MERCURY

Fire Safety & First Aid Awareness for Retail Environments

30 August – 3 September 2027
Accra (Ghana)



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Fire Safety & First Aid Awareness for Retail Environments

Ref: 16340_1070456 **Date:** 30 August – 3 September 2027 **Location:** Accra (Ghana) **Fees:** 5300 Euro

Introduction:

The Fire Safety and First Aid Awareness for Retail Environments course equips store employees with essential knowledge and a practical understanding of workplace safety. Retail environments present unique hazards, from electrical risks to slips and sharp objects, making safety awareness critical for employees at all levels.

This Fire Safety and First Aid Awareness for Retail Environments program focuses on preventive measures, emergency response, and first aid principles, ensuring participants are confident in handling incidents safely and effectively. Participants will learn to recognize potential fire risks, apply appropriate safety protocols, and provide first aid when necessary.

Through real-world scenarios and structured learning, employees will develop the skills to protect themselves, their colleagues, and customers. The Fire Safety and First Aid Awareness for Retail Environments training emphasizes legal responsibilities, organizational policies, and practical implementation of safety measures. Participants will be able to effectively integrate fire safety and first aid awareness into their daily retail operations.

Targeted Groups:

This Fire Safety and First Aid Awareness for Retail Environments training targets professionals seeking specialized knowledge and skills:

- Entry-level store employees with no prior safety training.
- Retail supervisors are responsible for staff oversight.
- Cashiers and floor staff regularly handle customers.
- Stockroom and warehouse personnel working with equipment hazards.
- Cleaning and maintenance teams manage chemicals and tools.
- Customer service representatives assisting in emergencies.
- Store managers are responsible for evacuation and safety compliance.
- Security personnel are coordinating emergency protocols.
- HR personnel oversee workplace safety programs.

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Course Objectives:

Participants will achieve the following objectives by completing the Fire Safety and First Aid Awareness for Retail Environments course:

- Understand the importance of workplace safety in a retail setting.
- Identify common hazards, fire risks, and potential emergencies.
- Apply fire prevention measures in daily store operations.
- Recognize different types of fire and their specific dangers.
- Demonstrate correct fire response and evacuation procedures.
- Follow established communication protocols during emergencies.
- Assist customers and staff during fire or evacuation scenarios.
- Understand basic first aid principles and legal responsibilities.
- Assess medical emergencies and act appropriately.
- Apply DRABC Danger, Response, Airway, Breathing, Circulation effectively.
- Provide first aid for cuts, burns, fainting, and falls.
- Integrate fire safety and first aid into routine tasks.
- Respond confidently to combined fire and medical incidents.
- Evaluate case studies to learn best practices.
- Reinforce knowledge through Q&A and scenario-based learning.
- Develop a proactive safety mindset in retail operations.

Targeted Competencies:

Participants will gain the following competencies during the Fire Safety and First Aid Awareness for Retail Environments program:

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- Ability to identify hazards and fire risks in stores.
- Competence in applying fire prevention strategies.
- Proficiency in using fire extinguishers and alarm systems.
- Skills to lead safe evacuation procedures.
- Knowledge of first aid principles for common injuries.
- Capability to assess, act, and alert in emergencies.
- Confidence in handling cuts, burns, slips, and fainting incidents.
- Understanding of legal responsibilities in workplace safety.
- Ability to integrate safety awareness into daily retail tasks.
- Competence in analyzing scenarios and implementing lessons learned.

Studying Scenarios:

In this Fire Safety and First Aid Awareness for Retail Environments training, participants will develop their skills through the analysis of the following scenarios:

- A small fire originated near the electrical equipment during store hours.
- The customer is experiencing a fainting episode in the sales area.
- A staff member sustained a burn while handling hot equipment.
- Slips and falls in wet or cluttered store aisles.
- Cuts from broken glass or packaging during stocking.
- Evacuating customers efficiently during a fire alarm activation.
- Simultaneous incidents require both fire response and first aid.
- Reviewing past retail fire incidents to identify preventive measures.
- Coordinating staff to maintain safety while assisting customers.
- Evaluating compliance with legal and organizational safety requirements.

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Course Content:

Unit 1: Introduction to Workplace Safety:

- Define the purpose of safety awareness in retail environments.
- Identify typical risks, including electrical hazards and fire.
- Recognize dangers from sharp objects and slippery surfaces.
- Explain legal responsibilities for workplace safety compliance.
- Understand organizational policies regarding emergency response.
- Discuss the impact of accidents on staff and customers.
- Introduce the importance of a proactive safety culture.

Unit 2: Fire Safety Fundamentals:

- Explain the fire triangle, which consists of heat, fuel, and oxygen.
- Describe different fire types: A, B, C, D, and electrical.
- Identify fire classification symbols and signage in stores.
- Outline fire prevention measures specific to retail.
- Discuss safe storage and handling of flammable materials.
- Demonstrate awareness of potential ignition sources.
- Understand fire safety equipment and its placement.
- Recognize the importance of regular fire drills and checks.

Unit 3: Fire Response & Evacuation:

- Explain the correct actions to take when detecting a fire.
- Identify components of fire alarm systems.
- Follow proper communication protocols during emergencies.
- Outline evacuation steps and designated assembly points.
- Assist customers and staff safely during evacuation.
- Assign roles for staff to ensure a smooth emergency response.
- Recognize when to use firefighting equipment versus evacuation.
- Practice maintaining calm and controlling panic in retail settings.

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Unit 4: First Aid Principles & Emergency Response:

- Define first aid and its importance in retail environments.
- Apply priorities: Assess - Act - Alert for emergencies.
- Implement DRABC for medical incidents.
- Understand legal obligations and the duty of care.
- Recognize when to call for professional medical assistance.
- Guide staff and customers during emergencies.
- Ensure hygiene and safety while administering first aid.
- Document incidents accurately and follow organizational procedures.

Unit 5: Common Incidents in Stores:

- Respond to cuts and bleeding from packaging or broken glass.
- Apply first aid for burns and scalds from equipment or chemicals.
- Manage slips, trips, and falls, including fractures and sprains.
- Provide care for fainting, dizziness, or sudden illness.
- Recognize warning signs of severe medical emergencies.
- Utilize first aid kits effectively and maintain supplies.
- Communicate with emergency responders when necessary.
- Maintain calm to prevent escalation during incidents.
- Review incident reporting procedures and follow-up actions.

Unit 6: Integrating Fire Safety & First Aid:

- Handle simultaneous emergencies, combining fire and medical response.
- Review case studies from real retail incidents.
- Identify lessons learned and best practices for prevention.
- Integrate safety awareness into daily routines and procedures to ensure a safe work environment.
- Encourage continuous safety assessment and improvement.
- Develop personal responsibility for fire and first aid readiness.
- Conduct knowledge recaps to reinforce learning outcomes.
- Facilitate Q&A sessions for clarification and discussion.

Final Insights & Key Takeaways:

Fire Safety & First Aid Awareness for Retail Environments empowers employees to recognize hazards and respond appropriately. Participants gain confidence in managing fires, injuries, and emergencies. Integrating safety awareness into daily tasks reduces risk and promotes a secure retail environment. Continuous practice and scenario analysis enhance preparedness and foster a culture of workplace safety.