

6 WORKING IN RETAIL

PURPOSE

Injuries among young employees working in retail are quite common. This activity highlights some common hazards found in a retail environment and starts a conversation about safety hazards that can be found in most retail establishments.

ACTIVITY TIME

Approximately 15 minutes

PREPARATION

- The Working in Retail handouts can be found at:
www.promotingusafetyhealth.com
Click on "Start the Conversation Activities," then find the "Working in Retail" activity and click on the "Handout" link OR photocopy the cards from page 124–128 of the back of the book. Print one copy of the handout per two or three staff.
- Each group gets a set of handouts. Fold each of the handouts so the picture is on the inside of the fold and label them 1–5 on the outside.
- Print PUSH Cards.

DIRECTIONS

Supervisor reads out loud

Supervisor reads out loud

SUPERVISOR READS QUESTION

✘ *Do not read out loud*



**OREGON HEALTHY
WORKFORCE CENTER**

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PUSH is an Oregon Healthy Workforce Center Project funded through the NIOSH Total Worker Health Center of Excellence Grant U19OH10154.

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BACKGROUND

Many young people work in retail. Retail jobs include clothing stores, grocery stores, convenience stores, and other establishments where items are sold to the public.

CAN SOMEONE TELL US WHAT TYPES OF HAZARDS CAN BE FOUND IN A RETAIL ENVIRONMENT?

- ⊖ Lifting heavy boxes
- ⊖ Repetitive motions (for example: constantly bending and twisting when restocking)
- ⊖ Slips, trips, and falls
- ⊖ Awkward/uncomfortable positions and standing for long periods (for example, bent over folding clothes)
- ⊖ Dangers in the stockroom like boxes falling from shelves
- ⊖ Violence
- ⊖ Fires

ACTIVITY

This activity will help you avoid potential hazards found in retail jobs.

Now we're going to play a game.

- ✦ *Have staff split into groups of 3–5 (adjust according to size of group). Hand out pictures 1–5 folded in half and numbered on the outside. Tell them not to unfold or look at the pictures until you tell them to start.*

Each group should have pictures numbered 1–5. When I say a number, flip that number over and discuss the picture with your group. The first team to raise a hand and tell me what's wrong with the picture (if there is something wrong) will get a point.

If there is something wrong in the picture you must say what it is, why it's wrong, and how it could be fixed.

If there is nothing wrong in the picture, you need to tell me why there is nothing wrong.

**LET'S GET STARTED! EVERYONE OPEN PICTURE #1.
NOW WHAT'S WRONG WITH THIS PICTURE?**

- ✘ *You do not have to go in order, but make sure you go through ALL of the pictures. Let staff come up with their own answers before giving them the correct answers listed below.*

ANSWERS

Image 1: Lifting the box

WHAT'S WRONG?

He is lifting the box incorrectly. He is lifting with his back and not his legs. He needs to bend his knees, not his back. The object is also too far from his body. The correct way to lift is knees bent with the object close to his body. Lifting incorrectly like this can cause a major and painful back injury.

Image 2: Restocking shelves

WHAT'S WRONG?

Although the ladder appears to be on flat stable ground, the employee is improperly standing on the ladder. Always face the task on a ladder (as opposed to standing sideways like the store clerk). Additionally, standing on the last rung of a ladder makes it unstable. The employee could use a taller ladder so they don't have to stand on the top rung. Always maintain at least three points of contact on a ladder to prevent a fall. Finally, it is always a good idea to have someone hold the ladder steady while you work.

Image 3: Mopping a spill

WHAT'S WRONG?

NOTHING! The staff member is taking care of something that spilled on the floor right away so that people don't slip on it. He put up a "Caution-Wet" sign up right away EVEN while he was cleaning so customers and staff would know that this area is slippery.

Image 4: Storeroom

WHAT'S WRONG?

This storeroom is a mess! Clutter on the floors presents dangerous trip-and-fall hazards, not to mention what could happen if a staff member stepped on the items and impaled a foot. To fix this, the room should be organized and the clutter cleared from the floors. There should be enough room for walking around safely in the storeroom.

Image 5: Emergency egress

WHAT'S WRONG?

Employees are not following an emergency action plan. In this case there appears to be some sort of fire or explosion. In the event of a fire, move in a calm and organized fashion out emergency exits. Don't try to save equipment or valuables. Computers and wallets can be replaced, but your life cannot!

Great job everyone!

There are safety hazards in every workplace, including retail. Keep your eyes open and always speak up if you see something that can cause an injury.

PUSH FORWARD

- ✘ *Pass out PUSH cards.*

On your card is a link to the Promoting U through Safety and Health page (www.promotingusafetyhealth.com). If you follow this page you can learn about other ways to stay safe at home and at work.

6 WORKING IN RETAIL HANDOUT – EXAMPLES

