ShopCare

First aid

First aid is immediate help given to someone injured or unwell before professional medical help arrives. In retail, it is essential due to risks ranging from slips and cuts to sudden medical events.

Managing the risk

- Provide a fully stocked and accessible first aid kit.
- Ensure at least one trained first aider is present during trading hours.
- Display names and locations of trained first aiders clearly.
- Refresh first aid training regularly to maintain competence.

Do

- Keep first aid kits stocked and accessible.
- Train workers in first aid response.
- Refresh training regularly.
- Ensure workers know who the first aiders are.
- Include medical emergencies in practice drills.

Good practice

- Check first aid kits monthly.
- Train multiple workers in first aid.
- Include medical emergencies in drills alongside fire or robbery scenarios.
- Promote first aid as part of the store's safety culture.

Don't

- Ignore expired or missing first aid supplies.
- Assume workers will know what to do without training.
- Neglect regular kit checks.
- Treat first aid as optional rather than essential.

Employee checklist

- [ ] First aid kit available and checked monthly.
- [ ] Trained first aiders present on shift.
- [ ] Workers know who the first aiders are.
- [ ] First aid training records kept.
- [ ] Medical emergencies included in drills.