

IMPORTANT - Customer Care Safety Sign Site Survey




ASKING THE RIGHT QUESTIONS - 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		PLEASE CIRCLE CLEARLY	
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 an average adult?	Yes	No
Entry			
	← Does the building clearly display at least one updated Health and 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 an 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 an accident report book?	Yes	No

PHASE 3 – HEALTH AND SAFETY WALKROUND





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 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
	Do all of the yellow triangular warning signs display the words "Danger", "Warning" or "Caution"	Yes	No

PHASE 4 - FIRE ESCAPE SIGNAGE

Fire Exits

	← Do all Exit and Fire Exit signs show a running man?	Yes	No
	← Do you display EC Directive fire exit signage (see picture to the left)? These have poor comprehension ratings compared to ISO 7010 versions (shown in picture below)	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