

Aim To encourage a student to think about issues of health and safety in the workplace.

Preparation VIEW Retail must be pre-installed on a stand alone PC or network (where licensed). The work experience activity could be undertaken by an individual or group of students.

Students will need some support in beginning their exploration of VIEW Retail. This can be achieved through a quick demonstration of by using the 'student guide' first. The students may also benefit from having access to maps on a printed sheet, to help them navigate around.

Students will need the attached student sheet with a pen or pencil, writing on the sheet or on another piece of paper.

Links to WRL Work experience preparation

Outcomes Improved skills with VIEW
Familiarisation with topic content in VIEW
Improved work experience

Pre activity Stress importance of following the student sheet and not getting distracted. Offer help if lost to get back on track.

Before attempting the task the students should discuss the concept of a 'hazard' or 'risk' in the workplace and understand the difference between the two terms. They should appreciate that all occupations include risk and that the practice of health and safety is to reduce risk

The retail sector includes a range of environments that may present hazards and this task encourages the student to look at two areas away from the sales floor., the delivery bay and the stockroom. Both views are small but present enough opportunity for most students to suggest the more obvious hazards.

Activity The student begins at the HoF entrance and follows the printed visit guide. The student will locate the two work areas away from the sales floor and identify some hazards in these areas.

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Post activity Students can compare their respective lists and build up a class view of potential risks in each area. They can discuss which employees might be exposed to these risks. The concept of the probability of a risk occurring against the potential consequences may provoke a range of points of view.

Extension activities Students can begin to discuss how they might protect the employee against each risk that they have identified. Brighter students might begin to understand that some risks can be eliminated, some avoided, some protected against etc.

Some brighter students may benefit from exploring the Health and Safety Executive's website (HSE) at www.hse.gov.uk

The same examination could be applied to the employee working on the Prescriptive's stand. If you move to that point on the ground floor (east end), you will find a timeline which shows how the employee works with a customer to apply cosmetics. This raises issues for those working in cosmetics and any allergies that may be provoked and the longer exposure to chemicals. In addition, how is the customer protected?

A further area for comparison might be the work of the visual merchandisers. You can find relevant material by looking into the working area at the back of the visual merchandiser's room and office close to the HR office. Access this by moving to the fifth floor, going through the doors marked 'offices', go up the stairs, through the doors marked 'HR Offices', ahead into the office area. Look back at the way you came for a colourful door on the left. Once in this room look to the left of Tamar's office door (facing approx NE).

In addition, from outside of the store move towards the Therapy entrance, left of the main entrance. The timeline there will provide some views of the team preparing a window which involves carrying and working with the mannequins and some heavy objects.

Whilst in the HR office please note that some other H&S evidence is available, including;

The induction booklet on a table. (Below a bright green box folder). It has a page on health and safety.

Behind you is an employer's liability insurance certificate on the wall. As you leave the HR office, through the double doors – checkout the noticeboards on the right for some H&S related notices.

You will need...

You will need a paper and a pen or pencil to make some notes. Having a printed copy of the floor maps might be useful to help you find your way around.

Many of the employees at House of Fraser are working on the shop floor for most of the day. Some may need to visit the delivery bay or the stockroom. In each case these work areas present a very different working environment

Make a list of any hazards that you think employees visiting or working in these areas might face. A hazard is something that might cause them harm. For each hazard in your list make it clear what the hazard is, what harm the hazard might cause the employee and the risk of any harm occurring.

The Delivery Bay

If you move to the west end of the ground floor sales area you will find Sally the replenishment manager. Click on her for an interview and find out what she does and how it connects to the delivery bay. She answers a specific question about health and safety in the delivery bay.

To her left you can click to go into the delivery bay. Have a look around and pick up what information you can. Look carefully at the 'compactor', you will see some health and safety evidence associated with that machine. You can click on the compactor at several points to get some closer views.

The stockroom

The stockroom is a bit harder to find compared to the delivery bay. Go to the fifth floor and click on the door leading up to the HR offices. Proceed up the stairs. Before you go through the HR office doors, turn left and go down the corridor. Look around in this corridor – you will see some stock in boxes and some storage facilities. Turn right and you can enter just one small part of the stockroom.

The store stockroom is much larger than just this area but you will be able to see some health and safety issues for this working area and the management of stock.

Use the following table to record your results:

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The hazard	The harm that might be caused to the employee by the hazard.	The risk that this harm might occur. Likely, possible, unlikely

Which risks do you think are most likely to happen and which risks would have the worst consequences for the employee or the customer?

Can any of the hazards that you have identified be removed by working differently?

Can any of the hazards that you have identified be 'guarded' in some way to stop employees or customers being exposed to a risk of harm?

Can the employee be issued with any personal protective clothing to limit exposure to harm?

Can the employee be trained so as to work more safely?

Could hazard warning signs help to avoid accidents in this area?

Which risks do you think most likely to happen and which risks would have the worst consequences for the employee?

When you are on work experience choose a particular area of your workplace that you can safely access and note down some potential hazards that you see and how the employer prevents accidents from occurring. Don't be afraid to ask some questions, some employers have someone who looks after health and safety practice for the company.