

Retail and Consumer Safety

As a retailer you are expected to provide a safe and hazard free environment for your staff and customers. All retail operations run the risk of exposing consumers to unforeseen hazards, increasing the probability of legal claims and bad press.

Effective management is essential in all retailing, to improve and ensure customer support is paramount, because poor response and neglect can result in damage to your hard earned reputation.

Issues can arise within a number of areas from transportation and storage to manual handling and shop floor layouts to advice on products and materials. Especially if some of those products are hazardous, such as cleaning agents, detergents, solvents or explosive gases.

Harness-it can help reduce the risks from receipt of goods, storage to point of sale and delivery. Customer focused retailers will have staff trained with topic specialist available to advise clients on products and hazards.

Working with the general public can be quite a frantic environment and is sometimes unforgiving, but with planning and support, staff can help you educate clients and improve customer relations. With work groups trained in spillage response, risk awareness and proper disposal techniques, some of the risks can be reduced. The last thing you need is a customer being exposed to toxic fumes or harmful materials.

If you can recognise that product damage cuts into your bottom line, then you will also understand proper handling of products is essential. Showing customers your concerns about safety shows them you are environmentally friendly and care about their local communities.

Loss prevention and staff safety help create peace of mind.

Regardless of the size of your operation we understand protecting your products and rapid response to spillages can affect your profits. As much as fraudulent claims for compensation push premiums up and profits down.

Often accidents occur in companies with good Health & Safety systems and good procedures. Retail generally has high standards but the challenges they face are low morale and high staff turnover. Not to mention the demands of peak season sales with a high percentage of inexperienced workers.

Speaking with one major retailer, claims for compensation occur daily, and even if most of these are small claims they effect profits, eat into resources, and can effect your company's image.



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