



**Because no one
should face death
or grief alone**

Essential Health and Safety Information for Volunteers

Ask your Shop Manager about:

1. How to raise the fire alarm
2. Location of Fire Exits
3. Where to assemble if there is a fire
4. Where to find the fire extinguishers
5. Where to find the First Aid Box

Accident and Incident Reporting

When an accident or a near miss happens in our shops, the details of all injuries to shop staff, volunteers, customers or on-site contractors are recorded on a system called DATIX.

The report should be completed by the shop manager or appropriate person within 24 hours of the incident.

First Aid and the Appointed Person

Tell the group and what to do if there is a First Aid emergency or incident.

- In the event of a First Aid emergency, every shop has an 'Appointed Person'.
- The Appointed Person may not be First Aid trained- but they will take charge of the situation.

Let the group know who the Appointed Person is in your shop- and that this information is also on the notice board.

Health and Safety Law Poster

Show the group where the Health and Safety Law poster is located, and ask them to have a read of it, and come to you with any questions.

Hazardous Substances

We need to be very careful with what products we use in our shops- such as for cleaning or washing up.

Let the group know that all of the products in the shop have been assessed and that only these products should be used under the direction of the shop team.

Fire Action Notice

A laminated copy of the Fire Action notice will be displayed on the main notice board in your shop- show the group where this is.

Current Fire Extinguisher Colour Codes

Fire Extinguishers should only be used under certain circumstances, e.g. to aid escape, or to save life (by extinguishing a fire on someone's clothing).

There are several different types of Fire Extinguisher, and each is designed to tackle a different type of fire. The colours make it easier to recognise which one may be needed, so it's important to



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become familiar with the Current Fire Extinguisher Colour Codes. A poster showing these is displayed on the shop Notice Board- show the group this poster.

Manual Handling

Go through a brief session on manual handling with the group, see information below:

Lifting, moving and carrying items when you are volunteering at the shop is Manual Handling, and we need to make sure you know the safe way to do this.

IMPORTANT: Medical Conditions

If you suffer from any medical condition that may impact your role in store, including with manual handling, it's very important to tell your manager so that you are not asked to do anything which could harm you, or make you uncomfortable.

When you need to do manual handling, it's very important that you remember 4 main points when lifting alone:

1. Check that you can lift the load on your own. If not, find someone to help
2. Check that you have somewhere to put the load
3. Check that your route is clear of obstructions and obstacles
4. Use the correct lifting and handling technique

If you are unsure of any of the above- speak to your line manager before taking part in any manual handling, and they may do a Risk Assessment, and they may provide equipment or an alternative.

It is really important for you to let your line manager know of any manual handling activities that either have not been risk assessed or where the findings of the assessment may have changed.

If equipment (like a sack barrow, trolley etc) is provided, your line manager must make sure that it is suitable for the task(s) intended, and that you have sufficient information and training on how to use the equipment safely.

General Health and Safety Guidance

General guidance on a range of everyday retail operational activities is offered below.

Moving Goods between Floors:

Moving goods between floors is particularly hazardous and involves the consideration of other issues such as:

- The suitable and appropriate footwear- for example wearing of flip-flops is unsafe.
- Carrying too many items may stop you from using the handrail
- Carrying too many items may also stop you being able to see steps and other trip hazards clearly.

Decanting Bags of Donations and Sorting:

Always follow the 'Safe Sorting' Policy. The poster for this is included in this pack.

- Do not ever thrust your hand into a bag of donated goods.
- Bags of donations should be emptied onto the sort table away from the body.



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- Vinyl disposable gloves should be worn when sorting through goods in order to protect against infection from contaminated goods.
- Heavy duty 'rigger' type gloves are recommended to be worn when handling bags of donations that have been left outside the shop door overnight and when handling any sharp-edged items.

Noxious Substances:

Occasionally a shop may receive a bag of donations that contains a 'noxious substance'. This may be a soiled nappy, dead animal or other equally unpleasant item and although this is rare, it does sometimes happen.

Inform your line manager what has happened, and they will take appropriate actions.

Sharps and Breakables:

Cuts, skin punctures or abrasions can result from objects with unprotected sharp edges or from goods made from breakable materials that have broken in transit.

- Take great care when sorting through donations for hidden objects, and when disposing of waste that contains broken glass, pottery and metal etc.
- Hypodermic syringes and the occasional donated kitchen knife and other such prohibited and dangerous items should be disposed of in the sharps container provided.
- Large numbers of donated knives should be contained securely within a tin and handed in to the local Police Station.
- The use of Stanley Knives and scissors to open cartons probably accounts for the majority of cuts and minor injuries to fingers and hands. Using knives with retractable blades or safety knives specifically designed for the purpose of opening cartons can reduce such injuries.

Sort Tables and Workstations:

Make sure that you only use the designated sorting table, which is the correct height for the average person.

If you are struggling with the height of the sorting table or your workstation, let your line manager know.

Tagging and Pricing:

Skin puncture to the finger or hand is a particular hazard associated with the use of Tagging Guns.

- If you have received an injury, seek First Aid and help from the manager.

Stepladders and Kick Stools:

Please do not use stepladders or kickstools on your volunteering day, as this requires extra training.

Housekeeping and Hygiene:

There are lots of reasons why shops should maintain high standards of housekeeping, cleanliness and hygiene. This includes having the correct temperature and ventilation and the right levels of lighting, kitchen and toilet cleanliness and a tidy, well organised stockroom.

High standards benefit both the customer and shop team by providing a safer and more comfortable shopping and working environment.



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Please also remember that some housekeeping activities themselves can pose a hazard, so take extra care with things like:

- Trip hazards caused by a trailing cable of a vacuum cleaner.
- Slip hazards on wet floors.

In order to comply with the law, the following guidance will help maintain high standards of housekeeping and hygiene in retail:

- Reduce shop floor accidents by removing any donations left there promptly.
- Let your line manager know if the stock room is overcrowded with donations so that arrangements can be made.
- Fire exits, fire escape routes, walkways and corridors must be kept clear and unobstructed at all times in the interests of fire safety.

Internal Displays (if relevant):

When creating displays, it's a good idea to secure items which are displayed on a shelf, on top of a fixture or a bookcase to stop them falling off and causing injury.

For this, tape or thread could be used- have a chat with your manager of what they would prefer.

Window Displays (if relevant):

Take extra care when displaying glass products, particularly crystal and cut glass in a window that catches the sun can magnify and cause a fire.

Such items should not be displayed where they receive direct sunlight but rather in a shaded area of the window where they will be protected.

Fixtures and Fittings:

Removable fittings such as forward facing arms or pegs should be removed when they are empty of stock so that nobody injures themselves on them.

Hazard Warning Tape:

All faults and defects to equipment and to the fabric of the shop should be reported to your Line Manager without delay, who may use Hazard Warning Tape to alert others.