

ESTABLISHING HEALTH AND SAFETY COMPLIANCE FOR A LUXURY INTERNATIONAL RETAILER

Sector	International Luxury Retail
Client	A worldwide major retailer headquartered in Europe
Service	Health, safety and fire risk assessments Legal Register Health and Safety Policy creation Health and Safety Induction Training First Aid Training and Fire Safety Training
Project Days	25

CLIENT PROBLEM ?

The client are a well known luxury high end luxury retailer. They have multiple outlets within the United Arab Emirates selling their products. The client enjoys a premium reputation that they are understandably keen to retain.

In addition to ensure that staff, contractors and visitors to all of their branches, warehouses and Head office are safe. The client wished to ensure that any health and safety risks were minimised as far as possible to avoid any potential reputational damage. They also wished to ensure that they were working in full compliance with both Federal level health and safety laws. Additionally, mainland and Freezones health and safety laws across the multiple jurisdictions in which they operated.

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Our Solution

The overall scope of work was concerned with establishing UAE health and safety compliance for the client. Additionally building an occupational health and safety culture within all branches, dedicated to keeping staff, customers and visitors safe.

At each of the multiple retail sites plus stores, warehouse and head office an occupational health and safety risk assessment (to include fire risk) would be undertaken.

Development of a Legal and Other Register outlining all health, safety and environmental laws, legislation and regulations applicable to the clients operations and activities.

Development of a Health and Safety Policy/ Handbook. Containing arrangements identified by the Consultant as necessary to control the risk within the client operations and forms necessary to create ongoing compliance.

After finalising the above modules, the Consultant developed a ½ day face to face training suitable for each location. In addition to an introduction to health and safety, this training will look to impart an in depth understanding of:

- Results of the health and safety risk assessments
- Company Health and Safety Policy/Handbook
- Retail unit/ office emergency procedures as defined by Buildings Management

In order to facilitate delivery across multiple different locations and working shift patterns the Consultant developed a blended schedule mixing face to face delivery with online seminars.

Lastly, to ensure overall health, safety and environmental compliance. The Consultant worked with the client to identify staff suitable for Federally mandated trainings. These were First Aid and Fire Safety which were delivered in house and face to face.

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