

# Opportunity Shop Risk Checklist

*There are a number of risks associated with running an Opportunity Shop. This Checklist helps you identify gaps in the way you manage your Opportunity Shop.*

Organisation	
Location	
Date Completed	

## RISK CHECKLIST

SAFEGUARDING						
	YES	NO	N/A*	ACTIONS REQUIRED	WHO	BY WHEN
Do you have a safeguarding/child protection policy?						
Are your staff trained safeguarding and your safeguarding policy?						
Do you seek Working With Children and police checks when employing staff or volunteers?						

\* Not Applicable

**SAFEGUARDING (Continued)**

	YES	NO	N/A*	ACTIONS REQUIRED	WHO	BY WHEN
Do you have an incident reporting process to report any incidents or potential incidents?						

**PREMISES**

	YES	NO	N/A*	ACTIONS REQUIRED	WHO	BY WHEN
Do you have a cash handling policy and procedure?						
Is there slip, trip or fall hazards within the shop or leading to the shop, e.g. carpet, floor level, steps, ramps, lifts, handrails?						
Have all Op Shop electrical equipment and appliances been tested and tagged?						
What procedures are in place regarding storage of heavy goods on high shelving?						
Is lighting adequate within the shop, particularly exits and stairs?						

\* Not Applicable



PREMISES (Continued)						
	YES	NO	N/A*	ACTIONS REQUIRED	WHO	BY WHEN
Does the shop have toilet and washing facilities? Are these cleaned and checked daily?						
Are first aid kits available? Do you have trained first aiders on duty?						
Are hazardous materials (chemicals, gas bottles etc.) securely stored?						
Are material data sheets (MDS) on-hand for all materials?						
Have the fire prevention facilities been inspected and maintained as required by regulation (signage, exits, sprinklers, smoke detectors, extinguishers, alarms, etc.)?						
Are fire exits clear of any obstruction?						

\* Not Applicable

PREMISES (Continued)						
	YES	NO	N/A*	ACTIONS REQUIRED	WHO	BY WHEN
What emergency evacuation processes are in place? Do they cater for multiple emergency types: fire, tempest, physical attack? Are volunteers trained in the procedures? Have these been tested?						
Is the shop set up to minimise the risk of shoplifting?						
PEOPLE MOVEMENT						
	YES	NO	N/A*	ACTIONS REQUIRED	WHO	BY WHEN
Are there risks for people entering or leaving the shop?						
Do you have traffic management procedures for people moving around the shop?						
Does the shop have adequate signage?						

\* Not Applicable

**DONATED GOODS**

	YES	NO	N/A*	ACTIONS REQUIRED	WHO	BY WHEN
Does the shop have policy for what goods will be accepted for sale? For example: <ul style="list-style-type: none"> <li>• Products subject to regulation and/or safety standards such as toys for children under three, beds, safety helmets, cots and electrical goods.</li> <li>• Products subject to recall (<a href="http://www.recalls.gov.au">www.recalls.gov.au</a>)</li> <li>• Products banned or subject to mandatory safety (<a href="http://www.productsafety.gov.au">www.productsafety.gov.au</a>)</li> </ul>						
Are all goods physically checked prior to being offered for sale?						
If electrical items are sold, have they been safety checked, tested and tagged?						
Is there an area for sorting and preparing and storing goods for sale?						
Are workers sorting donated goods provided with safety equipment when handling goods?						
Do you have arrangements for the disposal of goods not wanted?						

\* Not Applicable

**SECURITY**

	YES	NO	N/A*	ACTIONS REQUIRED	WHO	BY WHEN
Have you a process for theft of stock, equipment or staff personal belongings?						
The potential for property damage?						
Is there a register of premises keys.						
Do you have cash handling and banking processes?						
What processes do you have to security of customer debit / credit card data?						
Do you have cyber-attack policies and procedures?						
Do you have policies for dealing with physical attacks on staff, volunteers or customers?						

\* Not Applicable



**SECURITY (Continued)**

	YES	NO	N/A*	ACTIONS REQUIRED	WHO	BY WHEN
What emergency procedure do you have in place?						
What incident reporting processes do you have in place?						
Does this include analysis after the fact, to support learning?						

**WASTE DISPOSAL**

	YES	NO	N/A*	ACTIONS REQUIRED	WHO	BY WHEN
Do you have a procedure for goods dumped outside the shop?						
Do you have additional waste disposal facilities in addition to normal council processes?						
Do you have separate facilities for recyclables?						

\* Not Applicable



**CLEANLINESS**

	YES	NO	N/A*	ACTIONS REQUIRED	WHO	BY WHEN
Is the shop and its facilities cleaned on a regular basis?						
Are there adequate supplies of cleaning products e.g. detergents dishwasher supplies gloves, for handling donated goods?						
Is training provided on how to use any cleaning chemicals?						
Do you maintain a chemical register for commercial grade cleaning chemicals?						

**MACHINERY SAFETY & MAINTENANCE**

	YES	NO	N/A*	ACTIONS REQUIRED	WHO	BY WHEN
Do you have a schedule for equipment maintenance and cleaning?						
Do you have records for all inspections and maintenance?						

\* Not Applicable





MACHINERY SAFETY & MAINTENANCE (Continued)						
	YES	NO	N/A*	ACTIONS REQUIRED	WHO	BY WHEN
Are instruction manuals/guides for all equipment available for all staff and volunteers?						
Are all staff and volunteers trained on the correct use of all equipment?						
Do you have an air conditioning maintenance schedule (e.g. filters, visual inspections)?						

\* Not Applicable

#### SOURCE

AIRS Risk Management Pack for Op Shops

If you would like to speak to someone about risk management for your Opportunity Shop email us at [info@ansvarrisk.com.au](mailto:info@ansvarrisk.com.au)

© 2022 Ansva Insurance Limited (ABN 21 007 216 506 AFSL No 237826) of Level 5, 1 Southbank Boulevard, Southbank VIC 3006 (Ansva). Ansva is a member of the Benefact Group in the UK (formally known as Ecclesiastical Group). All rights reserved, except as permitted by the Copyright Act 1968, no reproduction or communication of any of the content of this document may occur without the permission of Ansva.

The content contained in this document is of general nature and does not constitute legal, financial or personal advice. Before using this information, you should consider the appropriateness of it having regard to your own business objectives, needs and individual circumstances. To the extent permitted by applicable law Ansva expressly disclaims all liability howsoever arising from this publication whether in contract, tort or otherwise (including, but not limited to, liability for any negligent act or omission) to any person in respect of any claims or losses of any nature including direct, indirect, incidental or consequential loss, punitive damages, penalties or costs.