

Retail



Strengthening risk compliance across a retail portfolio is of paramount importance to ensure claims defensibility, protection against litigation and full legal compliance. The retail industry in the UK and Ireland is a major employer, accounting for the employment of around 3 million people¹. Last year, one shopping centre alone² achieved a record footfall of 50 million annual visitors³. This positions shopping centres and retail parks at the heart of the commercial property sector, and having such a high public footfall poses a significant challenge for risk and claim prevention. Also, unique within a retail environment, is the contribution of each retailer to a high street, shopping centre or retail park in creating a safe environment.

So, how do you gain peace of mind that every significant risk in every one of your stores is being properly managed? Retail requires a sophisticated standard of risk management to ensure compliance is managed and communicated consistently across all stores. It is crucial that head office has full visibility of any risks and challenges that are affecting each store, to quickly identify those which may be non-compliant. Additionally, the ability to escalate issues for resolution by severity helps ensure faster risk mitigation.

Source:

¹ HSE 2019

² Westfield Stratford City

³ Retail Gazette – 27th November 2018

What are the benefits of engaging the S₂ Partnership and RiskWise within your retail environment?

Our holistic approach to risk management makes it easier for you to manage and minimise risk across your retail portfolio. Retailers have a duty to protect anyone who enters their premises by removing or controlling risks. RiskWise can provide you with visibility of data across all your stores, to ensure a consistent approach, allowing you to identify risk and manage through to resolution. RiskWise represents a cost-effective and simple solution to all your health, safety and risk concerns.

RiskWise is designed to support different retail environments in bringing all compliance activities into one system – such as food and beverage outlets monitoring food safety audits, extraction system checks, supermarkets logging cleaning audits or shop safety walkarounds, and department stores and apparel retailers monitoring warehouse checks, weekly store compliance checks and slip and trip prevention walkarounds.

A Complete Solution

Our aim is to make risk management as simple and effective as possible:



Log all safety and compliance events, including statutory risk assessments

Harmonise standards across all stores



Identify properties within the vicinity of an incident and activate procedures to address the issues

Identify issues requiring quick resolution, to help to prevent common retail incidents



Identify, manage and reduce environmental impacts



S₂ Partnership Ltd
Intelligent Risk Management

Retail

How can RiskWise support your retail portfolio or shopping centre?

With five integrated modules and an offline RiskWise App dedicated to managing retail property risk, RiskWise can help increase the efficiency and compliance of your retail teams and wider supply chain. The clear design of RiskWise gives retailers information about significant risks as soon as they arise. Our aim is to ensure that the process of risk management across a retail portfolio is simple, effective and easy to manage.

Risk & Compliance

- Log all safety and compliance inspections to generate automatic email escalations and actions for resolution – to ensure each store is compliant
- Automatically maintain a full audit trail whilst reducing administration time associated with risk management
- Harmonise standards across all stores
- Monitor store activities, insurance, documentation and compliance.

Incident Management and Tracking

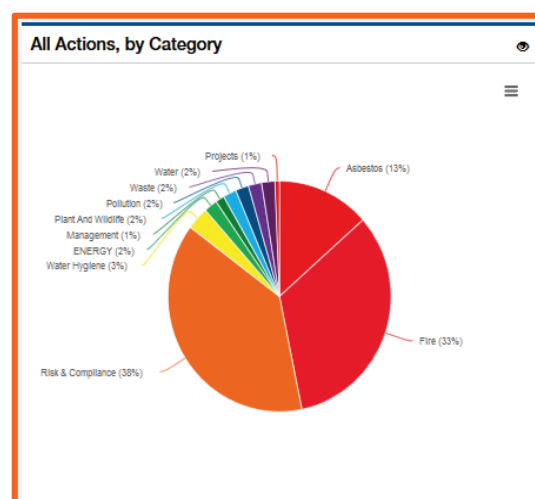
- Streamline incident management by offering efficiency and increased access to information
- Record any type of incident and subsequent actions on customisable forms; automatically notify HSE of person injured RIDDOR reportable incidents and automatically send email escalations to notify stakeholders throughout the entire process
- Retain a full audit trail for use in the case of potential litigation.

- Complete reporting capabilities to provide trend analysis and identify incident hotspots or types, such as slips and trips, manual handling, loading bay incidents, violence – all health and safety risks within the retail environment.
- With tools such as floorplan marking and root cause analysis, data may be analysed in order to help prevent future incidents.



If claims should arise, the information documented using the RiskWise App and audit trail provided, helps us fairly defend claims and reduce insurance costs – this all directly impacts on the bottom line. ”

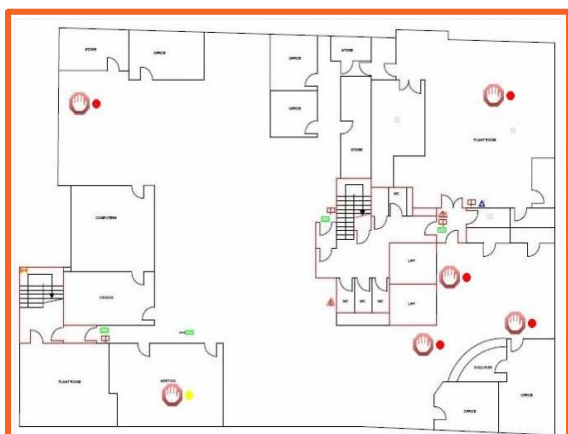
Landsec



Retail

Business Continuity Management

- Quickly locate and activate procedures in the event of stores or shopping centres being near an incident, for example a power outage, adverse weather/flooding, ICT failures, or terrorism – using familiar Google Map search functionality
- Track any business continuity management-related inspections and subsequent actions, with an independently configurable severity matrix
- Generate a property score metric based on inherent risk data such as: flood risk level, crime rate, type of construction and security measures to quickly identify stores or locations most at risk.

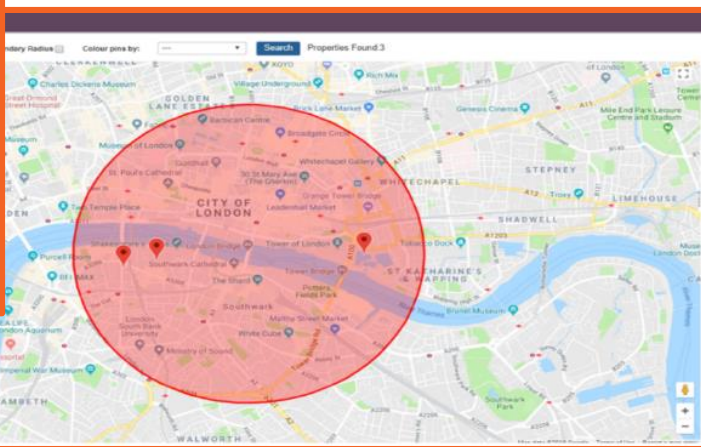


Environmental

- Identify, manage and reduce environmental impacts – energy, F-Gas and water consumption can be monitored alongside waste management data to benchmark and improve environmental performance
- Identify trends and opportunities which allow stores to reduce costs and reduce the overall carbon footprint of the retail portfolio.

RiskWise App

- Use the RiskWise App to undertake additional safety checks and daily, weekly or monthly health and safety walkarounds – conducted by store managers or technical services assistants - without internet connection or mobile signal
- Take notes and photographic evidence whilst onsite undertaking each inspection type.



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We would not be as successful with our risk control, were it not for S₂'s RiskWise risk management solution

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Retail

Our Experience

S₂ Partnership delivers health and safety risk management services to the UK's leading retail owner investors and managing agents. RiskWise, the market-leading property risk management software solution, enables the management and reduction of risk and its associated business costs.

www.s2riskwise.co.uk

RiskWise

-  Fire
-  Health & Safety
-  Occupational Safety
-  Environmental
-  Water
-  Crisis Management
-  Asbestos

S₂ Partnership's expert team of highly qualified and experienced environmental consultants provide market-leading, informed and practical advice.

Providing risk management solutions for over two decades, we strive to exceed expectations, working in true partnership to deliver bespoke advice, services and reports to all our clients, so that we meet your exact requirements.

With services ranging from assessing, auditing and consultancy through to training and risk management software, the S₂ Partnership provides clients joined-up solutions to ensure outstanding risk management.



S₂ Partnership Ltd
Intelligent Risk Management

Telephone: +44 (0)1954 267788

Email: hello@s2partnership.co.uk

Visit: www.s2partnership.co.uk