us now see what the sections in the sessions have for you.

### Section 1: Introduction

This section introduces you to the topic of the Unit. It also tells you what you will learn through the various sessions covered in the Unit.

### Section 2: Relevant Knowledge

This section provides you with the relevant information on the topic(s) covered in the session. The knowledge developed through this section will enable you to perform certain activities. You should read through the information to develop an understanding on the various aspects of the topic before you complete the exercise(s).

### Section 3: Exercise

Each session has exercises, which you should complete on time. You will perform the activities in the classroom, at home or at the workplace. The activities included in this section will help you to develop necessary knowledge, skills and attitude that you need for becoming competent in performing the tasks at workplace. The activities should be done under the supervision of your teacher or trainer who will guide you in completing the tasks and also provide feedback to you for improving your performance. To achieve this, prepare a timetable in consultation with your teacher or trainer and strictly adhere to the stipulated norms or standards. Do not hesitate to ask your teacher or trainer to explain anything that you do not understand.

### Section 4: Assessment

The review questions included in this section will help you to check your progress. You must be able to answer all the questions before you proceed to the next session.

## 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.



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## Session 1: Basic Hygiene and Safety Practices

### 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 glitteringly***

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 to 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.

## Exercise: Assignment

### 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.

Sl. 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 In-charge housekeeping		
12.	Employee are trained in housekeeping		
13.	Washrooms are clean with necessary toiletries		

## Assessment

### Fill in the blanks

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.

## Checklist for Assessment Activity

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

### Part A

- (a) Differentiate between health and hygiene.

### Part B

Discuss in class 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?

## Part C

### Performance standards

The performance standard may include, but not limited to:

<b>Performance standards</b>	<b>Yes</b>	<b>No</b>
Able to clean glass using appropriate materials and tools.		
Able to clean wood using appropriate materials and tools.		

## Session 2: Potential Hazards

### 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.

#### 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, (v) injury, (vi) fracture, (vii) 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.

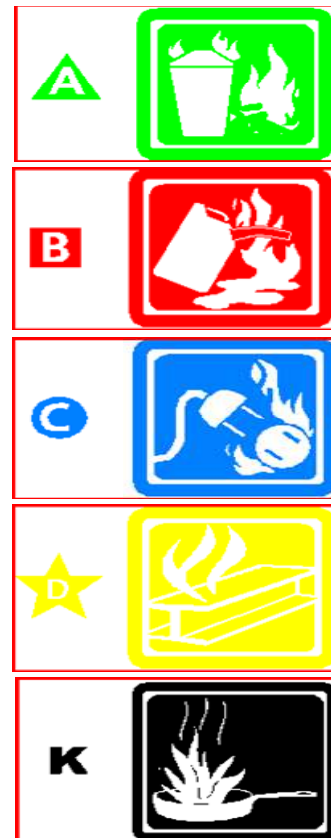
Some common health and safety concerns or problems in retail, their signs or symptoms and their preventive measures are as follows:

1. **Musculoskeletal injuries (sprains and strains):** It includes 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 center 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.

### Preventing and Extinguishing Small Fires



### 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<sup>\*</sup> 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:

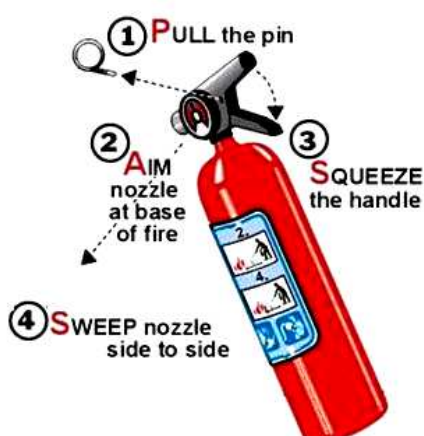
- **Water** – Red
- **Foam** - Cream
- **Dry Powder** - Blue
- **Carbon Dioxide (CO<sub>2</sub>)** - Black
- **Halon** - Green



<b>Particulars</b>	<b>Specifications and Uses</b>
<b>Water-Carbon Dioxide type Fire Extinguisher</b>	<ul style="list-style-type: none"> <li>• Type - Upright and trolley mounted</li> <li>• Capacity – 9, 50, 135, 150 litres</li> <li>• Suitable for Extinguishing Fires of Wood, Paper, Cotton and Jute</li> </ul>
<b>Foam type Fire Extinguisher</b>	<ul style="list-style-type: none"> <li>• Type - Inverted, upright and trolley</li> <li>• Capacity - 9, 50, 150 litres</li> <li>• Suitable for Fighting Fire of Petrol, Oil, Paints, Spirits, Chemicals and Flammable Liquid Fires</li> </ul>
<b>Dry Chemical Powder type Fire Extinguisher</b>	<ul style="list-style-type: none"> <li>• Type-Upright Trolley and Trailer Mounted</li> <li>• Capacity - 1, 2, 5, 10, 25, 50, 75, 150, 300 kg</li> <li>• Suitable for Fighting Fire of Oils, Solvents, Gases, Paints, Varnish, Electrical Wiring, Live Machinery Fire, Flammable Liquid and Gas Fires</li> </ul>
<b>Carbon Dioxide type Fire Extinguisher</b>	<ul style="list-style-type: none"> <li>• Upright and trolley mounted</li> <li>• Capacity - 2, 3, 4, 5, 6.5, 9, 22.5, 45 kg</li> <li>• Suitable for fighting fire of all Flammable Liquids Gases, Live and Delicate Machinery Fires, Electrical and Sophisticated Electronic Equipment Fires</li> </ul>

### Steps followed in using a fire extinguisher

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** 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.

## Exercise: Assignment

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.

### Assignment

1. 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

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

2. 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.

Sl. 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		

3. 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.

## Assessment

### A. 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.

### B. Match the Class of Fire (Class A, Class B, Class C, Class D, Class K) with their description

1. \_\_\_\_\_ Fires involving ordinary combustible materials, such as paper, wood, and textile fibers.
2. \_\_\_\_\_ Fires involving flammable liquids such as gasoline, thinners, oil-based paints and greases.
3. \_\_\_\_\_ Fires involving energized electrical equipment.
4. \_\_\_\_\_ Fires involving combustible metals such as magnesium, sodium, potassium, titanium, and aluminum.
5. \_\_\_\_\_ Fires involving commercial cooking appliances with vegetable oils, animal oils, or fats at high temperatures.
6. A fire \_\_\_\_\_ is used to alert everyone in the event of fire.
7. \_\_\_\_\_ extinguisher is used for extinguishing fire of wood, paper, textiles and solid materials.

8. \_\_\_\_\_ type of fire extinguisher is used for extinguishing electrical appliances fires.
9. \_\_\_\_\_ type of fire extinguisher is used for extinguishing liquid fuel and electrical appliance fires.
10. \_\_\_\_\_ is used for extinguishing of wood fires.
11. The three elements needed for a fire are heat, \_\_\_\_\_ and oxygen.
12. All new types of fire extinguishers are coloured \_\_\_\_\_.

**C. 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. [   ]

## Checklist for Assessment Activity

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

**Part A**

- a) Differentiated between common safety and health concerns and problems.
- b) Differentiate between different classes of fires.
- c) Differentiate between different types of fire extinguishers.

## 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?
- c) Prepare a chart with instructions for using fire extinguishers.

## Part C

### Performance standards

The performance standard may include, 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.		
Able to demonstrate the procedure for extinguishing small fires.		

## Session 3: Safety Measures at Workplace

### Relevant Knowledge

#### 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 are 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.

#### 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 Facility**

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.

### **Dealing with Irate Customers**

If the employee work in retail, it is almost inevitable that his/her will have to deal with an irate customer at some point. Follow these guidelines for dealing with irate customers:

- Focus on the emotions first, try to remain calm, and try to calm the other person.
- Try to avoid escalating the situation. Find ways to help the irate customer save face.
- Listen carefully and try to put yourself in the customer's shoes, so you can better understand how to solve the problem.
- If you can't address their concern, take the customer's name and number and promise to forward the information to your manager or supervisor.
- If you cannot calm the person, ask for help.
- See the safety tips on the following pages for handling money, harassment, dealing with shoplifting and robbery, and working alone.

### **Handling Money**

Handling money can expose you to the potential for violence. The employer of retail organization should have procedures in place to help the employee stay safe when handling money. The following are safety tips:

- Handle money at a location away from entrances and exits.
- Keep as little cash in the cash register as possible.
- Place large bills in a drop box, safe, or strong room that is out of sight.
- Vary the time and route for making bank deposits.
- Avoid making bank deposits at night.
- Don't carry money in bags that make it obvious you're carrying cash.
- Make deposits with a co-worker, if possible. The coworker should face away from the depository to keep an eye on other people in the area.
- Employers can also make the workplace safer by fitting counter safes with time-delay locks.

## **Harassment**

An unwelcome behaviour or comment that is harmful to the work environment is considered to be harassment. Harassment takes many forms but can generally be defined as an insulting, intimidating, humiliating, malicious, degrading, or offensive comment or act directed toward another person or group. This would also include bullying, sexual harassment, and offensive displays.

Although harassment typically doesn't include physical violence, it can be very harmful and it does affect the overall health of the work environment. The following are safety tips:

- Tell the harasser to stop. Do this right away by saying it or writing it in a letter or e-mail. If that doesn't work, follow the next three steps.
- The employee tells his/her employer or the person his/her employer has appointed to receive and handle harassment complaints.
- Talk about it with someone the employees trust (for example, a co-worker, friend, or relative).
- Write it down. To help make the employees case in an investigation, write down each remark or incident (using the exact

## **Shoplifting and Robbery**

The main concern in the event of theft or robbery is the employees safety, and that of his/her co-workers and customers. Money and merchandise taken during a robbery can be replaced; people can't be.

## **Preventing Shoplifting in Retailing**

- The chances of shoplifting increase when the employees work alone.
- If the employees think someone is shoplifting, contact security or someone professionally trained to deal with the situation.
- Never approach or try to apprehend a shoplifter, especially if the employees are working alone. After the shoplifter leaves, write down as much information about the incident as possible.
- This should include the shoplifter's height, weight, hair and skin colour, and clothing. If a vehicle is involved, write down the make, colour, approximate year, and license plate number.

## **Preventing Robbery in Retailing**

- The best way to prevent injury resulting from robbery is to prevent the robbery from happening in the first place.
- Some businesses have internal security staff and specific instructions for dealing with robbery, but others may not.
- Here are some tips to help protect the employee.

## **Make the store attractive to customers and unattractive to robbers**

- Keep the store clean, tidy, and well lit.
- When there are no customers at your sales counter or checkout, keep busy by doing tasks such as cleaning, dusting, or sweeping.
- Stay away from the sales counter when there are no customers in the store.
- Keep the cash register fund to a minimum — ask customers for exact change or the smallest bills possible.

## **Stay Alert**

- Be aware of cars parked across the street or off to one side of the lot.
- Look for anyone who may be watching the store or loitering in or around it.
- If you are concerned about a person or vehicle, do not hesitate to contact employee's supervisor or the appropriate authorities.

- Know the locations of phones or available help outside the premises.
- Connect with potential customers.
- Give a friendly greeting to everyone who enters the store.
- When a shopper is nearby, act in a friendly manner, and briefly look directly into their eyes.
- Ask people alone in the aisle if they would like any help.

### **If a Robbery Occurs**

Your employer will provide specific instructions for dealing with robberies. However, the following tips may be helpful:

- **Keep it short** — The longer a robbery takes the more nervous the robber becomes.
- **Stay calm** — Handle the entire situation as if the employee were making a sale to a customer.
- **Obey the robber's orders** — Let the robber know the employee intend to cooperate. Hand over cash and merchandise and do exactly as the robber says.

### **If the employees are not sure what the robber is telling them, ask**

- **Tell the robber about any possible surprises** — Tell the robber before reaching for anything or moving in any way. Tell the robber if another employee is in the back room so the robber will not be startled.
- **Don't try to stop the robber** — Trying to fight with a robber is foolhardy, not heroic. If you don't see a weapon, always assume the robber has one.
- **Don't chase or follow the robber** — This will only invite violence, and it may confuse the police as to who is involved with the robbery.
- **Write down information immediately** — As soon as the robber has left, make notes about their appearance, mannerisms, and specific features, as well as the time and the direction they took when they left.
- **Call the police or appropriate authorities** — Dial 911 or your local emergency number.

## Exercise: Assignment

### Practice Session

1. What are the safety measures adopting if robbery occurs?

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2. What kind of precautions taking for lifting and handling of materials?

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3. How to prevent shoplifting in retail store?

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4. What kind of safety tips used to avoid the stepladders in the processing of retail activities?

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## Assessment

### A. True or False

1. Listen carefully and try to put yourself in the customers shoes, so you not to understand how to solve the problem. (False)
2. Handle money at allocation away from entrances and exits. (True)
3. Harassment is typically does not includes physical violence. (True)
4. The chances of shoplifting increase when you work in group. (False)
5. Stay away from the sales counter when there are more consumers in the store. (False)
6. To reduce hard level, your employer must follow the requirements for barriers, locked doors and prepayment of fuel. (True)
7. Look your doors and roll up your windows before driving into the parking lot. (True)

## Checklist for Assessment Activity

Use the following checklist to see if you've met all the requirements for Assessment Activity.

### Part A

- a) Differentiated different health and safety concerns in retail business?
- b) Differentiated safety tips for different health and safety concerns in retail business?

### Part B

Discussed in class the following:

- a) What is the meaning of lifting material in retailing?
- b) Describe the four main safety tips for lifting the material?
- c) List out main safety tips for handling material?
- d) The guidelines required for dealing with irate customers.
- e) What kinds of precautions take to handle the money in retail business?
- f) The safety tips for avoid the harassment in retailing.
- g) The preventing measures for avoid the shoplifting and robbery in retail stores?

### Part C

#### Performance standards

The performance standard may include, but not limited to:

#### Performance standards covered by this assessment

Performance standards	Yes	No
Able to identify the health and safety concerns in retail business.		
Able to find out the safety tips required for operating and handling the health and safety concerns in retail business.		

## Session 4: Precautions to be taken for Safety

### Relevant Knowledge

#### Traveling to and from Work

The employer of the organization can't control the environment outside the workplace. However, there are several things the employee can do to ensure a safer trip to and from work.

#### Driving

- Lock your vehicle doors and roll up windows before driving into the parking lot.
- Scan the parking area for suspicious persons — have a plan ready in case the employees are uncomfortable with the situation.
- Park in well-lit areas — avoids alleys, wooded areas, and tunnels.
- Avoid having to reach back into the vehicle for anything.
- After work, try to avoid walking to your vehicle alone, or at least have someone watch from a window.

#### Taking a Bus

- Plan to arrive at bus stops just before the bus arrives.
- Avoid isolated or poorly lit bus stops.
- If the employee see suspicious or menacing people at his/her stop, get off at the next stop.
- If possible, have someone meet the employee when his/her arrive at your destination.

#### If employee is confronted

- If you are attacked, scream loudly and for as long as possible. As soon as possible, run to the nearest well-lit area.
- If someone grabs your purse, deposit bag, or other property, do not resist, and do not chase the thief.
- Call the police immediately and try to recall the mannerisms of the attacker.

## **Knives, Box Cutters, and other Sharps**

Box cutters are common tools for retail workers, and knives and other sharps such as meat slicers are essential tools for daily counter workers. Safe work habits will decrease the employee's chances of losing time from work or losing a finger.

### **Using knives and box cutters**

- Use the right tool for the job, and make sure it is sharp.
- Always cut away from the employee's body.
- Always store sharps separately from other tools and utensils.
- Use a flat surface to cut on.
- Never use a knife for anything other than cutting.
- Hold the knife in the employee's stronger hand.
- To clean the knife, direct the edge away from the employee and wipe with the cloth on the dull edge of the blade.
- Wear leather or metal mesh gloves if the employer requires them.

When cleaning knives and sharp blades, follow these guidelines:

- Clean them immediately after use or place them in a "sharps only" container near the sink.
- Don't drop knives or equipment blades into the dishwasher or sink.

When using meat slicers or other power equipment, follow these guidelines:

- Make sure the employee have training on the specific piece of equipment, and follow written safe work procedures.
- Don't wear loose clothing or dangling jewelry that could get caught in equipment.
- Use guards and glides at all times.
- Never reach across the blade.
- Turn the slicer off according to manufacturer's instructions when not in use.
- Unplug equipment before cleaning.
- Use cut-resistant gloves on both hands when cleaning.

## **Power Tools and Equipment**

The employee may be required to use power tools if his/her work in a hardware store or a business such as a bicycle or furniture shop where his/her job involves assembling product. His/her may also be required to use power equipment such as compactors, dock levelers, carton crushers, meat slicers, or other food preparation equipment. These tools and equipment have the potential to cause serious injury, particularly if they're poorly maintained or used without due caution.

### **Before the employee start**

- Never use a power tool or piece of equipment unless the employee have been trained and authorized do so. Follow safe work procedures.
- Inspect tools prior to use. Only use tools that are in good operating condition.
- Check power cords daily for tears or cuts in the insulation, loose connections (plug to wire and wire to tool), and poor ground connections. Report all defective tools to your supervisor, and mark them "Not to be used."
- Wear hearing protection and tie back long hair.
- Check that all guards and safety devices are in place and functioning properly.
- Check that the power switch is in the off position before plugging the tool in. Only the operator should turn the tool on.

### **While the Tool or Equipment is Operating**

- Stay with running power tools. Do not walk away from a machine the employee have been using until it comes to a complete stop. It takes only a few seconds for a power tool to "wind down" after it has been shut off, but it still has the potential to injure someone if the parts are still moving.
- Keep the employees hands away from moving parts.
- Make sure the cutting part of a tool will not come in contact with the power cord.
- Maintain a firm grip at all times.
- Turn off power tools before making adjustments. Always unplug or lock out the tool before making adjustments or changing settings if there is any chance that the tool could accidentally start up.

## **Noise**

Noise in some retail areas where powered equipment is used may reach harmful levels that can cause hearing loss. Exposure to sound over 85 decibels over an 8-hour period requires hearing protection. Employers are required to inform workers if sound levels are at 82 decibels or more. The following are safety tips:

- Wear approved hearing protection whenever the employee enter an area posted as having high levels of noise, whether it is noisy when his/her enter or not. Noisy equipment can start up at any time.
- Ensure that the employees hearing protection is the right type for the environment and that it is comfortable.
- Ear buds (headphones) are not work equipment.
- Avoid playing music at high levels, which can cause hearing loss and prevent the employee from hearing warning signals.

## **Forklifts and Pallet Jacks**

Forklifts (or lift-trucks), powered or manual pallet jacks, and other lifting equipment are an essential part of many retail operations. Although they help prevent lifting injuries, they can also cause serious and, all too often, fatal injuries.

If the employees are required to use a forklift or pallet jack, the employer must provide to the employee with training for the specific piece of equipment. Working in areas where forklifts operate can also be hazardous, and requires training and ongoing alertness to prevent injuries. Forklift accidents are usually catastrophic but always preventable.

### **Operating Forklifts**

- Do not operate the forklift unless it is running properly. Wear required PPE such as safety boots and a hard hat.
- Make sure the employees are trained to change the propane fuel tank or battery.
- Never carry a passenger or elevate a person on forks, pallets, or loads.
- Secure the load properly. Don't overload the forklift, even for short distances.

- Never stand or pass under an elevated load. Don't let anyone else do it either.
- When not stacking, carry loads at the lowest possible position.
- Never turn on a sloped surface.
- When employees are finished using the forklift, lower the forks to the floor, set the brakes, turn off the motor, and remove the key.

### **Working around Forklifts**

A near miss involving a pedestrian and a forklift is not just a near miss — it is a near fatality. Forklift operators have a very limited field of vision because bars, cables, chains, and the load they may be carrying obstruct their view. They may not be able to see other workers in time to stop or take evasive action.

- Training for those who work around forklifts is just as important as training for the forklift operators themselves. Follow these guidelines:
- Wear a high visibility vest when entering an area where forklifts are operating.
- Yield the right of way — even if the operator can stop the forklift quickly, the load may continue forward and crush the employee.

### **Make Eye Contact with the Operator**

- Wait until the employee has confirmation that the operator has noticed his/her before proceeding.
- Don't rely on sound to determine whether there's a forklift nearby — forklifts can be very quiet when they are coasting.
- Use designated walkways — don't take shortcuts through danger zones.

### **Operating Pallet Jacks**

- Wear safety boots and keep the employees toes and fingers out from under the pallet.
- Secure the load to make sure it is stable and will not shift during movement.
- Restack it if necessary.
- Make sure the rollers are free of the bottom of the pallet.

- Push, don't pull — this puts less strain on the employers back and it's easier to stop.
- Know how to use the release handle.
- Get help if the employees are having a problem.
- Work with a partner when dealing with heavy loads.
- For a quick stop, lower the load.

Every workplace needs a plan for dealing with emergencies. The employer or supervisor should provide to the employee with instruction in the emergency plan within his/her first few days on the job, as well as refresher training from time to time. Once the employee has been trained, his/her should be able to answer the following questions:

- Where is the emergency phone numbers posted?
- Where are the fire extinguishers? How and when should they be used?
- Where are the fire alarms and fire exits?
- What is the evacuation plan for the building?
- What should you do during an earthquake?
- In case of evacuation, where outside the building is the assembly point and who should you report to?
- What other specialized equipment may be needed in case of an emergency, and how is it used?
- Ask your employer to go through the emergency plans and procedures for your store.

For example, ask your employer to review what to do in the case of an earthquake, fire, or bomb threat.

## Exercise: Assignment

### Practice Session

1. Describe how to Operate Forklifts?

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2. What kind of precautions should be taken while operating power tools and equipment?

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3. What kind of safety tips used to avoid the stepladders in the processing of retail activities?

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## Assessment

### A. Fill in the Blanks

1. Always store sharps separately from other \_\_\_\_\_ and \_\_\_\_\_.  
(tools, utensils)
2. \_\_\_\_\_ in some retail areas where powered equipment used may reach harmful level that can cause hearing loss. (noise)
3. Training for those who work around \_\_\_\_\_ is just as important as \_\_\_\_\_ for the forklift operators. (forklifts, training)
4. Every work place needs a \_\_\_\_\_ for dealing with emergencies. (plan)

### B. Short Answer Questions

1. What do you mean by stepladders?
2. What kinds of violence are arising in the workplace in retailing?
3. What kinds of safety tips using in working alone?
4. What are the restrictions followed while working at gas stations and petrol pumps?
5. What are the driving rules followed?

6. Explain the safety tips required for the following situations?
  - a) Using Knives
  - b) Using Box Cutters
  - c) Using Sharps
7. What kind of precautions adapting to using the power tools and equipments in retailing?
8. What do you mean by forklifts and pallet jacks?
9. What kind of precautions followed for reduce noise in retailing?
10. State the safety tips for forklifts and pallet jacks?

## Checklist for Assessment Activity

Use the following checklist to see if you've met all the requirements for Assessment Activity.

### Part A

- Differentiated safety tips for different safety measures concerns in retail business?

### Part B

- Discussed in class the following:
- The safety tips for avoid the harassment in retailing.

### Part C

### ***Performance standards***

The performance standard may include, but not limited to:

Performance standards covered by this assessment

Performance standards	Yes	No
Able to identify the safety concerns in retail business.		
Able to find out the safety tips required in retail business		