



RETAIL WORKPLACE RISK ASSESSMENT

IDENTIFY HAZARDS, ASSESS RISKS AND TAKE ACTION
TO PROTECT WORKERS, CUSTOMERS AND YOUR BUSINESS.

Use this assessment to identify workplace hazards, evaluate the level of risk and determine appropriate control measures.

YOUR RISK SCORE

COUNT YOUR RESPONSES

HIGH RISK (15–25):

MEDIUM RISK (7–14):

LOW RISK (0–6):

TOTAL QUESTIONS: 25



1 STORE ENVIRONMENT & SAFETY

Is your store environment safe and well maintained?

High Risk

Medium Risk

Low Risk

Aisles, exits and walkways are clear and unobstructed

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Floors are clean, dry and free from slip hazards

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Good lighting throughout the store and back areas

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Temperature and ventilation are adequate

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Emergency exits are accessible and well signed

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2 MANUAL TASKS & ERGONOMICS

Are manual tasks and ergonomics risks controlled?

High Risk

Medium Risk

Low Risk

Safe lifting techniques are used

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Heavy items are stored at waist height

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Trolleys, cages and ladders are used safely

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Workstations (e.g. POS) are ergonomically suitable

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Repetitive tasks are rotated or varied

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3 VIOLENCE, AGGRESSION & SECURITY

Are risks of theft, violence and aggression managed?

High Risk

Medium Risk

Low Risk

Security procedures are in place and followed

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Staff are trained in de-escalation techniques

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Panic alarms are accessible and tested

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CCTV is in place and functioning

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Cash handling procedures are followed

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☐


4 GOODS, STOCK & EQUIPMENT

Are goods, stock and equipment risks controlled?

High Risk

Medium Risk

Low Risk

Stock is stored securely and safely

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Shelving and displays are stable and secure

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Ladders and step stools are in good condition

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Electrical equipment is tested and tagged

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POS equipment and cables are safe and tidy

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5 PEOPLE & SAFETY MANAGEMENT

Are people and safety systems effective?

High Risk

Medium Risk

Low Risk

Inductions completed for all workers

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Safety training is up to date and relevant

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Safe work procedures are in place and followed

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Incident reporting system is effective

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Hazards are reported and actions are completed

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☐

RESULTS



0 – 6 LOW RISK

Good Work!

Your workplace appears to have effective controls in place. Continue to monitor, review and maintain your systems.



7 – 14 MEDIUM RISK

Action Needed

There are areas that require improvement. Develop an action plan to strengthen controls and reduce risk.



15 – 25 HIGH RISK

Immediate Action Required

High risk areas may put workers and customers at serious risk. Take immediate action to implement controls and reduce hazards.

TOP 10 RETAIL RISK AREAS

- 1 Slips, trips and falls
- 2 Manual handling injuries
- 3 Violence and aggressive behaviour
- 4 Theft and robbery
- 5 Poor housekeeping
- 6 Stock falling from shelves
- 7 Electrical equipment and cords
- 8 Cash handling
- 9 Inadequate training and supervision
- 10 Poor incident reporting

NEXT STEPS

- ✓ Prioritise high and medium risks
- ✓ Implement control measures
- ✓ Provide training and communicate
- ✓ Monitor and review regularly
- ✓ Document actions and outcomes



NEED HELP IMPROVING SAFETY & COMPLIANCE?

We help retail businesses create safer workplaces, reduce risk and improve performance. Get practical, customised support from experienced workplace safety specialists.



Reduce Injuries
& Incidents



Protect Your
People & Customers



Save Time &
Increase Efficiency



Meet Legal
Obligations



Reduce Costs &
Improve Profitability

* This assessment is a general guide only. You must conduct a full risk assessment for specific tasks and workplaces.

1800 577 515

info@assurancechr.com.au

assurancechr.com.au

Level 3, 83 Macquarie St,
Hobart TAS 7000

The workplace
problem solvers.