

Colleague Referrals

Pain Point

These are a legal must-have -not only to keep a retail business compliant, but also to keep their employees and business safe. They'll need to be able to identify hazards in the workplace, identify who may be at risk, prepare an emergency plan, and provide training to employees to aim to reduce these risks. We offer a BAFE standard fire risk assessment nationwide, completed by FIA-trained and DBS-checked assessors.

Citation's Service

Fire Risk Assessments



Key Questions To Ask

- When was your Fire Risk Assessment last reviewed?
- Who reviewed your Fire Risk Assessment for you?
- How comfortable would you be reviewing the Fire Risk Assessment and putting your name to it if you had a fire and your insurance company asked to see a copy of it?

With potentially a lot of electrical equipment around and a lot of footfall, retail businesses must make sure their employees and customers are safe from the risk of electric shock and fire hazards caused by faulty electrical equipment and/or appliances. It's also a legal must-have -all places that have portable electrical appliances should have them tested every three months to comply with the Electricity at Work Regulations.

PAT Testing



- How often do you PAT test your equipment?
- When was your PAT testing last carried out?
- Where do you get advice for PAT testing your electrical equipment?

It's important that retail businesses can keep their employees and customers safe. They'll often have a lot of different people interacting with their business on a daily basis, so safety is paramount. They'll need to consider personal safety, risk assessments, incident reporting, and environmental risks on a regular basis – but having the time, knowledge and resources to do that can be difficult.

Our core Health & Safety service



- How often do you update all your Health & Safety policies?
- What process do you have in place for updating your Health & Safety policies?
- Who is responsible for completing your risk assessments? How are they doing them?

Pain Point

Retail businesses need to think about what might cause harm to people in their business, and how they can prevent that harm – so they can keep employees and customers safe. From Health & Safety to COVID-19, they have a lot to consider - and, with a busy schedule, things could fall through the cracks. So, to help them stay compliant, our Health & Safety experts can provide hands-on support with everything they need to complete a risk assessment from start to finish. They will assist in building and amending their risk assessment, to ensure that future copying and reviewing will become a piece of cake!

Citation's Service

On-Site Health & Safety: Risk Assessment Support



Key Questions To Ask

- How comfortable are you with completing risk assessments?
- Have you had the correct training to carry out a risk assessment?
- If your risk assessments were externally reviewed, how confident are you that they'd stand up to scrutiny?
- How often do check and update your risk assessments?
- Did you know we can help you with them?

Retail sites can be accessed by a lot of people in a day and businesses must make sure their workplace meets the required safety standard to protect employees and customers – which can be difficult, especially if they have multiple sites. Failing an inspection could be extremely harmful for the business and their reputation, so it's important that they know what it takes to be compliant and are meeting those standards, even as guidance and legislation changes come into place throughout the year.

On-Site Health & Safety: Site Inspections



- How do you manage this?
- How many different sites do you have?
- How often do your standards of Health & Safety change during a typical year?

Retail businesses will have to deal with tricky HR issues like any other business – such as disciplinaries, grievances, or exit negotiations. Knowing how to legally manage disciplinaries, probation periods, sicknesses and absences, redundancy, and employees on various contracts (zero-hour/term-time only), can be tough – and the latter could require new contracts and handbooks according to the Good Work Plan (as of 6 April 2020). That's why they could benefit from a helping hand from our experts.

Our core HR & Employment Law service



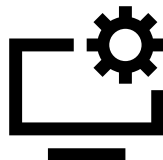
- How do you manage employee contracts and handbooks?
- Are you confident in defining the employment status of everyone working for you?
- When was the last time you updated your HR policies?
- What procedure do you have in place to make sure these are regularly checked?
- Who's responsible for ensuring that all your HR policies are stored in one place and kept up to date?
- How do you handle recruitment and retention of your employees?

Pain Point

Managing employee mental health and wellbeing is becoming key to maintaining business productivity and efficiency and avoiding presenteeism and absences. An Employee Assistance Programme (EAP) can help by providing confidential mental health and wellbeing support to employees. Teaming up with Bupa, this service supports our clients' employees and their families with a 24/7 helpline to answer any questions around mental health, wellbeing, financial and legal matters confidentially. Plus, access to unlimited online self-help support.

Citation's Service

Employee Assistance Programme (EAP)



Key Questions To Ask

- What support do you provide for your employees' health and wellbeing?
- How do you handle stress in the workplace?
- What impact to the business does absence or presenteeism have?

Making sure new staff are properly inducted and existing staff have their skills regularly refreshed can be difficult – especially when the retail business has high staff turnover or uses employees on a variety of different contracts. However, it's a legal requirement. Atlas certified elearning offers a cost-efficient and time-efficient solution to help, ensuring that employees are suitably trained and have the necessary skills to effectively carry out their role.

Atlas certified elearning



- Are you aware that we now offer certified elearning training via Atlas?
- Have staff completed a suitable induction?
- How much does that cost?
- Do staff complete ongoing training on a regular basis to ensure they have the skills to carry out their role?