



The Suzy Lamplugh Trust has developed 'Suzy's Charter for Workplace Safety'. The Charter outlines how people can feel and be safer at work through eight key areas which include embedding a workplace personal safety culture, implementing robust risk assessments and systems to raise the alarm in the event of an incident.

ACS and The Suzy Lamplugh Trust have collaborated to focus the Charter on key areas specifically relevant to the convenience sector. The diagram below reflects the information within the Charter that can be applied to store operations, and links to practical information from ACS and other sources.



ACS is co-ordinating the #ShopKind campaign to help prevent violence and abuse towards shopworkers. ShopKind is supported by the Home Office and aims to: encouraging positive behaviour in stores, acknowledge the essential role of shopworkers and raise awareness about the scale and impact of abuse and violence towards shopworkers.

All retailers can get involved with ShopKind by visiting www.nbcc.police.uk to download, print or share ShopKind marketing material to promote the ShopKind message. You can access in-store posters, shelf sliders, screen graphics for self-service tills, staff room posters, staff badges and social media graphics. ShopKind was launched in April 2021.



Communications and training

- Ensure both staff and customers are aware that violence and abuse are not 'part of the job' and will not be tolerated.
- ShopKind campaign Posters are available to download and display in stores from <https://nbcc.police.uk>
- Encourage staff to speak openly and regularly with management about their personal safety experiences to quickly identify new risks. Inform all staff of your safety policies and procedures, why they exist and ensure they are followed.
- Consider personal safety training for your staff. For more information on personal safety training visit: <https://www.suzylamplugh.org/Pages/Category/lone-worker-training>
- Ensure staff are trained in recognising the triggers for violence and abuse and skills in de-escalation. Consider ways to safely challenge opportunistic shop thieves. If it is safe to do so, colleagues may offer service in a calm and neutral tone to deter potential offenders. Ensure colleagues are trained on safe challenge practices.
- ACS' 'Managing Triggers' animation will help staff to identify and avoid these triggers in-store. The animation is available on ACS' YouTube Channel.



Reporting and supporting

- Have a clear policy for reporting abuse by customers internally, as well as externally to the police and provide access to reporting tools for all employees to enable immediate reporting of all personal safety incidents and near misses relating to, or impacting on, work.
- Ensure all colleagues are aware of how to report crime to the police. Check your local police force website for a single point of contact for business and online reporting options. In the result of an emergency, always call 999 and explain the situation quickly and clearly.
- Reporting procedures should include incident follow-up with staff to ensure wellbeing and wider risk mitigation, as well as sign-posting to support services where required.
- Contact GroceryAid for the Workplace Critical Incident Support Service following a violent incident in-store on 08088 021 122.
- Depending on the outcome of risk assessments, for example if the store is large and individual staff working in certain areas cannot be seen by cameras or other staff, consider providing personal safety alarms and/or lone worker devices to staff.

Risk assessments

- Carry out regular risk assessments to mitigate risks for all staff and ensure compliance with legislation and HSE guidance.
- Consider risks specific to all staff who work alone for any part of their job, including in stock rooms, the shop floor, freezers, outside the store or away from the business e.g. At a cash and carry.
- Risk assessments should include the impact of stress and mental health implications of violence and aggression connected to work.
- Ensure that all staff have been consulted on, and understood, the risk assessment and allow staff to regularly feedback on content.
- The Health and Safety Executive website provides a template for you to complete a risk assessment and an example risk assessment for a convenience store, which includes violence and threatening behaviour. <https://www.hse.gov.uk/risk/casestudies/newsagent.htm>



Lone working

- Ensure a manager is aware of staff whereabouts and that the staff rota is documented to provide a record of who is on-site at all times.
- Implement a buddy or tracing system to ensure the safety of lone workers can be established at all times of the day and night.
- Headsets or walkie talkies can be useful to monitor safety and communicate with staff. Employers can also establish staff whereabouts via CCTV or their till log in.
- Have a clear procedure to follow if a colleague does not return or check in when expected.
- Keep staff contact details and emergency contact details up to date for use in the event that a staff member is unaccounted for.
- Implement a system for staff to covertly raise the alarm, and to alert colleagues in case of an emergency.
- Panic alarm switches can be fitted under the till with a direct line.