



Safety Systems Review – Retail

Guidance and specification
Version 1 – 2014

Contents	Page
Safety Systems Review	1
1 Specification for Safety Systems Review – Retail	2
1 Section 1 – health and safety management	2
2 Section 2 – control of emergency incidents	6
3 Safety Systems Review Process	7
– Preparing for the review	7
– Standardisation	7
– The tour of the premises and site	7
– The competency of the auditor	7
4 Safety Systems Review Scoring	8
– Element headings	8

Safety Systems Review

The review will evaluate how effectively your organisation's health and safety arrangements are being implemented. It can be used for single or multiple sites to benchmark your systems.

Benefits

- Independent review of how effectively your systems are being implemented at selected site(s)
- Recommendations for improvement within a user friendly report including an action planning table
- Ongoing support to help you maximise business efficiencies from your management systems
- Opportunity to benchmark effective management between sites
- Provides a base point for more in depth auditing
- A cost effective solution to maintaining health and safety standards across the business.

How does it work?

The review is based on this specification which contains:

- An outline of each element of the review
- Details of a quantifiable scoring process
- Typical information requirements during the review
- Suggestion for personnel required during the review (interviewees).

The specification is discussed with your site management before the review.

You will receive a summary report with recommendations for improvement and details of how well your systems and arrangements are being implemented at chosen sites.

1.

Specification for Safety Systems Review – Retail

Section 1 – health and safety management

Element headings	Purpose and scope	Score	Typical information/evidence requirements	Possible interviewee(s)
1. Health and Safety System(s) and Arrangements	<p>To determine whether the documented arrangements and procedures are effectively communicated to all employees on site.</p> <p>To ensure the safety management system(s) (SMS) content is readily available, easy to follow and that staff have a good awareness of relevant content.</p>	25	<p>Policy statement – signed and dated</p> <p>SMS available in either electronic or paper based format which is easily accessible to everyone</p> <p>Training/information given to all staff on contents of SMS and how to complete relevant forms etc.</p> <p>Induction process</p>	<p>Site Manager</p> <p>Supervisor</p> <p>Safety representative</p> <p>Employees</p>
2. Competent Occupational Health and Safety Personnel (OH&S)	<p>To ensure that management on site has received the appropriate training and information to enable them to implement the requirements of the SMS.</p> <p>To ensure competent advice and support is available for on site management.</p>	20	<p>Documented job description/role profile with relevant OH&S responsibilities clearly defined</p> <p>Suitable training commensurate with the risks of the business and role responsibilities</p> <p>Clear reporting and communication channels</p> <p>Access to OH&S support</p>	<p>Site Manager</p> <p>Supervisor</p> <p>Site HR</p> <p>OH&S Manager/ Advisor</p> <p>Safety representative</p>
3. Site Health and Safety Targets and Planning	<p>To confirm that the site has established health and safety targets which are monitored in conjunction with organisational objectives and health and safety plan(s).</p>	15	<p>Evidence of site SMART OH&S targets</p> <p>Monitoring programme</p> <p>Safety plan</p> <p>Evidence of involvement by group OH&S department</p> <p>Management and staff awareness</p>	<p>Site Manager</p> <p>OH&S Manager/ Advisor</p> <p>Employees</p>
4. Consultation and Communication	<p>To ensure the site receives regular communication from Head Office on OH&S issues.</p> <p>To confirm that a system is in place which enables employees to raise OH&S issues and receive feedback.</p> <p>To confirm staff representation at health and safety committee meetings.</p>	30	<p>Health and Safety bulletins/newsletter/notice board</p> <p>Formal communication</p> <p>Management reports</p> <p>Minutes of health and safety committee/team meetings</p> <p>Evidence of staff involvement in OH&S issues</p> <p>Suggestion schemes</p>	<p>Site Manager</p> <p>Safety representative</p> <p>Employees</p>
5. Training	<p>To confirm that all staff are appropriately trained to carry out their tasks competently.</p> <p>To ensure a suitable OH&S induction process is in place on site.</p> <p>To ensure that staff development and training needs are continually reviewed.</p>	30	<p>Training plan(s) and records</p> <p>Job description/role profile</p> <p>Certification, licenses, etc.</p> <p>Appraisal process and CPD plans</p> <p>Induction process</p>	<p>Employees</p> <p>Supervisor</p> <p>Site/Group HR personnel</p>
6. First Aid Facilities (including Occupational Health)	<p>To ensure that adequate first aid resources (personnel and equipment) are in place on site.</p> <p>To confirm that:</p> <ul style="list-style-type: none"> • Staff health and wellbeing is monitored • Promotion of a healthy balance between work and personal life is in place including health surveillance • Absence monitoring and where appropriate return to work plans are in place. 	25	<p>First aid assessment</p> <p>First aid equipment/facilities</p> <p>Occupational health programme available at site level</p> <p>Health surveillance and lifestyle promotions</p> <p>Return to work policy</p> <p>Occupational health support</p> <p>Training records</p>	<p>Site/Group HR personnel</p> <p>Site Manager</p> <p>First Aiders</p> <p>Employees</p> <p>Occupational Health</p> <p>Safety representative</p>

1. Section 1 – health and safety management cont.

Element headings	Purpose and scope	Score	Typical information/evidence requirements	Possible interviewee(s)
7. Workplace Inspections and Internal Auditing	<p>To ensure all areas of the workplace are subject to regular inspection and, when non conformities are raised, they are dealt with in a timely manner.</p> <p>To confirm the site has been subject to a suitably detailed internal health and safety audit.</p>	30	<p>Documented workplace inspections including tools/equipment/external areas</p> <p>Inspection schedule/programme</p> <p>Identified actions monitored for completion and signed off in a timely manner</p> <p>Competent personnel to carry out inspection(s)</p> <p>Management involvement in inspection process</p> <p>Audit report(s) and schedule</p> <p>Input from head office</p>	<p>Site Manager</p> <p>Safety representative</p> <p>Supervisor</p> <p>Inspection Personnel</p> <p>Internal auditor(s)</p> <p>OH&S Manager/ Advisor</p>
8. Management of Change	<p>To ensure that whenever any organisational or site level change occurs, all potential issues affecting health and safety are suitably assessed and managed in an appropriate manner.</p>	15	<p>Risk assessment of potential impact on H&S of change</p> <p>Communication of assessment findings</p> <p>Implementation of associated controls</p>	<p>Site Manager</p> <p>OH&S Manager/ Advisor</p>
9. Control of Contractors	<p>To ensure that there are suitable control systems in place on site to reduce risk presented to employees, others and property by the activities of contractors.</p>	25	<p>Contractor approval/permit to work (PTW) documentation</p> <p>Contractor induction and ID</p> <p>Monitoring of contractor performance</p> <p>Risk assessment(s)/method statement(s)</p> <p>Training records/site induction records</p>	<p>Site Manager</p> <p>Contractor</p> <p>OH&S Manager/ Advisor</p>
10. Risk Assessment and Safe Working Practices	<p>To ensure suitable, sufficient and current risk assessments have been carried out at site level which identify hazards and assess risks to workers and others who may be affected by the undertakings of the organisation.</p> <p>To ensure identified controls are effectively implemented.</p> <p>To confirm risk assessments have been communicated to all relevant personnel.</p> <p>To review subsequent safe working procedures and practices, ensuring they are carried out in a safe and effective manner.</p>	30	<p>Specific and generic risk assessments covering routine and non routine tasks</p> <p>Tool box talks/team briefings/training records</p> <p>Management and staff awareness</p> <p>Safe working procedures (operational control)</p>	<p>Site Manager</p> <p>Supervisor</p> <p>Safety Representative</p> <p>Employee(s)</p>
11. Work Equipment	<p>To ensure that suitable procedures and controls are in place for the provision and safe use of work equipment (including any mobile plant and vehicles) throughout the site, including both administrative and operational measures.</p>	25	<p>Planned preventative maintenance programme</p> <p>Risk assessment(s)</p> <p>Maintenance records</p> <p>Inspection records</p> <p>Adequate space/access to work equipment</p> <p>Hand tools in good order, inspected and stored correctly</p> <p>Defect reporting system</p> <p>Emergency stop controls and signage</p> <p>Training records</p>	<p>Site Manager</p> <p>Employee(s)</p> <p>Maintenance personnel</p>

1.

Section 1 – health and safety management cont.

Element headings	Purpose and scope	Score	Typical information/evidence requirements	Possible interviewee(s)
12. Permit to Work	<p>To ensure that all high risk activities are carried out in a controlled and safe manner.</p> <p>To confirm organisational PTW process is being effectively implemented at site level.</p>	25	<p>PTW documentation</p> <p>Training records</p> <p>Management and staff awareness</p>	<p>Site Manager</p> <p>Supervisor(s)</p> <p>Contractors</p> <p>Maintenance personnel</p>
13. Working at Height	<p>To ensure adequate controls, including risk assessment, are in place for the safe operation of working at height tasks whether by staff or contractors.</p>	15	<p>Risk assessments/safe working procedure</p> <p>Training records</p> <p>PTW documentation</p> <p>Access equipment register</p> <p>Inspection records</p> <p>Accident/incident reports/data</p>	<p>Site Manager</p> <p>Supervisor(s)</p> <p>Contractors</p> <p>Maintenance</p> <p>Personnel</p> <p>Employees</p>
14. Control of Hazardous Substances	<p>To review arrangements (including storage and labelling) for the control of potential exposure of persons and the environment to substances hazardous to health.</p>	20	<p>Asbestos survey/register/information</p> <p>Hazardous substance index</p> <p>COSHH assessments/safety data sheets</p> <p>Training records</p> <p>Storage facilities</p> <p>PPE</p> <p>Spillage/leak procedures</p>	<p>Site Manager</p> <p>Supervisor(s)</p> <p>Employees</p>
15. Electrical Installations, Equipment and Portable Appliances	<p>To review arrangements and controls intended to prevent the risk of electrocution from portable or fixed electrical appliances and / or systems.</p> <p>To ensure legislative duties in respect of the above are being met.</p>	20	<p>Maintenance and inspection records</p> <p>Risk assessments/safe working procedures</p> <p>Secure access to high voltage equipment and locations</p> <p>Training records</p> <p>PPE</p>	<p>Site Manager</p> <p>Maintenance personnel</p> <p>Contractors</p>
16. Safety Signage and Notices	<p>To ensure appropriate health and safety signage is prominently displayed throughout the site including:</p> <ul style="list-style-type: none"> • H&S legal poster • Mandatory, prohibition, warning safe condition signage • Fire escape route and other emergency information signage. 	15	<p>Risk assessments</p> <p>Fire and emergency information signage</p> <p>Inspection records</p>	<p>Employees</p>

1. Section 1 – health and safety management cont.

Element headings	Purpose and scope	Score	Typical information/evidence requirements	Possible interviewee(s)
17. Accident, Incident and Near Miss Reporting and Investigation	To ensure procedures are in place for the reporting of all accidents and incidents (including near miss and damage) and that such events are subsequently investigated to prevent re-occurrence.	30	Safe working procedures Accident/incident report data Investigation documentation Site reports to management Training records First aid records	Site Manager Supervisor(s) Safety Representative(s) H&S Advisor/Manager Employees
18. Workplace Conditions (heating, ventilation, housekeeping, waste management, welfare and hygiene)	To ensure adequate welfare and hygiene facilities (including toilets, rest area, canteen, changing area, etc.) have been provided for employees and other site personnel. To ensure general and specific waste is collected and disposed of in a suitable manner.	25	Risk assessments Inspection records Cleaning schedule(s)	Site Manager
19. Stacking and Storage	To review facilities for the safe storage and stacking of goods and equipment on site. To ensure any such storage/racking provision is suitably constructed and inspected on a regular basis.	20	Inspection/racking inspection records Training records Risk assessment(s) Signage (safe working load etc.)	Site Manager Supervisor(s) Employees Maintenance personnel

2.

Section 2 – control of emergency incidents

Section 2 – control of emergency incidents

	Purpose and Scope	Score	Typical information/evidence requirements	Possible Interviewee(s)
20. Fire Risk Assessment	To ensure a suitable and sufficient fire risk assessment(s) has been carried out on site which identifies the hazards and associated risks of fire.	25	Fire risk assessment(s)	Site Manager
	To ensure all identified controls are being effectively implemented.		Evidence of identified actions closed out	Supervisor(s)
	To confirm that the risk assessment content has been effectively communicated to relevant personnel.		Training records	H&S Advisor/ Manager
			Inspection records (briefings/meetings, etc.)	Maintenance personnel
			Communication of assessment content	Fire Warden(s)
21. Alarm Systems	To ensure that effective systems are in place for the manual or automatic detection of fire and the audible/ visual warning to those who will need to evacuate the site in the event of a fire incident.	30	Maintenance records	Site Manager
	To confirm such systems are suitably maintained and tested on a regular basis.		Fire alarm test records	Supervisor(s)
			Fire risk assessment(s)	H&S Advisor/ Manager
			Training records	Maintenance personnel
			Inspection records	Fire Warden(s)
		Signage	Employees	
22. Fire Fighting Equipment	To ensure that there is adequate fixed/portable fire-fighting equipment available on site and that such equipment is maintained and serviced on a regular basis.	25	Fire risk assessment(s)	Site Manager
	To confirm relevant personnel have received training in the correct use and application of such equipment.		Maintenance and inspection records	Supervisor(s)
			Training records	H&S Advisor/ Manager
			Visual inspection	Maintenance personnel
		Signage	Fire Warden(s)	
23. Evacuation, Drill and Instruction	To confirm that effective procedures are in place to ensure that all personnel on site (including anyone with specific needs) can evacuate to a safe place in the event of an emergency.	30	Evacuation procedures	Site Manager
	To ensure that suitably trained personnel are on site to effectively implement the aforementioned procedures.		Fire drill records	Supervisor(s)
	To ensure the evacuation procedures are tested on a regular basis.		Training records	Fire Wardens
			Risk assessment(s)/personal evacuation plans	H&S Advisor/ Manager
24. Emergency Escape Routes, Exits and Lighting	To ensure that adequate means of escape are provided and maintained for the safe evacuation of people from the site.	30	Inspection records	Site Manager
	To confirm appropriate escape route/exit signage and lighting is in place.		Fire Risk assessment(s)	Fire Wardens
	To confirm such emergency lighting is tested and maintained on a regular basis.		Emergency lighting test and servicing records	Maintenance Personnel
			Signage (including assembly point)	Employees
			Visual inspection	
25. Emergency Planning	To review site/organisational contingency planning in the event of a major incident.	20	Business recovery plan (site level and/or organisational)	Site Manager
	To confirm site management awareness and testing of contingency plan.		Training records	H&S Advisor/ Manager
			Management meetings	

Preparing for the review

In order for the review to run as smoothly as possible, it is important for the organisation to prepare in advance.

With this specification document, the organisation will be able to determine the type of information they are likely to be asked for, and the persons that the auditor may wish to speak to. Documents should be readily available, whether in paper format or electronically. If held on computer, it would be advisable to print off an index list of what is available, so that the auditor can match the document to a particular element of the review.

Our auditors are flexible and will willingly review elements 'out of sequence' in order to accommodate members of staff who may only be available at certain times; however, it must be remembered that on short duration reviews there is limited time available.

Standardisation

On an annual basis the British Safety Council reviews and updates the review process and its contents to reflect the current sector management technique and relevant legislative requirements. The review is subject to periodic review and amendment and there is potential for bespoke versions of the specification to be developed.

Standardisation of acceptable evidence and auditor scoring is also reviewed on a regular basis as part of our internal QA process which includes both on-site and specific report feedback. There is also an annual appraisal interview and CPD review for our auditors.

The tour of the premises and site

This important aspect of the review should be carried out at an agreed time and encompass all aspects of the site. During the tour, the auditor may take the opportunity to talk to employees, contractors and visitors to further verify the evidence required for the completion of the review. If more than one site is included within the assessment, the travelling time between sites must be taken into account during the scoping stage with the British Safety Council account manager.

The competency of the auditor

The auditors receive initial training on the review protocol and this is updated as and when necessary. All our auditors are experienced health and safety practitioners with appropriate qualifications and membership of relevant professional bodies. They are expected to maintain their CPD as per the requirements of their membership of the aforementioned professional bodies. In addition the British Safety Council holds an annual standardisation meeting during which auditors receive both an update of organisational requirements and external CPD from industry specific experts. Auditors in their initial period of work are given additional support in the form of extra QA and one to one discussion with the audit portfolio manager.

Element headings

1.0	Health and safety management	Score
1	Health and Safety System(s) and Arrangements	25
2	Competent OH&S Personnel	20
3	Site Health and Safety Targets and Planning	15
4	Consultation and Communication	30
5	Training	30
6	First Aid Facilities (including Occupational Health)	25
7	Workplace Inspections and Internal Auditing	30
8	Management of Change	15
9	Control of Contractors	25
10	Risk Assessment and Safe Working Practices	30
11	Work Equipment (including mobile plant and vehicles)	25
12	Permits to Work System(s)	25
13	Working at Height	15
14	Control of Hazardous Substances	20
15	Electrical Installations, Equipment and Portable Appliances	20
16	Safety Signage and Notices	15
17	Accident, Incident/Near Miss Reporting and Investigation	30
18	Workplace Conditions (heating, ventilation, housekeeping, waste management, welfare and hygiene)	25
19	Stacking and Storage	20
	Sub section total	440
2.0	Control of emergency incidents	Score
20	Fire Risk Assessment	25
21	Alarm Systems	30
22	Fire Fighting Equipment	25
23	Evacuation, Drill and Instruction	30
24	Emergency Escape Routes, Exits and Lighting	30
25	Emergency Planning (Business Continuity)	20
	Sub section total	160
	Maximum available score	600



**No-one should
be injured or
made ill at work.**

British Safety Council

70 Chancellors Road
London W6 9RS
United Kingdom

T +44 (0)20 8741 1231

E ask@britsafe.org

W www.britsafe.org/audit

f [/britishsafetycouncil](https://www.facebook.com/britishsafetycouncil)

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