

## Management Controls

Exposure	Best Practices
<b>Customer Accidents</b> <sup>1,2,3</sup>	<ul style="list-style-type: none"> <li>• Accident investigation training provided for managers and assistant managers</li> <li>• Accident investigation reporting procedures include root cause analysis, corrective actions, and photos of accident scene</li> </ul>
<b>Floor Maintenance</b> <sup>1</sup>	<ul style="list-style-type: none"> <li>• Procedures in place for floor maintenance</li> <li>• Standards for acceptable floor conditions established</li> <li>• Employees have been trained on floor cleaning procedures</li> </ul>
<b>Loading of Large Purchased Items</b> <sup>3</sup>	<ul style="list-style-type: none"> <li>• Employees comply with established procedures for loading and unloading</li> </ul>
<b>Management Accountability for Safety</b> <sup>1,2,3</sup>	<ul style="list-style-type: none"> <li>• Safety performance monitored by corporate level management</li> <li>• Safety goals established and performance measured and tracked</li> <li>• Store managers included in development of overall safety policies, procedures, and goals</li> <li>• Safety performance tied to Retail Managers' performance appraisals</li> </ul>
<b>Management of Store Self-Inspection Program</b> <sup>1,2,3</sup>	<ul style="list-style-type: none"> <li>• Management ensures sales floor is inspected at the beginning of the day, end of the day, and at intervals throughout the day</li> <li>• Inspections are documented</li> </ul>
<b>Store Level Staff Training</b> <sup>1,2,3</sup>	<ul style="list-style-type: none"> <li>• Formal training and orientation offered to all employees</li> <li>• Training is consistent among all store locations</li> <li>• Training includes policies and procedures for the prevention of top loss drivers</li> </ul>

Incorporating these and your own best practices into your resale store's standard operating procedures is invaluable to the safety of your staff, customers, donors, and the community you serve.

<sup>1</sup> Loss Leader 1: Customer Slip and Fall  
<sup>2</sup> Loss Leader 2: Interaction with Merchandise  
<sup>3</sup> Loss Leader 3: Injury/Damage to Property of Others



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## Resale Store Safety: Best Practices

Your store plays an important role in your community. However, running a thrift store has inherent exposures. Customer slip and falls, retail resale, and property damage can put you out of business. To maintain your community prominence, keep your customers and donors safe, and reduce potentially costly losses, you should have a documented safety plan for your establishment.

**Selective's Safety Management can help.**



## These best practices can help you safely operate your resale store.

### Exterior

Exposure	Best Practices
Donation Area <sup>1</sup>	<ul style="list-style-type: none"> <li>Visible donation area</li> <li>Traffic pattern easy to determine</li> <li>Secured after hours</li> </ul>
Merchandise: Outside Displays <sup>2</sup>	<ul style="list-style-type: none"> <li>Designated merchandise areas located away from entrance</li> <li>Merchandise properly secured</li> </ul>
Parking Lot <sup>1</sup>	<ul style="list-style-type: none"> <li>Regular inspections for pot holes, cracks, landscape materials, oily spots, etc.</li> <li>Reporting procedure in place for customers</li> <li>Reporting procedure in place to notify landlord of parking lot hazards (leased stores)</li> <li>Landscape materials contained; drain covers level</li> <li>Shopping carts stored in carousel</li> </ul>
Parking Lot Bumpers <sup>1</sup>	<ul style="list-style-type: none"> <li>Good condition</li> <li>No exposed rebar or crumbling</li> <li>High visibility with contrasting colors</li> </ul>
Pavement Markings <sup>1</sup>	<ul style="list-style-type: none"> <li>Traffic pattern established with all lines visible and proper traffic signage in place</li> </ul>
Protective Posts <sup>1</sup>	<ul style="list-style-type: none"> <li>Vehicle posts installed to protect the exterior of building from vehicular damage</li> <li>Vehicle posts painted in a contrasting color</li> </ul>
Racks <sup>3</sup>	<ul style="list-style-type: none"> <li>Racks not stored in traffic or pedestrian areas</li> <li>Rack wheels are chocked or locked to prevent racks from rolling into customers' vehicles</li> </ul>
Ramps <sup>1</sup>	<ul style="list-style-type: none"> <li>No tripping hazards</li> <li>Prominently marked</li> <li>Contrasting color for visibility</li> <li>No significant damage</li> </ul>
Shopping Carts <sup>3</sup>	<ul style="list-style-type: none"> <li>Designated cart return</li> <li>Parking lot inspected and stray shopping carts collected at predetermined times</li> <li>Signs posted in parking area stating "Not Responsible For Damage To Vehicles Caused By Shopping Carts"</li> </ul>
Sidewalks/Curbs <sup>1</sup>	<ul style="list-style-type: none"> <li>Well-defined edges</li> <li>Contrasting color to parking lot</li> <li>No significant damage; cracks no more than ¼ inch</li> </ul>
Snow/Ice <sup>1</sup>	<ul style="list-style-type: none"> <li>Snow/ice removal procedures in place</li> <li>Removal company contracted; phone numbers available at store level</li> <li>Ice melting materials used and proper signage in place</li> </ul>
Speed Bumps <sup>1</sup>	<ul style="list-style-type: none"> <li>Good condition</li> <li>High visibility with contrasting paint colors</li> </ul>

### Interior

Exposure	Best Practices
Electrical: Lighting <sup>1</sup>	<ul style="list-style-type: none"> <li>All ceiling lights in working order</li> </ul>
Electrical: Outlet Strips <sup>3</sup>	<ul style="list-style-type: none"> <li>Outlet strips, if used, are protected by GFCI</li> <li>Electrical outlets are located out of the reach of children</li> </ul>

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Electrical: Outlets <sup>3</sup>	<ul style="list-style-type: none"> <li>Low-level outlets near toy display, children's book area, etc, protected by child-resistant electrical covers</li> <li>Electrical items pre-inspected with signs posted regarding the testing</li> <li>Signs posted informing customers that demonstrations are available upon request</li> </ul>
Electrical: Power Cords <sup>1,2</sup>	<ul style="list-style-type: none"> <li>No damaged or frayed cords</li> <li>Cords bundled to keep them out of the aisle</li> <li>Cords not dangling from shelves</li> </ul>
Entrance/Exit: Life Safety <sup>1</sup>	<ul style="list-style-type: none"> <li>All exits (including "Emergency Exit Only") properly marked and kept clear</li> </ul>
Entrance/Exit: Slip/Falls <sup>1</sup>	<ul style="list-style-type: none"> <li>Mats in place or carpeted floor</li> <li>Wet Floor signs available and used when needed</li> </ul>
Furniture Display: Placement <sup>2</sup>	<ul style="list-style-type: none"> <li>Thorough pre-sale inspection completed with any deficiencies noted prior to placement on sales floor</li> <li>Items with structural and/or safety deficiencies thrown away</li> <li>Items with minor deficiencies tagged to notify customer</li> </ul>
Furniture Display: Sales Area <sup>2</sup>	<ul style="list-style-type: none"> <li>Well-defined area for furniture</li> </ul>
Loading Docks <sup>1</sup>	<ul style="list-style-type: none"> <li>No customers allowed</li> <li>Proper hand and guardrails installed and maintained</li> <li>Exits kept clear</li> </ul>
Merchandise: Bicycles <sup>2,3</sup>	<ul style="list-style-type: none"> <li>Inspected prior to being displayed</li> <li>Deficiencies tagged directly on bicycle</li> <li>Secured, requiring employee assistance to remove from rack</li> <li>Designated test area established</li> </ul>
Merchandise: Display Arrangement <sup>2</sup>	<ul style="list-style-type: none"> <li>All items securely placed on shelves</li> <li>Items not stacked</li> <li>Items do not extend past the front of the shelf</li> <li>Shelves have lips to prevent items from sliding off the edge of the shelf</li> <li>Merchandise not designed to stand (bed frames, headboards, etc) secured</li> </ul>
Merchandise: Display Shelves <sup>2</sup>	<ul style="list-style-type: none"> <li>Regular inspection of shelving to ensure it's properly secured and in good condition</li> <li>No sharp protruding edges</li> </ul>
Merchandise: Heavy Items <sup>2</sup>	<ul style="list-style-type: none"> <li>No items weighing more than 25 lbs. stored above 4 ft.</li> <li>Signs posted requesting customers to "Ask For Assistance" with items on top shelves</li> </ul>
Merchandise: Loading/Unloading <sup>3</sup>	<ul style="list-style-type: none"> <li>Require appropriately sized vehicle for transporting merchandise</li> <li>Employees do not load or secure the merchandise to the customer's vehicle</li> </ul>
Sales Floor: Aisles <sup>1</sup>	<ul style="list-style-type: none"> <li>Predetermined time intervals for store inspections to ensure aisles are clear and free of merchandise, hangers, liquids on floor, etc.</li> <li>Inspections documented</li> </ul>
Sales Floor: Shopping Carts <sup>1</sup>	<ul style="list-style-type: none"> <li>Carts inspected regularly and inspections documented</li> <li>Carts with deficiencies taken out of service until repaired</li> <li>Signs posted restricting children from riding/standing inside the shopping basket or the sides of the shopping cart</li> </ul>
Security/Liability <sup>1,3</sup>	<ul style="list-style-type: none"> <li>Targeted retail and donation areas covered by video surveillance</li> </ul>
Store Self-Inspection <sup>1,2,3</sup>	<ul style="list-style-type: none"> <li>Store inspections addressing best practices documented</li> </ul>