



GROCERY INDUSTRY

CONTROLLING GROCERY STORE PREMISES LIABILITY

**SAFETY
TIP
OF THE
MONTH**



Your grocery store has a duty of care to your customers. By taking reasonable steps to provide a safe environment, you can prevent injuries and reduce your liability.

Use Appropriate Signage

When you can't eliminate hazards, you can warn your customers about them. For example:

- Put out caution signs when floors are slippery.
- Post signs instructing customers to ask for help if they need items on the top shelf.
- Restrict customer access to areas with pallet jacks or other temporary work hazards.

Help Customers Avoid Dangers

In addition to signage, there are other ways to help customers avoid hazards, such as:

- Paint steps and other hazards so they are easily seen.
- Provide ample lighting in the exterior areas and parking lot.
- Regularly sweep sidewalks and clear any snow or other hazards.

Conduct Regular Sweep Inspections

Conduct sweeps on a regular schedule, such as every hour. This will:

- Alert you to any hazards so you can take appropriate action.
- Help demonstrate that you are fulfilling your duty of care.

Address Hazards Immediately

When potential safety hazards are identified, either through direct observation or reports, act promptly.

- Clean up spills.
- Replace burned-out lightbulbs.
- Fix torn rugs, broken steps and other hazards.
- Post signs as needed.

Train Employees

Whether safety policies are followed typically comes down to employee training. For example, train employees to:

- Be careful when moving large items around customers.
- Set up displays safely.
- Monitor the store for hazards and take action.
- Keep aisles clear.

Document Everything

If you are sued, strong documentation will help your defense.

- Maintain records of regular sweeps.
- Document maintenance work.
- If an injury occurs, preserve evidence such as photographs, surveillance footage and witness statements.

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