

Specification of Competency Standards of the Retail Industry

Unit of Competency

Functional Area: Store Operations

Title	Establish occupational health and safety guidelines for staff
Code	105156L5
Range	This unit of competency (UoC) is applicable to staff of the management level in the retail industry. It requires critical evaluation, thinking and review. It covers the abilities to establish suitable occupational health and safety guidelines for staff of the organization according to the organization's business goals, corporate culture and legal requirements in order to safeguard the safety and health of staff.
Level	5
Credit	3 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge of occupational health and safety guidelines <ul style="list-style-type: none"> • Understand the corporate business goals and culture • Understand the corporate responsibility of the organization for staff, customers and the public • Understand environment and workflow of the retail workplace of the organization and identify areas that may have dangers • Understand the importance of providing safe working environment and workplace <ul style="list-style-type: none"> • Establish a good corporate image • Strengthen staff's morale and sense of belongings • Additional economic returns obtained by reducing accidents, etc. • Master the requirements of the occupational health ordinances and code of safety in Hong Kong, e.g.: <ul style="list-style-type: none"> • Occupational Safety and Health ordinance • Factories and Industrial Undertakings Ordinance (applicable large food retailers) • Air pollution Control Ordinance (applicable large food retailers) • Noise Control Ordinance (applicable large food retailers) • Waste Disposal Ordinance (applicable large food retailers), etc. • Understand the information about the staff insurance policy provided by the organization, the insurance company being contracted, the medical service provider, etc. 2. Establish occupational health and safety guidelines for staff <ul style="list-style-type: none"> • Apply knowledge in ergonomics to design a safe working environment for retail workplace and work out relevant guidelines, e.g.: <ul style="list-style-type: none"> • Design work tools, including furniture, lighting, temperature, communication equipment, etc. • Places for putting work tools and devices • Environmental factor (noise and temperature, etc.) • Identify potential occupational safety and health risks at workplace and risks for respective staff positions • Design safe workflow in order to avoid work injuries and health hazards as far as possible • Ensure that the organization's working environment and facilities is safe, reliable and complies with legal requirements • Plan and manage retail work space, including: <ul style="list-style-type: none"> • Safety and security facilities • Coverage of computer network • Proper warning signs, etc. • Improve facilities of the organization according to the latest environmental health and safety standards and energy saving/alternative energy guidelines in order to safeguard the health and safety of staff • Monitor the decoration/renovation activities for the appearance/facilities of the retail store to minimize the influence on other people and the working environment • File the established occupational health and safety guidelines 3. Exhibit professionalism <ul style="list-style-type: none"> • Establish occupational health and safety guidelines for staff in order to comply with the legal requirements of Hong Kong for occupational health and safety as well as environmental protection

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Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Establish suitable occupational health and safety guidelines for staff according to the organization's business goals, corporate culture and legal requirements; and• The established occupational health and safety guidelines can safeguard the safety of staff and reduce accidents.
Remark	