



Changing childhoods.
Changing lives.

Retail safety advice

Personal safety

For **your own personal safety** please follow the advice below:

- Please stay away from areas where protests are happening.
- If you are out and about, please be vigilant and stay safe.
- Go with someone you trust, not on your own. This includes having a safety plan, and letting someone you trust (family, friend, partner) know where you are going, how long you will be, and when you will return home.
- Ensure you have access to a mobile phone that is charged, in case of an emergency.

Please can we remind colleagues that the use of social media must be appropriate and in line with our charity's [Social Media Policy](#). This applies to any Barnardo's Retail accounts or individual's personal accounts.

Being prepared

Stores should have the following risk assessments in place to enable preparation against risk.

- a personal safety/lone working risk assessment and protocol
- a general risk assessment and fire risk assessment procedures in place e.g. what to do if there is a fire
- safeguarding and activity risk assessments
- up to date contact details for all staff, this will ensure effective communication when needed

Please review this documentation and ensure that they:

1. are still appropriate in content – incorporating additional hazards
2. are familiar, understood, used and effective for colleagues in stores

August 2024



Our first line of thought must be to **manage / reduce / remove the hazard**. So, for example ... Does an activity need to go ahead? Is it still appropriate? Can it happen on a different day when we know that a situation or incident is not likely?

If an incident is taking place near a store

- Please remain vigilant
- If it is highly likely that an incident will happen near the store, then you must cease trading and close the store. Speak to your Area Manager if this is the case. If your Area Manager is unavailable, please speak to your Regional Manager.
- If you have been contacted by police either by phone or email to notify you of escalation – follow police instructions.
- Where a store is closing due to likely activity, all staff should go home as we will not know when the incident may end.
- In all cases speak to your Area Manager to confirm actions that are being taken.
- All store closures must be logged on the closure tracker by Area Managers.
- All stores must follow normal close down procedures when closing a store for trade.

The Police are available anytime if you believe an incident is occurring. Call:

- 999 in an emergency
- 101 for non-emergency

Media Coverage

If you or your service are approached by a journalist or media organisation do not provide a comment and redirect the person/organisation to the Barnardo's media team at regionalmedia@barnardos.org.uk.