

# FARM SHOPS

Farm shops allow farmers the opportunity to directly sell food and other produce to the general public. To be considered a farm shop, the business will aim to sell fresh produce and / or local foods that are normally grown, picked, reared or produced on your farm or on land close to where the shop is located.

When running a farm shop, it is important that consideration is given to the risks to both the employees and members of the public who may be visiting.

## PARKING AND TRANSPORT

Try to provide an area for customers to park which is off the road and away from farm traffic. Ideally, the car park should be marked out so that visitors can park in an organised manner. This makes it easier to see when vehicles are coming and from which direction they may be approaching. Where this is not possible, consider using signs around the site to direct people to where and how to park. It is important to try to separate vehicles and pedestrians.

In areas where there is likely to be a high level of pedestrian movement such as immediately outside the entrance, consider providing barriers or bollards which exclude vehicles from the area.

## FIRE SAFETY

You must carry out a Fire Risk Assessment for the shop and surrounding site to identify and control any fire hazards. The following are things that you must consider to help to reduce the risks of a fire occurring and help people get out of the shop quickly should they need to:

- Reduce the number of potential ignition sources restrict smoking to designated external areas
- Keep stock levels low and remove waste such as packaging from the site regularly
- Arrange for regular inspections of the electrical installations by a competent electrician
- Keep all store rooms, corridors and stairs free from clutter, stored goods and combustible material

- Provide firefighting equipment such as portable fire extinguishing appliances and have them maintained by competent contractors
- Provide a wired in automatic fire detection and alarm system or, for very small shops, use simple smoke detectors and manual alarms such as air horns
- Use standard signage to indicate the location of fire extinguishing appliances, fire escape routes, emergency exits, fire call points, fire assembly points etc.
- For larger sites consider the need for emergency lighting or an alternative light source to use in case of an electrical failure (such as a torch)
- Ensure all gas fuelled appliances and associated pipework is regularly checked by a competent Gas Safe Registered engineer.

## SHOP AREAS

Shop areas need to be kept clean and tidy. There should be sufficient space between displays to allow people to move freely and safely. Try to keep designated walkways so that all staff know not to store items in areas where they may cause an obstruction.

Train staff to 'clean as you go' by picking up debris and packaging as and when they see it. This will help to ensure that the walkways are free from materials which may cause someone to trip.

If spillages occur, for example; broken drinks bottles, clean them up immediately. Where the floor surface may become slippery, such as tiles, try to dry the surface to remove the slipping hazard



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rather than just mopping it and placing a warning sign out. Signs can be useful but they do not remove the hazard.

All items present in the shop including both goods for sale and sale displays such as marketing material need to be stored in a manner which is stable and secure; they should not be at risk of fall or collapse. Make sure any shelving is strong enough to hold the goods which are displayed there.

Remember that children may be present in the shop and so it is important to consider items at low level which may cause them harm; think about hazards such as sharp edges and electrical supplies.

## MANUAL HANDLING

Strains from manual handling are common in retail. Try to reduce the risk of manual handling injuries occurring by:

- Keeping the size of stored goods to a minimum
- Storing heavy items at low level
- Moving items with mechanical handling equipment where possible (forklift trucks, sack trucks, pallet trucks, etc.)
- Training staff in good lifting technique.

## FOOD SAFETY

All food premises must register with their local Environmental Health Department. Food premises registration is free of charge and must be renewed on change of ownership.

All food businesses must have a written food safety management system in place. You can produce your own food safety management system however the Food Standards Agency have developed a pack called 'Safer Food Better Business' which you can complete and use for this purpose.

If you handle open food for example in a butchery or have a deli counter, it is important that you consider the food safety issues in more depth than detailed in this guidance.

## USEFUL LINKS

Health and Safety Executive:  
[www.hse.gov.uk/retail](http://www.hse.gov.uk/retail)

Food Standards Agency:  
[www.food.gov.uk](http://www.food.gov.uk)

### The Next Step

The information provided in this guidance is a brief overview of a diverse work activity. This activity may require further assessment and consultancy work completing to ensure statutory compliance.

NFU Mutual Risk Management Services (RMS) can provide additional support in this area using one of its specialist in-house consultants who are based around the UK.

Please contact RMS on 0800 132 029, where we can discuss your requirements further.

Alternatively please contact your local NFU Mutual office to discuss any requirements or visit the NFU Mutual website to view our RMS services [www.nfumutual.co.uk](http://www.nfumutual.co.uk)



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