

EH&S Knowhow- Retail Stores- 2025



Our Promise Statement



To protect our people, customers, communities and environment in accordance with the Bata's Values

To fully integrate EH&S into our business resulting in a healthy and safe workplace.

WIIFM

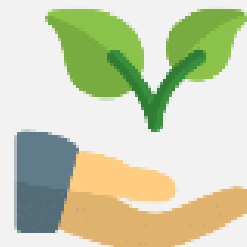
At the end of this module you will be able to learn :-

- **Avoiding Accidents and injuries, along with their costs and impact on productivity, through EH &S training.**
- **Preventing pollution incidents through EH&S training**
- **Comply legal obligation to provide EH&S training to workers, supervisors and managers.**
- **Apply safe practices to work.**

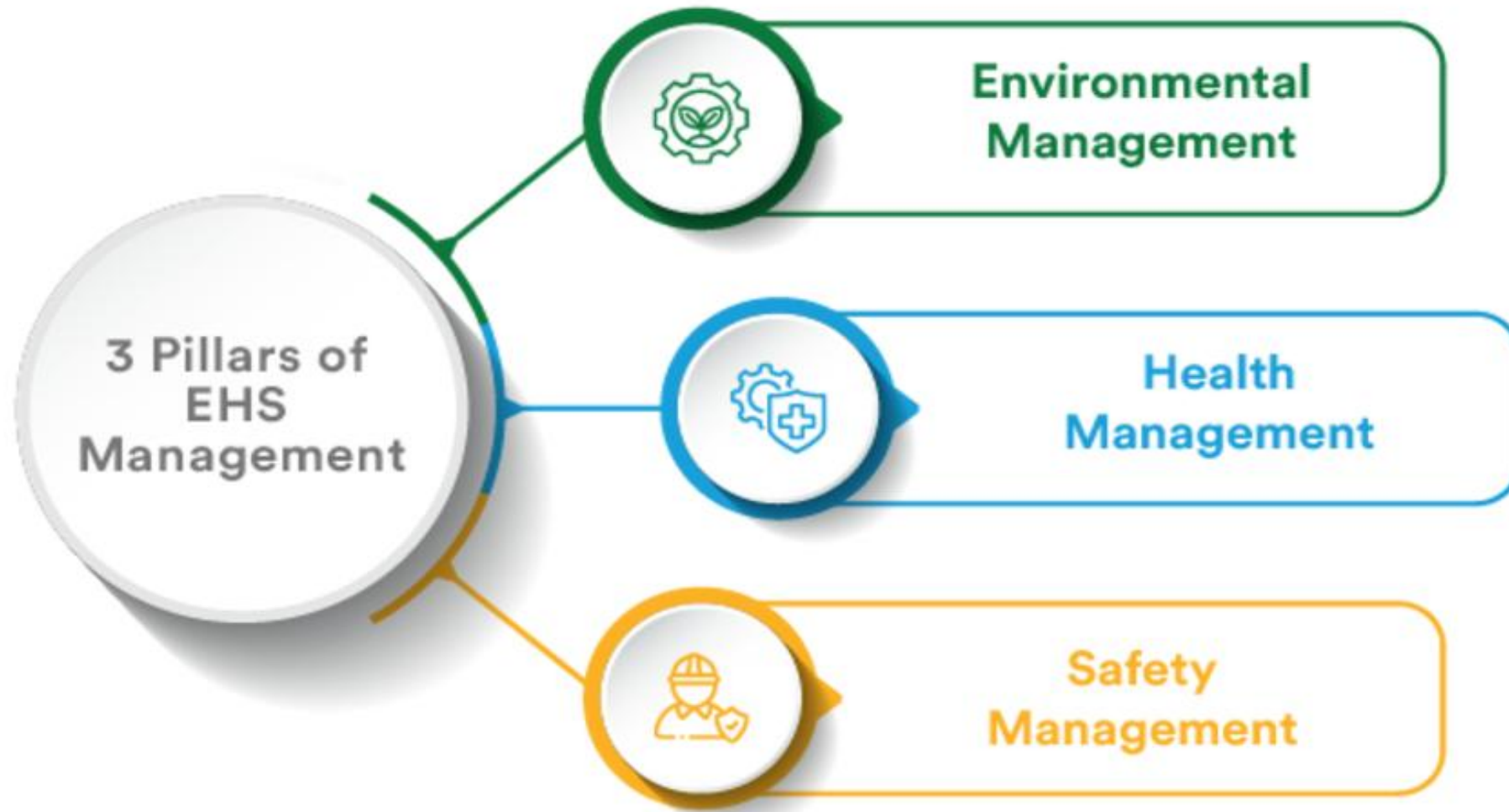


What is EHS

EHS stands for - Environment, Health, and Safety. It refers to the implementation of procedures that focus on ensuring and improving the safety of workers and their surroundings.



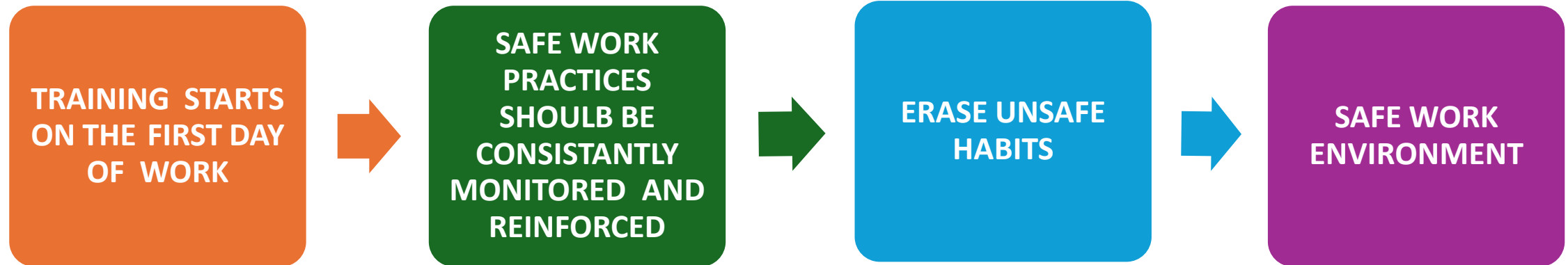
3 Pillars of EHS Management



Process

Safe work practices should be constantly monitored and reinforced because once a poor or unsafe habit forms, it becomes extremely difficult to change.

Safety training is most effective if it begins the day the employee reports to work.





Role of a Store Manager

- **The SM should contact and observe each new employee daily to see that rules and regulations are being carried out correctly.**

- **A progress report from the SM should be obtained fortnightly.**

This should state what progress the employee has made in complying with instructions and rules as well as other performance and attitude requirements.



Workplace Health and Safety

Cleaning & Store Maintenance

Safe and clean environment contributes to a better life quality for the employees.

CLEANING SCHEDULES

- **Are systematic and well planned**
- **Have routine daily cleaning conducted during lean periods**
- **Provide a rapid/urgent response to spills**
- **include indoor and outdoor areas**
- **accommodated for periods of bad weather**



Cleaning & Store Maintenance

Cleaning store equipments and Products

- Make sure store environment & physical inventory is cleaned on regular basis.
- Includes barriers and signs to keep people off any wet areas

Teams responsible for cleaning

- Teams are trained, equipped and supervised to do routine cleaning
- Teams assist in spot cleaning/spills management.
- Store managers are trained and able to oversee work practices.

Maintenance

- Regular inspection and maintenance of safety devices and mechanisms are effective, and inspection and maintenance records should be maintained.



Smoking Policy

Non smoking policy forbids smoking everywhere except in dedicated smoking areas located outdoor.

This policy prohibits the use of electronic nicotine delivery systems (also known as e-cigarettes, e- cigars, e- hookahs) anywhere in store premises.



Hazard Prevention



Fire Safety

Fire losses can be avoided with the proper implementation of fire prevention measures and emergency preparedness.



FIRE RISK ANALYSIS

The following pointers come under EH &S Analysis.

- Each potential hazardous source.
- Each phase of activity (startup, shutdown, maintenance...).
- Potential new projects (extension...).
- Interaction with nearby facilities.
- Legal compliance requirements.
- Incidents/accidents feedback.



Fire Detection Systems

Fire detection systems can provide early detection and warning of fire or smoke. They may be used to initiate an alarm or to activate a fire protection system (fire extinguishing system, fire doors...) or both.

Properly specified, designed, installed, maintained, tested and used, a fire detection system can help limiting property fire losses in buildings, regardless of occupancy.

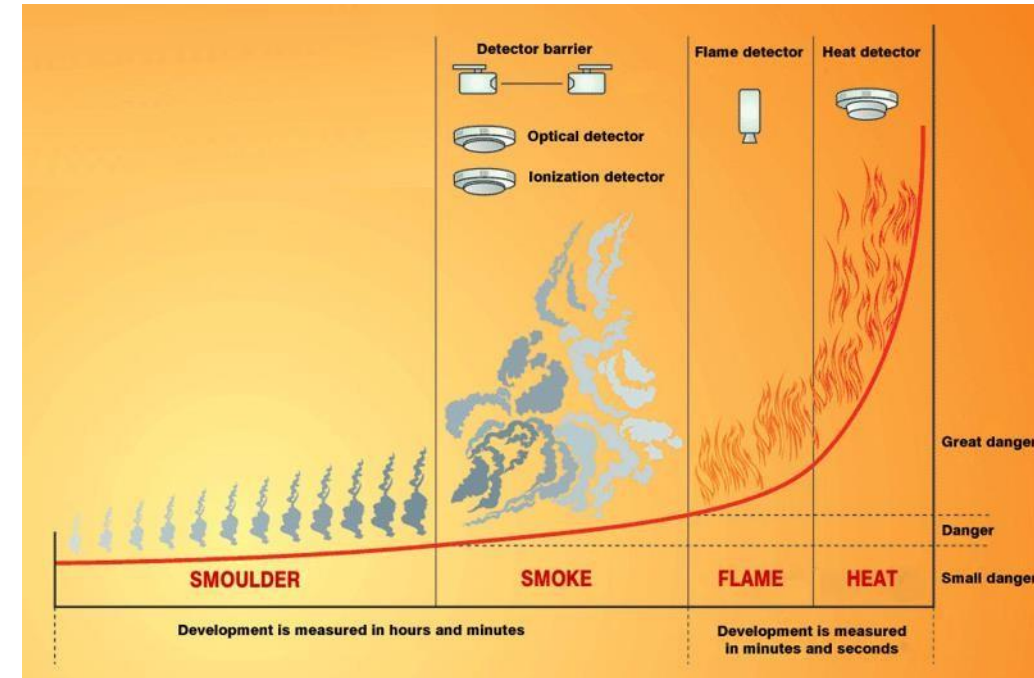
The requirements for fire detection shall be determined as a result of a risk analysis.

The different types of detectors are:

- **Smoke detectors (detector barrier, optical and ionization detector)**
- **Flame detectors**
- **Heat detectors**

INSPECTION / TEST / MAINTENANCE

- **At least once a year, ensure that all fire safety mechanisms should be checked and fixed.**



FIRE Safety Guidelines

Fire alarm systems should be installed which are distant from other alarms & notification system.

Full testing of alarms every 3 months.

All records of tests, maintenance, repair or replacement of alarms should be retained

Emergency lighting should be installed along exit routes, exit routes, stairwells or any other locations of lightning should be as per the lux level.

Exits sign should be clearly understandable with pictogram & wordings in English & Local languages.

Assembly Areas outside the building should be designated and should not interfere with the emergency services.

An Independent water supply for the sprinkler system is required.

Water Level and pressure, water pumps and the general conditions of related equipment should be inspected & Sprinkler heads should be kept clean.

Water flow through sprinkler system should activate the building fire alarm

There should be at least 0.45 mts clearance between sprinkler heads and stored materials.



Fire Protection System

SPRINKLER SYSTEMS

A sprinkler system is a fire suppression or control device that operates automatically when it is heated - activated element is heated to its thermal rating or above, allowing water to discharge over a specified area.

Because a fire is sudden and not predictable, automatic sprinkler protection is one of the most efficient solution to control a fire.

Automatic Fire Protection systems should be installed based on the analysis of the fire risk configuration (combustible load, propagation risk,...) and the strategic content of the buildings (Production facilities, high value or strategic storage ,and other critical areas).

Role of Sprinklers



Fire Extinguishers

A fire extinguisher is used as a first line of fire defense to extinguish or control small fires in emergency situations.

RATINGS ON FIRE EXTINGUISHERS

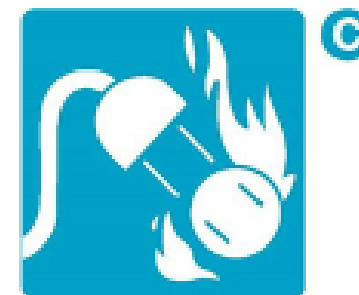
Fire extinguishers are classified by fire type. The A, B, C rating system defines the kinds of burning materials each fire extinguisher is designed to fight. The number in front of the A, B, or C indicates the rating size of fire the unit can extinguish.



A fire extinguisher is used as a first line of fire defense to extinguish or control small fires in emergency situations.



Fire extinguishers with a Class rating are effective against flammable liquid fires. These can be fires where cooking liquids, oil, gasoline, kerosene, or paint have become ignited.



Fire extinguishers with a Class C rating are suitable for fires in "live" electrical equipment. Both monoammonium phosphate and sodium bicarbonate are commonly used to fight this type of fire because of their nonconductive properties.

Preventive Measures

FIRE EVACUATION DRILLS

At least two evacuation drills should be conducted each year.

At least one of these drills in each location should be accompanied by a power shutdown to test the emergency lighting and alarm systems.

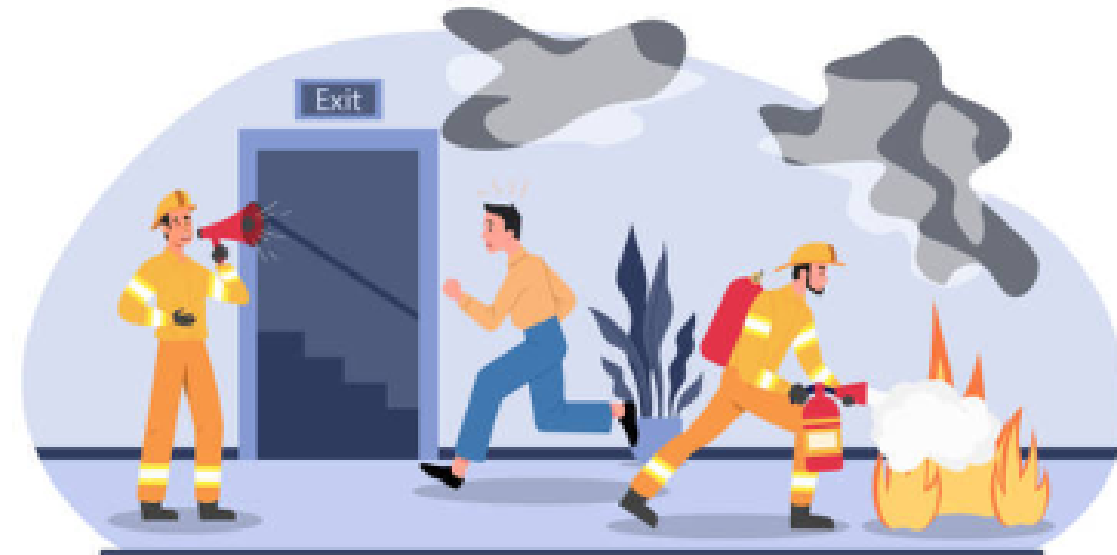
Drill records should include fire drill plan and arrangements, the fire procedure, fire emergency plan, the process of the drill, existing problems, and improvements.

DOCUMENTATION

Update all the important information required to justify the fire risk

FIRE EXTINGUISHER CHECK

Weekly check of fire extinguishers.



Create your Fire Drill Plan

Fire Safety Measures

- **All electric wiring needs to check periodically and approved by electrical engineer**
- **No merchandise is kept near main electrical switch board**
- **Power load and usage need to check to prevent from short circuit**
- **Fire Extinguishers not beyond expiry date**
- **Employee need to be trained with Fire safety procedure**



Fire / Burglary Formalities

- **Lodge FIR in local Police station**
- **Inform DM and Chain office in writing**
- **Take some pictures and do not enter in the store until police arrival**
- **Keep the store closed and facilitate complete investigation**
- **Take inventory in presence of Police and other witnesses**
- **Preserve all evidences till completion of investigation.**



Slips, Trips, and Falls Prevention:



Preventing Slips

- Use Wet floor signs.
- Clean up the spillages.
- Schedule cleaning activities regularly.



Preventing Trips

Wear Proper Footwear

Fix Loose carpets

Mark slopes & Changes of Levels

Preventing Falls



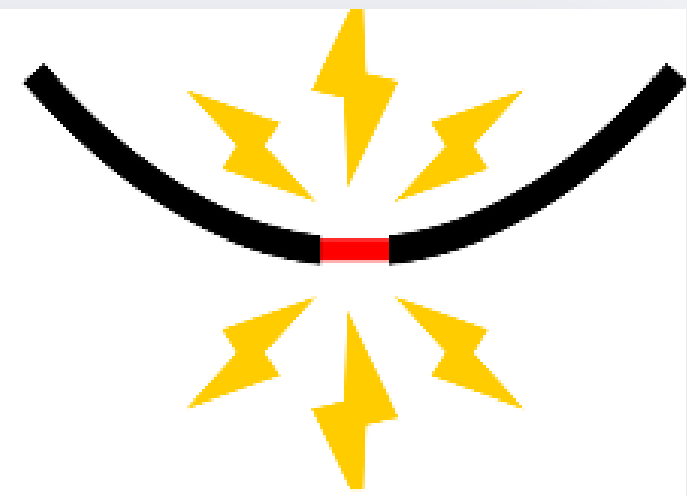
Be mindful of Steps

Have proper Lightning

Aisle where Ladder is kept should be clutter free



Electricity



Electrical failure is one of the most important ignition sources.

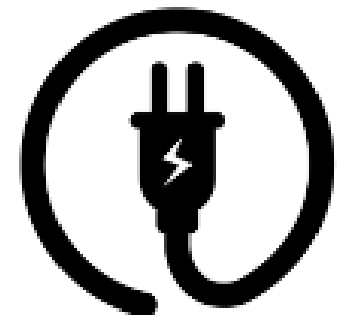
Main modes of ignition are presented here below:

- **Arcing (externally ionization of air, short circuit or insulation defect)**
- **Excessive overload, excessive thermal insulation, ground faults, over voltage or poor connections**
- **External heating**

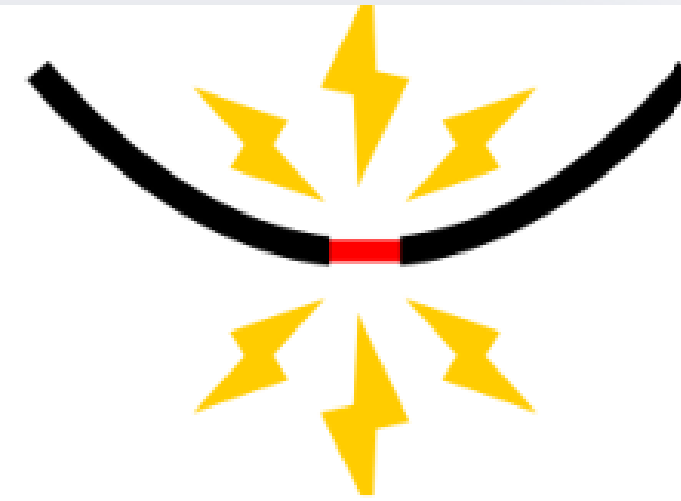
The measures to be taken involve several levels. They are addressed both at personnel in general (controlling the risk, awareness of personnel) and to qualified personnel (procedures associated with electrical equipment ,maintenance).

PERIODIC INSPECTION OF ELECTRICAL INSTALLATIONS

Electrical installations need to be checked every year by a specialist. This inspection has to examine low, medium and high voltage. The goal is to check if all standards applied during conception and construction are still observed.



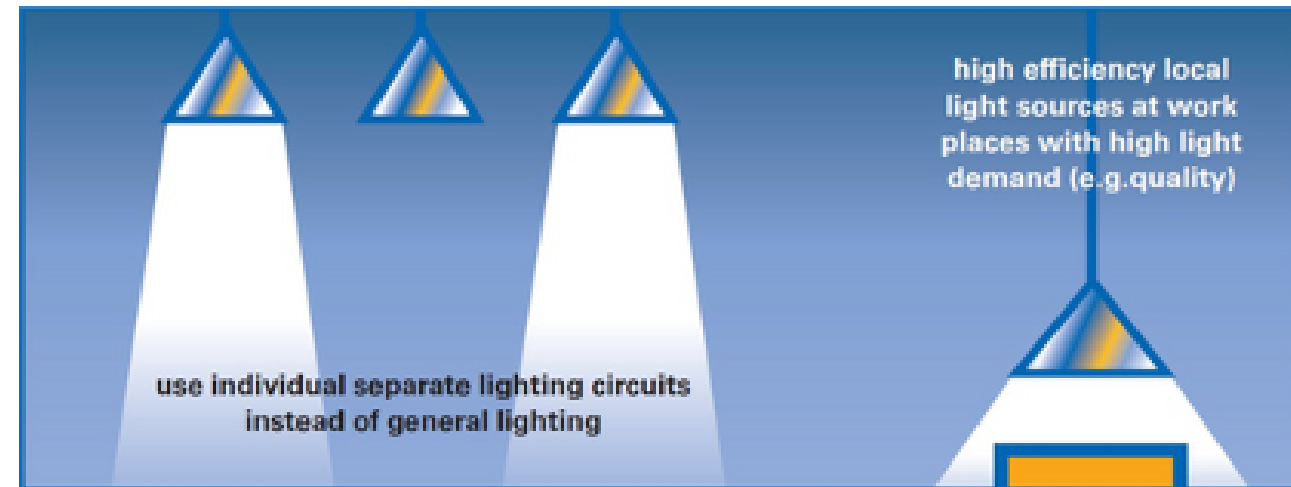
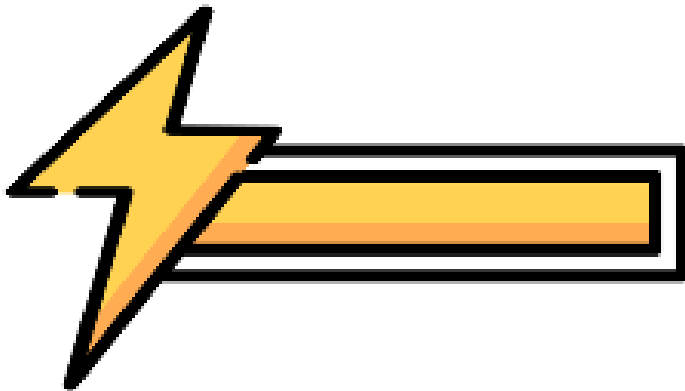
Lightning



Adequate and functional lighting is essential for the safe and efficient use of any workplace. Excessive use of lights or over-illumination of work areas can be detrimental to the health and the well-being of workers. It also wastes energy.

How Improvements can be made

- ensure adequate light intensity
- Ensure store have proper Lux level as per the desired norms



Earthquakes

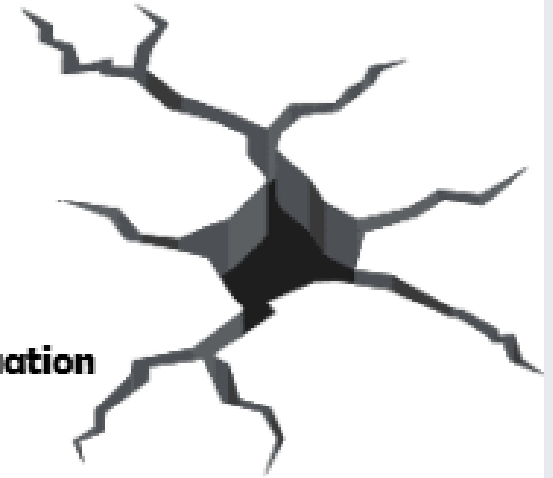
RISKS

Earthquakes may result in collapse or damage to buildings, equipment or material stocks, as well as personnel injuries.

The different reaction modes which can lead to damage during an earthquake are:

- Landslide, Collapse
- Break of machine/Fixture parts
- Distortion
- Mechanical, electronic or any equipment failure
- Interaction(for instance, flash arc due to an incidental contact)

Experience has shown that the falling of objects, besides being a life hazard, can highly disturb the evacuation



MEASURES TO BE TAKEN

In areas exposed to earthquake ,building and technical installations shall be constructed according to internationally recognized standards of seismic design and construction.

EARTHQUAKE EMERGENCY PLAN

- The extent of the plan should be developed in relation to the risk.
- Train the emergency response team(ERT).



Security



Security Measures

CASH PROTECTION

- Counterfeit / duplicate currency
- Checking all high denomination currencies
- Cash counter protection / have locking system
- Cash memo serial checking
- Frequent shifting cash to safety wall coffer
- Sale proceeds to be deposited in the bank as per norms of company
- Ensure cash is kept in safe locker in the night
- Do not keep excess cash in cash drawer



MERCHANDISE PROTECTION

- Conduct stock verification every fortnightly.
- Arrange stock room category & sub – category wise (As per guidelines)
- Allot separate area to monitor by sales staff



PREMISES PROTECTION

- Ensure shutter lock is intact and sealed properly post closing.
- Wall coffer is locked and there should not be cracks in wall around it

Employee Health & Safety



Assessment of Health Risks

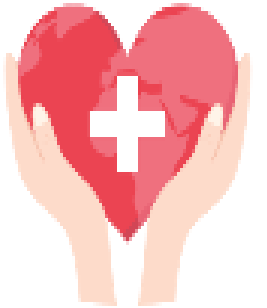
The purpose of an assessment is to enable decisions to be made about measures necessary to control employee exposure to hazardous chemicals, gases, liquids or any another contagious diseases.

EMPLOYEE EXPOSURE TO INFECTIOUS DISEASES

BIL must be aware of the risks to which its employees are exposed and take measure to minimize the risks and contain any outbreak which may occur in the workplace.

Infectious disease risks can be categorized as:

- Contagious infection spread by air, water, food borne diseases
- Diseases transmitted by an insect bite from an infected person to another person; Malaria,Denguefever
- Diseases transferred through contact with bodily fluid from an infected person to others; HIV,hepatitis)



PREVENTIVE MEASURES

- Medical facilities must be available to identify employees who are sick & should be provided leave till they are infected.
- Continuous action to eliminate the breeding of mosquitoes on the company's premises to reduce the possibility of mosquito borne diseases

Accident Reporting

The proper reporting and investigation of accidents greatly assists management in identifying the cause(s) of accidents and, if possible, taking steps to prevent them from happening again.

Accidents causing damages to an employee or to the environment must be reported and investigated.

- **All accidents, no matter how minor, must be reported immediately to the supervisor and an accident reporting form completed. Ultimately this report must be transmitted to the EH&S Head Office.**
- **All the accidental cases should be informed to EH &S Committee/HR**
- **Insurance Carrier of the company and/or other indemnifying body promptly.**
- **Companies are usually required to file a report with government authorities after a serious/critical incident.**
- **Fatalities and accidents that will get media coverage have to be reported to the Group immediately.**



Accident Reporting

OBJECTIVES

- To identify all contributing causes and take corrective actions.
- To determine if the accident was preventable, it is not a means of finding fault.
- To provide information necessary for accurately process Workers' Compensation and other insurance claims.
- To provide a record for future claims management.
- To incorporate the findings in future training to avoid similar accidents.

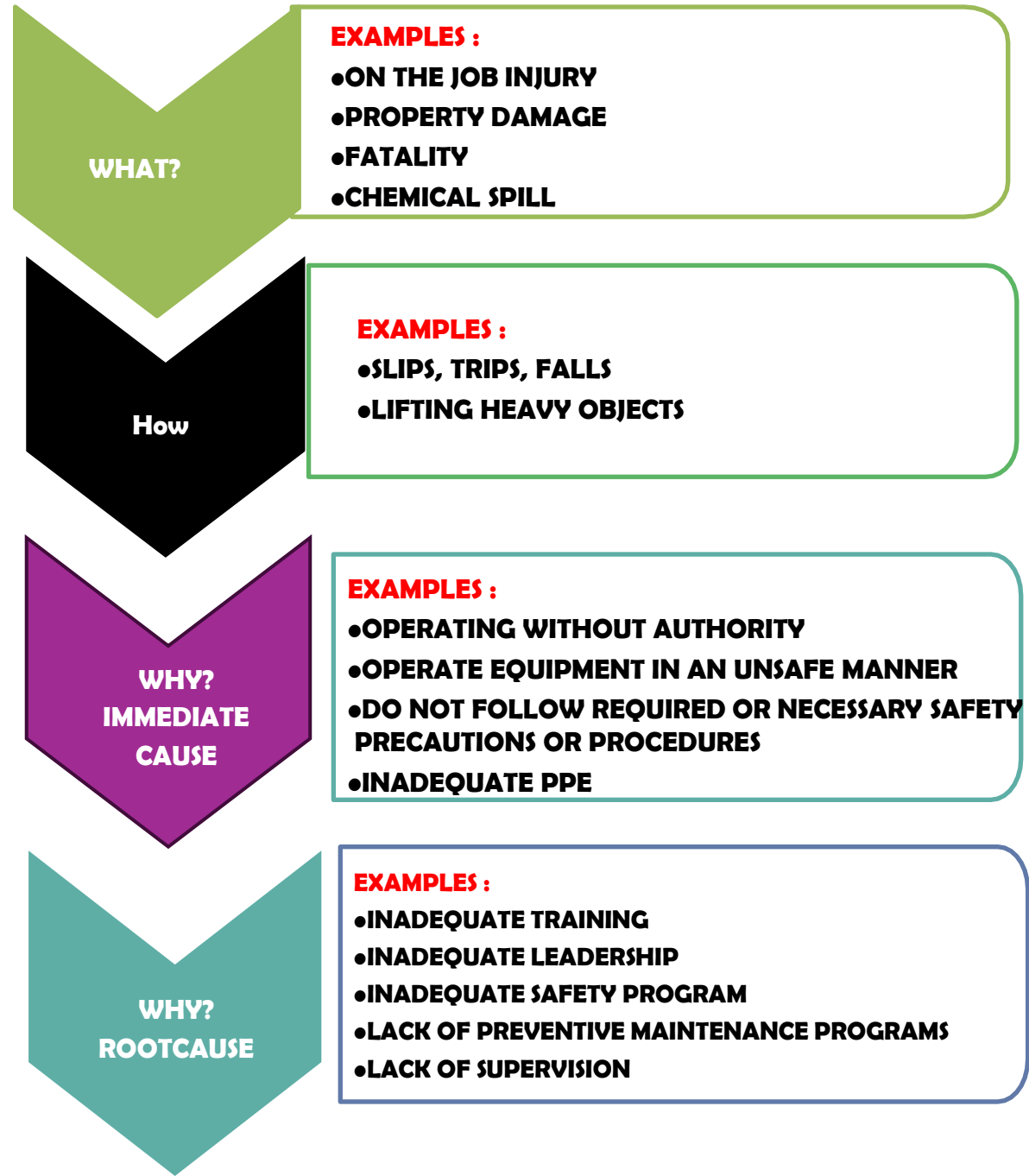
METHODOLOGY

When conducting accident investigations, the following Guidelines should be followed:

- The investigation should be conducted as soon as possible after the accident.
- For serious accidents, a written re-creation of the events should be obtained from the injured employee(s) as soon as they are capable.
- Through separate and private interviews, statements should be obtained and documented from each employee who has knowledge of the accident.
- Determine all accident causes. Most accidents involve both the employee and his/her environment (physical surroundings) as causes.
- In the “Why”, it is important to distinguish between the symptoms like “poor behaviour” and the true cause. To determine the true causes, the Investigators must determine why the unsafe acts or conditions occurred. These are called the Basic or Root Causes of Accidents.



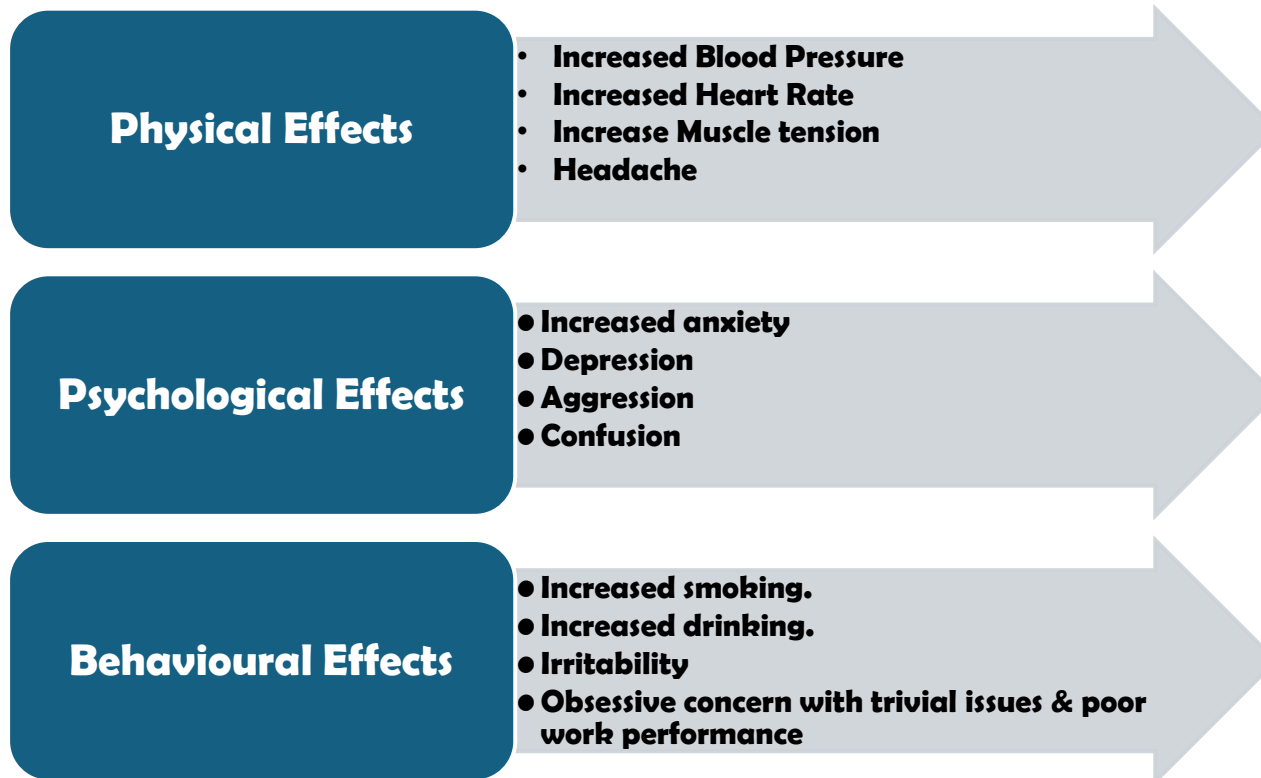
Accident Methodology



Work Related Stress

- Low morale and productivity, increased levels of absenteeism, high staff turnover, lack of innovation and poor safety performance are a few of the *“workplace”* symptoms to which stress can give rise.
- It is generally believed that some stress is acceptable (sometimes referred to as *“challenge”* or *“positive stress”*) but when stress occurs in amounts that an individual cannot handle, both mental and physical changes may occur.

SYMPTOMS OF STRESS



Stress Due to Job Conditions

Poor Work Practices

- **Poor Work Practises**
- **Low Pay, Long shifts**
- **Job security**
- **Lack of Promotions**
- **Rigid Supervision , Performance pay ,inadequate time to complete task**

Lack of Social support & Poor management practises

- **Bad relationship with supervisor or colleagues**
- **Harassment or discrimination**
- **Customer/Client complaints**
- **Lack of recognition**

Poor Work environment

- **Noise,**
- **Heat**
- **Cold**
- **Poor lightning**
- **Unpleasant work conditions**



WORKPLACE VIOLENCE

Workplace violence is a serious and deadly hazard; one that can cause not only physical injury, but serious psychological damage as well.

Most think of violence as a physical assault. However, workplace violence is a much broader problem. It is any act in which a person is abused, threatened, intimidated or assaulted in his or her employment.

Workplace violence may include:

THREATENING BEHAVIOR

**(such as shaking fists,
destroying property or
throwing objects)**

VERBAL OR WRITTEN THREATS

**(any expression of intent
to inflict harm.)**

HARASSMENT

**(any behavior that
demeans, embarrasses,
humiliates, annoys,
alarms or verbally
abuses a person and
that is known or would
be expected to be
unwelcome. This includes
words, gestures,
intimidation, bullying, or
other inappropriate
activities)**

PHYSICAL ATTACKS

**(hitting, shoving,
pushing or kicking.)**

Workplace violence (WPV) incidents can be divided into categories depending on the relationship between the assailant and the worker or workplace.

These categories are:

Violence by strangers

Violence by customers

Violence by co-workers

Violence by Personal Relations



**Customer is in full
anger & he can hurt you**



**Store associates when in anger
can hurt the customer.**



Store staff can loose his job

WORKPLACE VIOLENCE PREVENTION PROGRAM

A written WPV Prevention Program should be maintained. It will be made available to all employees and all employees are to receive specific training concerning its content and implementation.

The program should reflect the level and nature of threat faced by the employee(s) / employer. The potential for and/or source(s) of violence in a specific workplace requires a review and assessment of the vulnerability to the four (4) categories of violence previously outlined; Violence by Strangers, Client/Customers, Co-workers and Personal Relationships.

Elements of a WPV Prevention Program include:

- **Workplace Violence Policy Statement**
- **Establish a Threat Assessment Team**
- **Risk Assessment**
- **Workplace Hazard Control and Prevention**
- **Training and Education**
- **Incident Reporting, Investigation**
- **Recordkeeping**

WORKPLACE VIOLENCE POLICY STATEMENT

An important element of an effective program for prevention of workplace violence is a clearly written company policy statement which demonstrates top management's concern and commitment to their employees' safety and health.

The written policy should state that Bata:

- Will provide a safe and secure work environment for employees, visitors, and contractors from acts of violence in the workplace.**
- Prohibits all types and levels of violence in the workplace and are unacceptable and will not be tolerated.**
- That acts of violence will subject employee to disciplinary action up to and including the possibility of dismissal.**
- Prohibits all weapons in the workplace.**
- Includes and encourages employee participation in the design and implementation of its workplace violence prevention program.**
- Requires prompt and accurate reporting of violent incidents, whether or not physical injury has occurred.**
- Will not discriminate against victims of workplace violence.**

INCIDENT REPORTING & INVESTIGATION

INCIDENT REPORTING

A procedure for reporting violent incidents should be in place. This procedure should apply to all types of violent incidents and should be in writing and be easily understood by all employees.

Once an incident occurs, the employer should:

- **Report it to the local police department if required by law.**
- **Secure work areas where disturbances occurred.**
- **Ensure the physical safety of employees and others remaining in the area as soon as possible.**
- **Quickly assess the work area, if it was disturbed or damaged during an incident, to determine if it is safe.**
- **Provide critical incident debriefing to victims, witnesses and other affected employees; these conversations must be strictly confidential.**

INCIDENT INVESTIGATION:

After an incident occurs, a detailed investigation is imperative. A delay of any kind may cause important evidence to be removed, destroyed intentionally or unintentionally.

When conducting the investigation, the Threat Assessment Team should:

- **Collect facts on who, what, when, where and how the incident occurred.**
- **Record information & Identify contributing causes**
- **Recommend corrective action.**
- **Encourage appropriate follow-up.**
- **Consider changes in controls, procedures, policy.**



MANAGING STOCK ROOM INVENTORY

WORKING AT HEIGHT (MANAGING STOCK ROOM INVENTORY)

The term “Working at height” is carrying out a task in any place, including a place at, above or below ground level, where a person can be injured if they fell from that place.

- Use of a kick stool, Ladder

All work at height must be closely monitored and safety measures taken. For any work at height documented risk assessments have to be kept. Moreover, the staff has to be adequately trained to fulfil their tasks and given appropriate equipment in good working order.

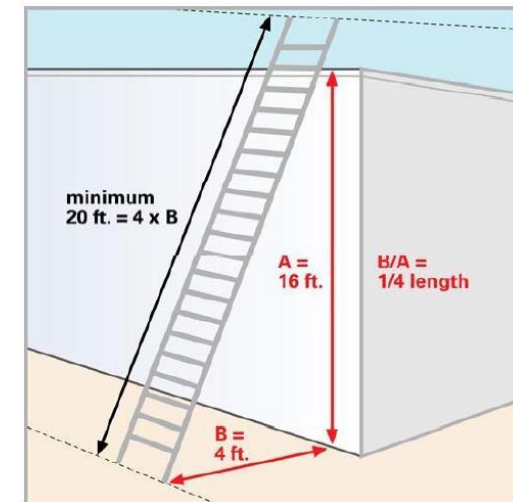
SAFE USE OF LADDERS

All portable wooden and metal ladders should be inspected regularly for damage or defects and should be removed from service until the completion of any necessary repairs.

The inspections should include the following:

- Ladders should be free from sharp edges and splinters
- There should be no broken steps, rungs or side rails
- Steps or rungs must be in good condition
- A locking device should be available for step ladders so that they are secure when opened

As a general rule, ladders should be positioned at a pitch so that the working height is 4 times the horizontal distance from the foot of the ladder to the wall.



Hazard Prevention:

STORAGE OF SHOES

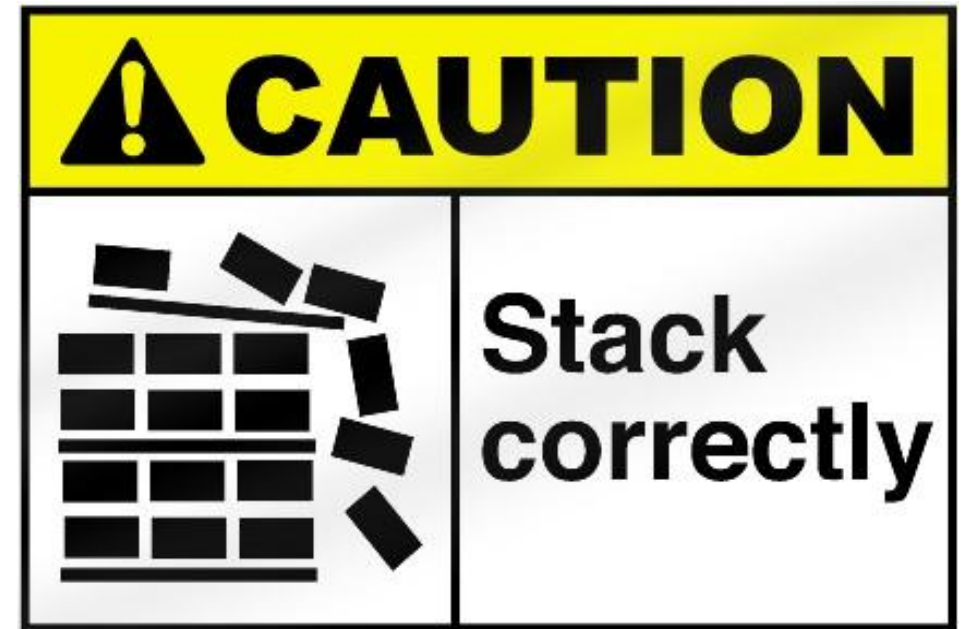
RISK

If stacked incorrectly, products, raw materials and other supplies can fall and cause injuries like cuts and bruises or even more serious injuries related to crushing and pinning.

One of the most common accidents related to storage is a stack collapsing. When materials are stacked too high or in an unstable arrangement, removing an item from the stack or bumping the stack can cause the rest of the materials to fall down.

MEASURES TO BE TAKEN

Marking the maximum height of a pile on a wall or shelving unit can keep piles from growing too high. This can be done with tape, a label or paint, depending on your needs. Making a permanent visual reminder of height limits will help warehouse workers a lot, since they won't need to guess if a pile is too high or get out a tool to measure the height.





Thank
you