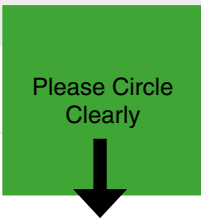


Customer Care Safety Sign Site Survey

ALL ANSWERS IN **GREEN** ENSURE YOUR COMPLIANCE.

IF ANY ANSWERS ARE IN **RED** PLEASE TAKE APPROPRIATE ACTION

PHASE 1: OUTSIDE AND AT POINT OF ENTRY INTO BUILDING



Outside

Is the assembly point clearly identified?	Yes	No
If a visitor escapes through a rear fire exit, can he/she find their way to the assembly point?	Yes	No
Is the designated smoking area clearly defined?	Yes	No
Are there any areas outside the building that are strictly no parking?	Yes	No
Are any speed restrictions within the grounds clearly marked?	Yes	No
Can the roof hold the weight of on overage adult?	Yes	No

Entry

Does the building clearly display at least one updated Health & Safety Law poster?	Yes	No
At every point of entry into a building, is there a No Smoking law sign in place?	Yes	No
If the public could use the building, is there a sign stating the company's policy on assisting the disabled?	Yes	No
Is anyone smoking in the entrance?	Yes	No
As a visitor is it clear that you have to sign in?	Yes	No
If there is a CCTV system in use is there at least one sign stating this?	Yes	No
Does the business have a clear way of informing staff of when a fire drill is due to take place?	Yes	No



PHASE 2: SAFETY EQUIPMENT



Fire Action, Equipment and Doors

Does every fire alarm call point have a fire action notice above it?	Yes	No
Can all fire alarm call points be seen from a distance?	Yes	No
Can all the extinguishers, hose reels or fire call points be seen clearly from a distance?	Yes	No
In line with the Provision and Use of Work Equipment 1998, have all staff received some kind of instructions of what type of fires the fire extinguishers can and cannot be used on?	Yes	No
Are all fire doors signed with the sign "fire door keep shut"? (Look out for heavier doors with a self-closing device at the top and/or on intumescent "furry" strip running down the middle)	Yes	No
Are all fire doors that open to fresh air clearly marked with the sign "Fire exit keep clear"?	Yes	No
Are all emergency push bars or pads clearly signed with a sign that shows a tick or graphic symbol?	Yes	No

First Aid

Is the location of the first aid equipment clearly marked?	Yes	No
Are first aiders known by all staff members?	Yes	No
Does the company employ more than 10 members of staff and therefore need on accident report book?	Yes	No



PHASE 3: HEALTH AND SAFETY WALKAROUND

General questions when entering any new room in the workplace



Warning Signs:

What could inconvenience, harm or even kill staff or visitors?

Mandatory Signs:

What must employees and/or visitors do before entering a room or before operating equipment within that room?

Prohibition Signs:

What aren't staff and/or visitors allowed to do?



Toilet/Washroom Signs

	Are the hot water tanks or taps which could reach a temperature that could harm or even burn clearly signed?	Yes	No
	Do 'wash hands' signs currently appear in all washrooms?	Yes	No
	Would the company like staff to turn lights off when not in use?	Yes	No
	Do staff ever smoke in toilets?	Yes	No
	Can visitors easily locate toilets?	Yes	No

Access Around the Building

	Are customers, visitors or even new starters aware of the areas they are restricted from going into?	Yes	No
	Are there any areas where a tall adult (6'3") may not be able to stand up straight in?	Yes	No
	Are there any unexpected trip hazards or changes in flooring levels?	Yes	No
	Do all visible hazards have the correct sign next to them? e.g. tripping, low ceiling, hot water, high voltage	Yes	No

Factories and Warehouses

	Ask what protective clothing must be worn by both visitors and staff. If there are any requirements to wear particular clothing, are these clearly marked at the point of entry into that area?	Yes	No
	Is all the dangerous working equipment clearly marked with measures to be aware of? (eg, use guard, wear goggles, do not touch)	Yes	No
	Do forklifts operate in area?	Yes	No
	Do vehicles reverse into building?	Yes	No
	Next to any hot works, are any appropriate warning signs shown?	Yes	No
	If any part of the building is made from Asbestos, is it properly marked?	Yes	No

PHASE 4: FIRE ESCAPE SIGNAGE

Fire Exits

Do all Exit and Fire Exit signs show a running man?	Yes	No
Is there a mixture of the British Standard signs and European Signs within the same building? This should never appear in the same building.	Yes	No
With the exception of an office with one door out of it, can a fire exit sign be clearly seen from every area within a building? (This sign should lead to the shortest route to a place of safety)	Yes	No
Is there a right or left pointing sign currently positioned above any door?	Yes	No

