

# Retail Compliance

The complexities of the retail industry can make managing risk problematic. Many factors need to be considered, requiring expertise and skilled management to ensure you and your buildings remain compliant.

# Challenges faced by retailers

Over the last twenty years we have built up extensive experience of working with major retailers. This allows us to understand the most common challenges faced in achieving and maintaining compliance within a busy retail environment.

## Diverse property portfolios

Many retailers have numerous properties supporting their business. The complexity and risk level associated with each of these sites may vary, depending on their floor plan and layout as well as occupancy and usage. Often an individual management strategy may be required for each site.



## High levels of footfall

Risk elements don't only come in the form of a building's fixtures and fittings. The individuals occupying the building must also be considered in the event of an emergency. High levels of footfall means occupants are constantly changing. Emergency plans must consider factors such as levels of mobility, language barriers and disabilities to ensure every eventuality is planned for.



## Geographic spread of sites

Nationwide geographic spread and the dispersal of properties often make the logistics of managing retail portfolios difficult. Substantial amounts of travel are often involved to manage a variety of partners throughout the country. This can make it difficult to keep track of individual properties as well as promoting a consistent centralised safety culture throughout the whole organisation.



## Training of staff

As consistent occupiers it is important that staff are aware of the safety requirements within the organisation. They must be trained to identify potential risks and make sure they know what action to take in the event of an emergency. This can be hard to maintain as high levels of staff churn make it difficult to retain the knowledge base.



## Frequent refit programmes

The nature of the retail industry means very little is static in terms of the layout and appearance of retail outlets. Common refit/refurbishment works can result in changes which present new risks and challenges for those using the building. A reactive approach to risk management is required to minimise the risks resulting from regular change.



## Need to manage information

With many sites spread throughout the country it can be difficult to keep track of documents and information relating to each building. A well-structured, centralised risk management system is required which will track the status of risk actions and provide up to date reports across your entire portfolio.



## Opening hours

Being confined to set trading hours means any assessments or works can create costly disruptions and inconvenience customers which can have an impact on sales. Planning works around opening hours can be difficult and can cause delays in progress.



## Frequently changing legislation

With so many regulations to adhere to it can be challenging to keep up to date with current legislation and the resulting changes required to your properties and your risk management strategies.



## Pressures on budgets

Retailers are often worried that risk assessments will identify remedial works to be carried out over numerous sites, incurring large costs and increasing the pressure on tight budgets. Experience often enables us to recommend a considered and practical approach to risk management which saves money over the longer term whilst ensuring compliance.



## Attention from enforcing authorities

Properties often become the focus of enforcing authorities who can carry out random inspections to monitor compliance. Issues identified may lead to large fines and damaged reputation. It's important to have strong relationships and good communications with enforcing authorities locally. However with widespread portfolios, these relationships can become very difficult to maintain.



# Retail compliance services

We offer a comprehensive range of services across multiple compliance disciplines, from one off services to the full management of your compliance requirements.

## How we can help

Using an accredited company like Metro Safety gives you peace of mind that you are fully compliant with legislation, allowing you to focus on developing and growing your business.

By law you have a duty to manage the health and safety risks to those who occupy or use your buildings.

To achieve this you must consider everything which could potentially cause harm to individuals and establish if you are taking reasonable steps to minimise risk.

### Services List

#### Fire

**Fire Risk Assessments**  
**Pre-refit & Desktop Surveys**  
**Emergency Evacuation Plans**  
**Fire Safety Consultancy**

#### Water

**Water Risk Assessments**  
**Water Safety Training**  
**Water Safety Consultancy**

#### Asbestos

**Asbestos Surveys & Reinspections**  
**Asbestos Management Plans**  
**Asbestos Awareness Training**



**Metro Safety provide  
compliance services  
to over 10,000 retail  
units nationwide.**

## 1. Fire

Fire can undoubtedly be classed as one of the major risks within any building. You are required by law to reduce the risk to people and property in the event of a fire. Our range of fire safety services helps ensure you are fully compliant with legislation and that your buildings and their occupants are adequately protected from the risks of fire.

## 2. Water

Given the correct conditions even simplistic water systems have the potential to harbour and spread legionella bacteria, presenting significant risk. Our specialist water safety division can offer a range of services to help ensure you are fully compliant with legislation and minimise your risks from legionella.

## 3. Asbestos

With asbestos commonly used in construction before the year 2000, there is high likelihood asbestos may be present in many older retail units. We have a range of services to help you identify and manage any asbestos risks within your buildings and ensure you are compliant with your legal responsibilities.

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## Technical Consultancy

Following your risk assessment you have a duty to act on any issues found. Experience and expertise are crucial to designing cost effective solutions to deal with any remedial works required. Our team of consultants have vast experience of working within the retail industry and are able to provide pragmatic advice regarding your compliance issues.

# 1. Fire

Expertise is central to our fire services. Our assessors can draw on specialist training and experience to help you achieve compliance. They balance fire safety requirements with practical and commercial needs, resulting in straightforward solutions.



## Introduction

As a retailer you are required by law to reduce the risk to people and property in the event of a fire.

A Fire Risk Assessment is required to identify possible risks and suggest actions to remove the risk from fire as far as is reasonably practicable. It will also determine if your current fire protection measures are sufficient and appropriate for the premises.

If your premises have been designed and built, and are being used in accordance with modern building regulations then your structural fire

precautions should be acceptable but you will still need to ensure that your risk reduction, emergency planning, fire prevention and maintenance routines are sustained. Within the retail industry diverse store layouts, high levels of footfall and constantly changing occupancy can make it difficult to plan for an emergency situation.

We offer a comprehensive range of fire safety services to help ensure you are fully compliant with legislation and that your buildings and their occupants are adequately protected from the risks of fire.

## ■ Fire Risk Assessments

By law a Fire Risk Assessment must be carried out on all retail properties to identify the likelihood that a fire could start and cause harm to those in and around the premises. It's also a legal requirement for the responsible person to ensure the competency of the person carrying out the assessment – not always an easy task.

With such a wide variety of premises and the potential for complicated system linkages in the retail sector, it's even more important that your Fire Risk Assessments are carried out by someone who has the suitable training, experience and knowledge to perform these assessments.

Our assessors are all qualified fire safety specialists. Their in-depth commercial and legislative knowledge helps to make our assessment recommendations reasonable and practical, specifying workable solutions without underestimating the risks.

## ■ Pre-refit & Desktop Surveys

With re-fits and relocations common within the retail industry, there is a growing demand for desktop surveys.

We undertake these while the store/building is still in the planning stages allowing the relevant fire protection elements to be incorporated as part of the initial design.

This can prove particularly effective in avoiding the overspecification of fire protection equipment and also reducing the need for remedial works in the future, often resulting in large cost savings.

## ■ Emergency Evacuation Plans

Legislation requires you to have an evacuation plan in place so building occupants clearly understand what to do and where to go to in an emergency.

Large retail stores often have complex layouts. High levels of footfall also means occupants are constantly changing and emergency plans must consider factors such as mobility, language barriers and disabilities to ensure every eventuality is provided for.

We are able to work with you to formulate an emergency plan that covers the specific risks and needs of your building, including size, usage and occupancy profile. We can also provide training for your staff so they are able to lead and co-ordinate a store evacuation in the event of an emergency.

## ■ Fire Safety Consultancy

Expert advice is sometimes required to deal with more complex fire safety issues. We can assist you with all aspects of your fire safety compliance including:

- Advising on design protocols to comply with building regulations and fire safety guidance documents
- Developing fire safety policies and procedures that are bespoke to your organisation and premises
- Creating comprehensive fire strategy documents
- Liaising with fire authorities, architects, building control designers
- False fire alarm reduction programmes
- Independent advice at your health & safety and risk committee meetings

# 2. Water

Our water safety team can help assess and manage any legionella risks within water systems. If your building has any water related plant or systems, we can help you comply with legislation and minimise risk of legionella outbreak and exposure.



## Introduction

Retail units often contain water systems in the form of basic kitchen and bathroom facilities with many also containing air conditioning systems and other more complex water related plant.

Given the correct conditions even simplistic water systems have the potential to harbour and spread legionella bacteria. They can present a significant risk not only to employees but to the greater general public.

You are required by law to manage the risks of legionella growth in any of the water systems within your buildings. A Water Risk Assessment is required to help identify any potential hazards and if necessary recommend actions to reduce the risk of legionella outbreaks at your building.

A plan will also need to be put in place to monitor and manage any ongoing risks. We have a specialist water safety division and are able to offer a range of services to help ensure you are fully compliant with your legal responsibilities and that the risks from legionella are kept to a minimum.

## Water Risk Assessments

The Approved Code of Practice L8 requires dutyholders to identify and assess any sources of risk from legionella including checking whether conditions exist which will encourage bacteria to multiply.

Our Water Risk Assessments will help you to identify potential hazards within your water systems and recommend actions to reduce the risk of legionella outbreaks.

This includes a full and detailed assessment of all water related plant including:

- Mains cold water systems
- Cold water storage
- Hot water systems (including storage cylinders)
- Supply pipework
- Pumping systems
- Shower units
- Cooling towers and evaporative condensers
- Air conditioning systems
- Fountains
- Irrigation systems
- Other risk systems including spa baths, water softeners, foggers/water misting systems, spray humidifiers, water coolant systems and recirculating vehicle washers

## Water Safety Training

Our courses aim to help responsible and appointed persons identify potential legionella risks in their water systems. If you are responsible for a retail property, or employ staff who work with water systems such as plumbers or sprinkler engineers, we can help you gain a greater understanding of

your specific responsibilities and ways to reduce your risks. Our Legionella Risk Awareness course is ideal for increasing your knowledge of legionella, understanding your requirements and being able to implement preventative measures.

The course lasts four hours and includes:

- An overview of the legislation, British Standards and guidance
- Awareness of favourable conditions for legionella survival and growth
- Guidance on Water Risk Assessments
- Monitoring regimes and management requirements

Our full day, Managing and Controlling the Risks of Legionnaires' Disease course is suitable for those requiring more detailed water safety training. This course includes a more in-depth look at the subjects above, as well as specific advice concerning more complex plant equipment such as cooling towers, air conditioning units, evaporative condensers and higher risk water systems.

## Water Safety Consultancy

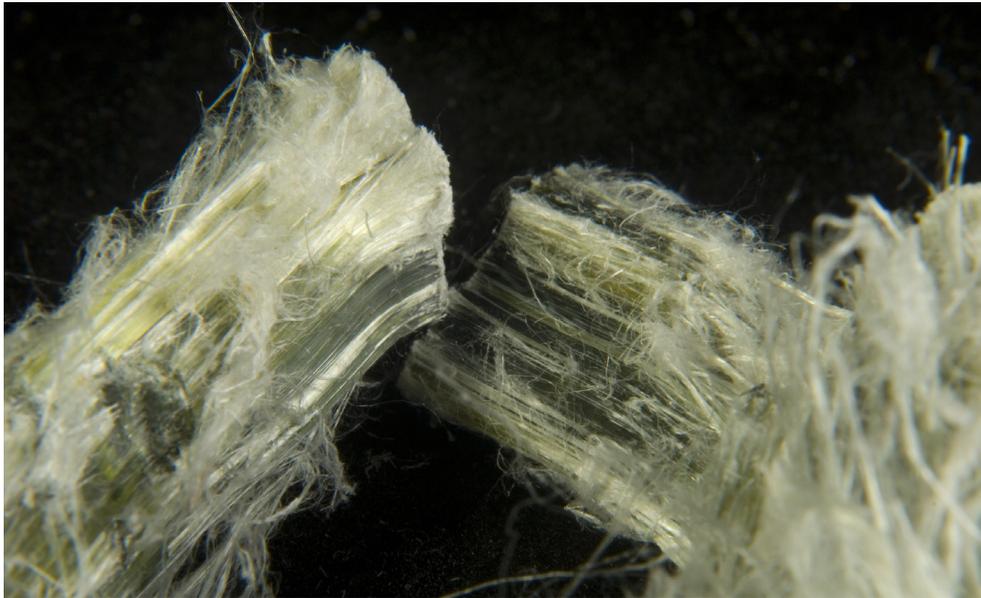
We also provide bespoke Water Safety Consultancy and advice.

This includes:

- Water system schematics
- Action plans
- Guidance on treatment required
- Specification and implementation of monitoring programmes
- Interpretation of water sample results
- Logbooks to record monitoring actions

# 3. Asbestos

We can guide you through the asbestos management process and provide the specialist advice required to help protect your customers, staff and contractors; safeguarding your reputation by helping you comply with your legal asbestos obligations.



## Introduction

Asbestos and Asbestos Containing Materials were commonly used in construction before being banned in the year 2000. This means there is a strong likelihood that asbestos may still be present in a large number of older retail units. If you are a dutyholder in charge of retail premises you have a legal responsibility to identify and manage any asbestos within your buildings.

Refurbishment and refit programmes are commonplace in retail. However it's vital that you make the necessary survey arrangements before commencing any major works.

You must also make sure that contractors or anyone who may come into contact with, or disturb asbestos during the normal course of their work have the correct level of asbestos knowledge and training.

If your building is found to contain asbestos then you will also need to put a plan in place to monitor its condition and manage the risk of exposure.

We offer a range of asbestos services which will identify and help you manage any asbestos risks within your buildings and ensure you are fully compliant with your legal responsibilities.

## Asbestos Surveys & Re-inspections

Our asbestos division, Strategic Risk Management (Asbestos) Limited, can help dutyholders determine whether there is any asbestos present in their buildings with a variety of asbestos surveys, undertaken in accordance with the requirements of ISO17020 and HSG 264.

### Management Survey

Used to locate any Asbestos Containing Materials (ACMs) which could be damaged or disturbed during normal occupancy, including foreseeable maintenance and installation work.

### Refurbishment and Demolition Survey

This is needed prior to carrying out any refurbishment or demolition work. Our clients use this survey to locate ACMs where refurbishment is taking place or in the whole building in the case of demolition.

### Asbestos Re-inspections

Following your Asbestos Survey we can help you manage your ongoing Asbestos Management Plan by conducting Asbestos Re-inspection Surveys to monitor and report on the condition of any ACMs previously identified.

## Asbestos Management Plans

If your property contains asbestos we can assist you in the development of a detailed Asbestos Management Plan to ensure that you are managing your asbestos effectively and are compliant with The Control of Asbestos Regulations 2012.

We can help you prepare a written plan which sets out in detail how you are going to manage the risk of any asbestos containing materials (ACMs). By bringing together all asbestos-related information from your surveys and re-inspections, our Asbestos Management Plans aim to implement procedures to control any activities which may disturb asbestos, as well as providing an audit trail to prove due diligence.

Our Asbestos Management Plans include:

- An Asbestos Register giving details of the location and condition of any ACMs
- How the asbestos will be monitored and managed over defined timescales
- Management roles and responsibilities
- Training arrangements
- Procedures for anyone who may come into contact with or disturb asbestos

## Asbestos Awareness Training

Our course is designed to give delegates a general awareness of asbestos, where it is likely to be found, the consequences of disturbing Asbestos Containing Materials and explain how to limit the risk of exposure by adopting safe working practices.

### Course content:

- The properties of asbestos and its health effects
- Types, uses and likely occurrence of asbestos and asbestos materials in buildings and plant
- Procedures to deal with an emergency
- How to avoid the risks from asbestos

All delegates who successfully complete the short test at the end of the half day course are awarded a uniquely numbered attendance certificate.

# Why choose Metro Safety?

Metro Safety have proven experience of working with large, national retailers and understand the pressures and challenges facing those responsible for risk management within the retail sector.

## Introduction

We aim to make compliance a simple and stress free process by recommending and helping you implement practical, cost effective solutions which help keep your buildings and their occupants safe.

Our goal is to provide you with:

**“ Systematic technical excellence and consistent service delivery nationally – compliance with commercial acumen at a price point you can afford. ”**



## Nationwide service

We have a nationwide team of highly trained professionals, across a range of compliance disciplines. This allows us to provide a reliable and cost effective service irrespective of the size, risk level or dispersal of your buildings throughout the UK.

Using Metro Safety to centralise your compliance requirements, improves efficiency and removes the need to manage multiple compliance partners throughout the country.

## Expertise

As a retailer responsible for managing a wide variety of premises, often with the potential for complex designs and layouts, it's important that your risks are managed by experienced, competent people.

One of the reasons that individual companies within the Metro Safety Group are accredited and associated with a number of professional bodies is to provide extra reassurance that our exacting standards and procedures are in line with best practice. Verification from recognised industry groups gives you peace of mind that our competency is genuine, which is especially important when dealing with matters of compliance.

Our assessors are qualified specialists with in-depth commercial and legislative knowledge and proven experience within the retail industry. This allows them to offer practical and workable solutions which effectively manage risks whilst keeping costs to a minimum. They are also happy to liaise with your local enforcement authorities, keeping them updated with your plans and reassuring them of your commitment to compliance.

## Flexibility

Within the fast paced retail industry we understand the need for flexibility, as disruptions to trade can often prove very costly.

We have the ability to schedule works at times which suit you and your trading hours, allowing you to minimise disruption. We are happy to work with your current facilities management company to help you achieve your compliance requirements as effectively and cost efficiently as possible.

## Simple, effective management

With so many individual sites and buildings to manage it can become a difficult task keeping on top of all your risks and required remedial actions. Our web based risk management platform SRManager, allows you to manage your entire property portfolio from a central hub. This gives you, access to real time updates and status reports regarding all your properties, providing all the information you need to monitor levels of compliance.

However if you prefer we are happy to interact with your existing systems to ensure a seamless and cost effective solution for your business.



# Membership and Accreditations

Verification from recognised industry groups gives our clients peace of mind that our competency is genuine. The Metro Safety Group is delighted to be associated with the following organisations and accreditation schemes.

## Fire Industry Association (FIA)

The Fire Industry Association is a not-for-profit trade association with the aim of promoting the professional status of the UK fire safety industry. Representing the industry leaders, they work to communicate and promote best practice and ensure standards continue to improve. Metro SRM are members of the FIA and also sit on the Fire Risk Assessment Council.



## UK Fire Association

Members of the UK Fire Association aim to share information and best practice for the fire industry, as well as encouraging the development of expertise and high service levels. Their comprehensive Code of Practice means eligible companies, need to show that they hold appropriate levels of insurance and that personnel are competent and trained. Metro Safety is a member of the UK Fire Association.



## British Approvals for Fire Equipment (BAFE)

Metro SRM are BAFE certified under scheme SP205 Life Safety Fire Risk Assessment. BAFE is the independent third party registration body for the fire protection industry. This scheme is designed to give assurance to those commissioning fire risk assessments and give confidence in the quality and relevance of the services being provided.



## British Approvals for Fire Equipment (BAFE)

Metro Safety is BAFE certified under scheme SP203-1 Fire detection and alarm systems, design. The scheme aims to give fire protection system users and regulatory authorities confidence that accredited companies providing fire alarm systems, have processes in place to effectively undertake such activities within their defined scope of work.



## Institution of Fire Engineers (IFE)

The IFE upholds professional standards within public and private fire sectors, offering assessment of knowledge, experience and promoting good practice. They also provide professional recognition for members. Metro SRM's fire risk assessors are all currently working towards inclusion on the IFE register of assessors. Many of them already hold Graduate or Member-level membership.



## Institution of Occupational Safety and Health (IOSH)

IOSH is the world's largest chartered body for health and safety professionals. They aim to secure and justify trust and confidence in the work of their members by ensuring high levels of technical competence and professional conduct. Our consultants include both Graduate or Chartered Members of IOSH. Our Chartered Members of IOSH also feature on the new OSH Consultants Register.



## SafeContractor

Assessing the health & safety competency of contractors and service providers, SafeContractor ensures that contractors operate safely. Many large organisations now use SafeContractor as their primary means of selecting contractors. Metro Safety and Strategic Risk Management (Asbestos) Limited are proud to be accredited by this leading health & safety scheme.



## Constructionline Gold

Following pre-qualification to government and industry accredited standards, Metro Safety are Constructionline Gold certified. It is the UK's largest national register for pre-qualified contractors and consultants, aiming to improve efficiency for buyers and suppliers in the construction industry.



## SOCOTEC

The Metro Safety Group is ISO9001: 2015 and ISO14001: 2015 certificated for the provision of consultancy to the property and related industries.



## Legionella Control Association

Metro SRM are an LCA registered service provider and are regularly audited and assessed by the LCA for compliance with their Code of Conduct for Service Providers and Service Standards for legionella risk assessments, independent consultancy and training. Metro SRM's membership of the LCA, management systems and compliance with the LCA's Code and Service Standards means that you can be confident that we are able to assist you in controlling the legionella risks associated with your water systems.



## Association for Specialist Fire Protection (ASFP)

Metro SRM are associate members of the ASFP, the leading passive fire protection trade association in the UK and Ireland. The ASFP is dedicated to the protection of life, property, the environment and our heritage.



# Contact us

If you can't find what you're looking for then please get in touch. We will be happy to hear from you.

## Phone

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**0845 058 9999**

Emergency Callout Hotline:  
**0800 085 8746**

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**metro**SRM

**STRATEGIC RISK**  
MANAGEMENT (ASBESTOS) LTD

“ I have  
found Metro  
Safety to be  
extremely  
professional  
and helpful. ”

**Phil Willsmer**  
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