



# 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](http://www.usdaw.org.uk/JoinUs)



  
Scan to  
join today

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