



While You're Looking After The Shop Who's Looking After You?



Top 10 Tips for a Safer Workplace



Here are Usdaw's top 10 tips to stay safe at work:

- 1. Be polite:** It can be hard, but remaining polite and helpful is the best way to calm down an abusive person. Remember your customer service training.
- 2. Be firm:** As politely as possible, tell an abusive customer that their behaviour is unacceptable.
- 3. Be prepared:** Make sure you know what to do if an incident occurs. How do you call for help? If you see a suspected shoplifter in action, what should you do?
- 4. Don't put up with prejudice:** Your employer has a legal duty to protect you from sexist or racist abuse, or harassment based on your disability, sexual orientation or religion.
- 5. Report it:** Make sure all incidents are recorded. Every employer should have a system for staff to report incidents and should regularly review them with your Usdaw rep to make the workplace safer.
- 6. Don't be afraid to call for help:** If you feel threatened, call for help: it is not a sign of weakness or failure.
- 7. Talk with your colleagues:** Is everyone aware of the policies and procedures? Are staff ready to back each other up?

- 8. Get to know the security measures:** Familiarise yourself with panic buttons, safe refuges for staff, special codes to call for help or other security measures.
- 9. Raise concerns:** If you have safety worries, raise them with your Usdaw rep. The Union can tackle issues like being left to cope on your own at high-risk times, lack of security measures, gangs hanging around, etc.
- 10. Don't accept abuse as part of the job:** Employers have legal duties to protect you from injury and abuse, and Usdaw is there to help members.

Join Usdaw

Usdaw understands the issues that retail workers face in the workplace; the more members we have, the stronger our case is with companies for better policies and better protections.

Simply complete a membership form and return it to Usdaw's Head Office. Just write **FREEPOST USDAW** on the envelope and put it in the post. You can also join online at: www.usdaw.org.uk/JoinUs



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For further information, call our Helpline on **0800 030 80 30** or visit: www.usdaw.org.uk/fff