

Fire safety

Fire is one of the most dangerous emergencies in retail. Shops contain flammable stock, packaging, cleaning chemicals, and electrical equipment, all of which can fuel a blaze. Customers and workers may be concentrated in small areas, making safe evacuation critical.

Prevention

- Keep stock, waste, and flammable items away from ignition sources.
- Maintain electrical equipment to reduce risks.
- Never block fire exits.

Do

- Keep fire exits clear at all times.
- Maintain fire alarms and extinguishers.
- Run regular fire drills.
- Train workers in evacuation and extinguisher use.
- Ensure evacuation plans are displayed and understood.

Preparedness

- Install and maintain fire alarms and extinguishers.
- Ensure workers know evacuation procedures.
- Display clear evacuation maps.
- Run regular fire drills.

Don't

- Block fire doors or exits.
- Ignore faulty fire equipment.
- Leave hot equipment unattended.
- Carry out hot work without a permit and risk assessment.
- Smoke inside the store.

Response

- Evacuate people quickly and calmly.
- Use extinguishers only for very small fires and if safe to do so.
- Guide customers to exits and account for workers at assembly points.

Employee checklist

- Evacuation plan available and communicated.
- Fire alarms and extinguishers serviced.
- Fire exits kept clear.
- Workers trained and drills carried out.
- Assembly point known by all workers.