

まんがでわかる



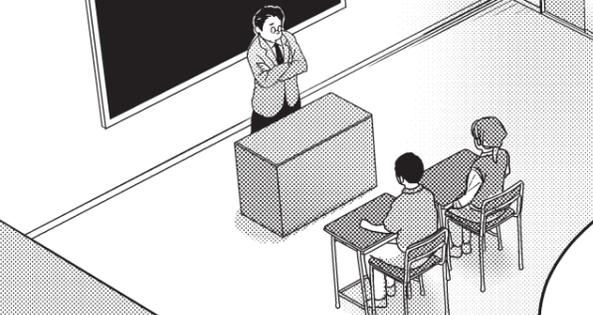
English
英語

小売業の安全衛生

Learn through Manga
Health and Safety for Retail Sales



This audiovisual material has been created for the purpose of learning the basics of health and safety for workers in retail sales, such as in supermarkets.



Today,
we'll learn about health
and safety in retail sales!



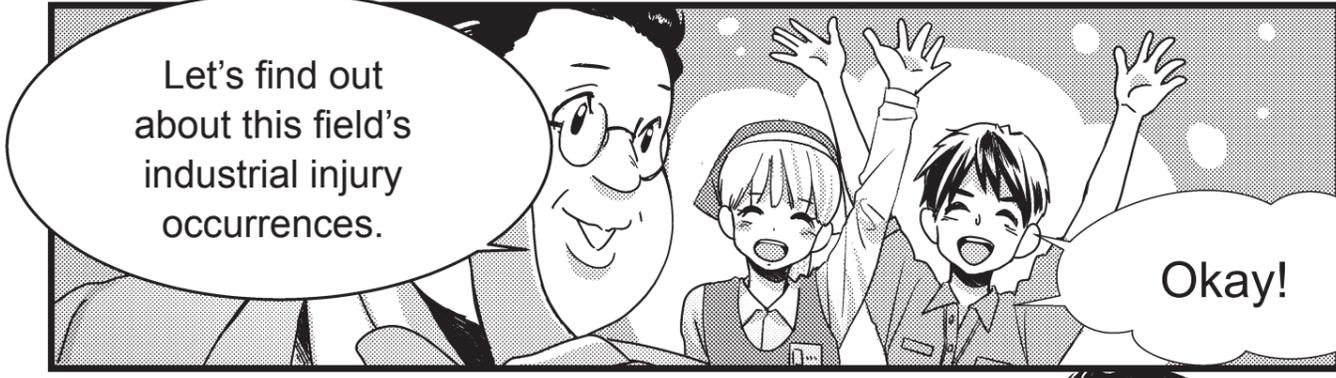
The supermarkets
and department stores
that we use every day are
something that we're
close to.

Totally!



People who work there
are not just the people
we see in stores.

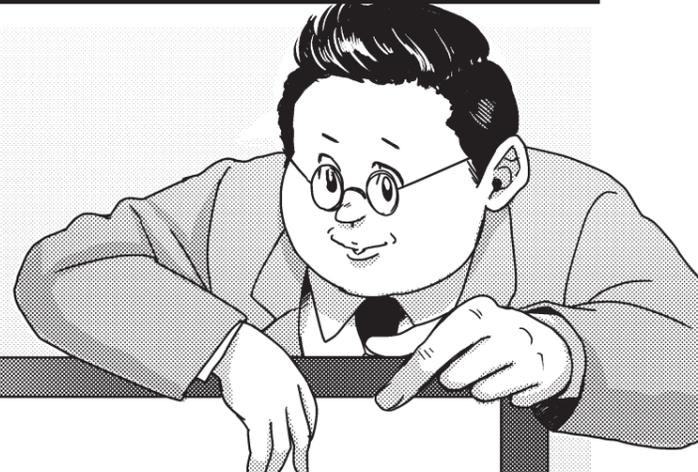
There are people
working in the back
of the store, too.



Let's find out
about this field's
industrial injury
occurrences.

Okay!

Let's look at the main causes
of industrial injuries.



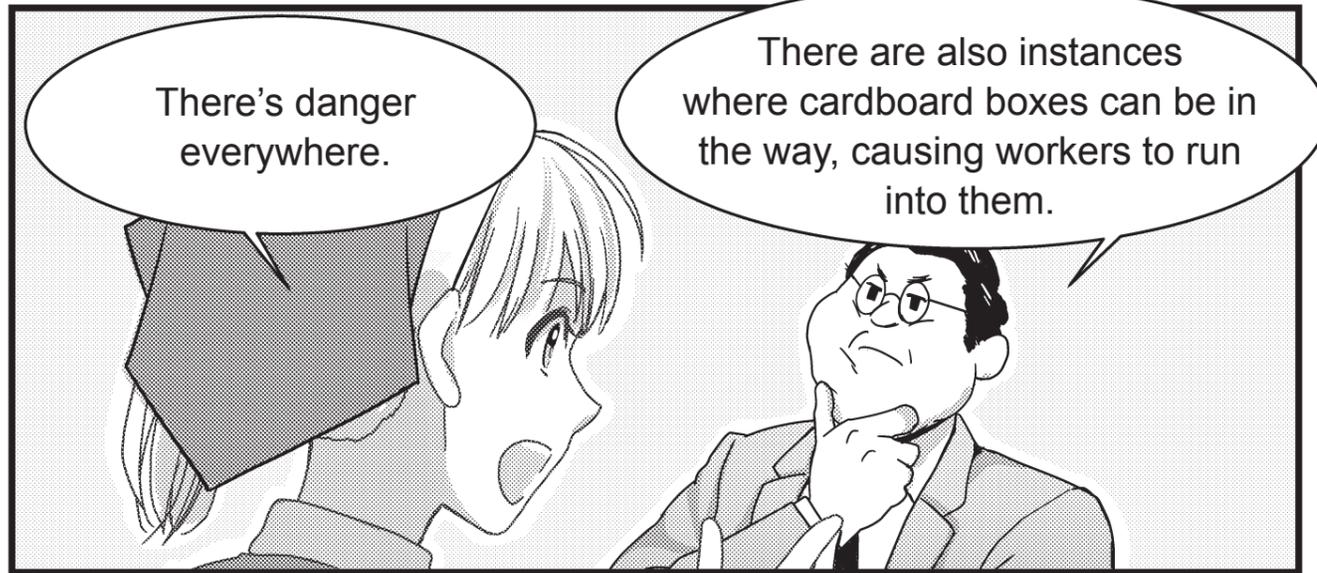
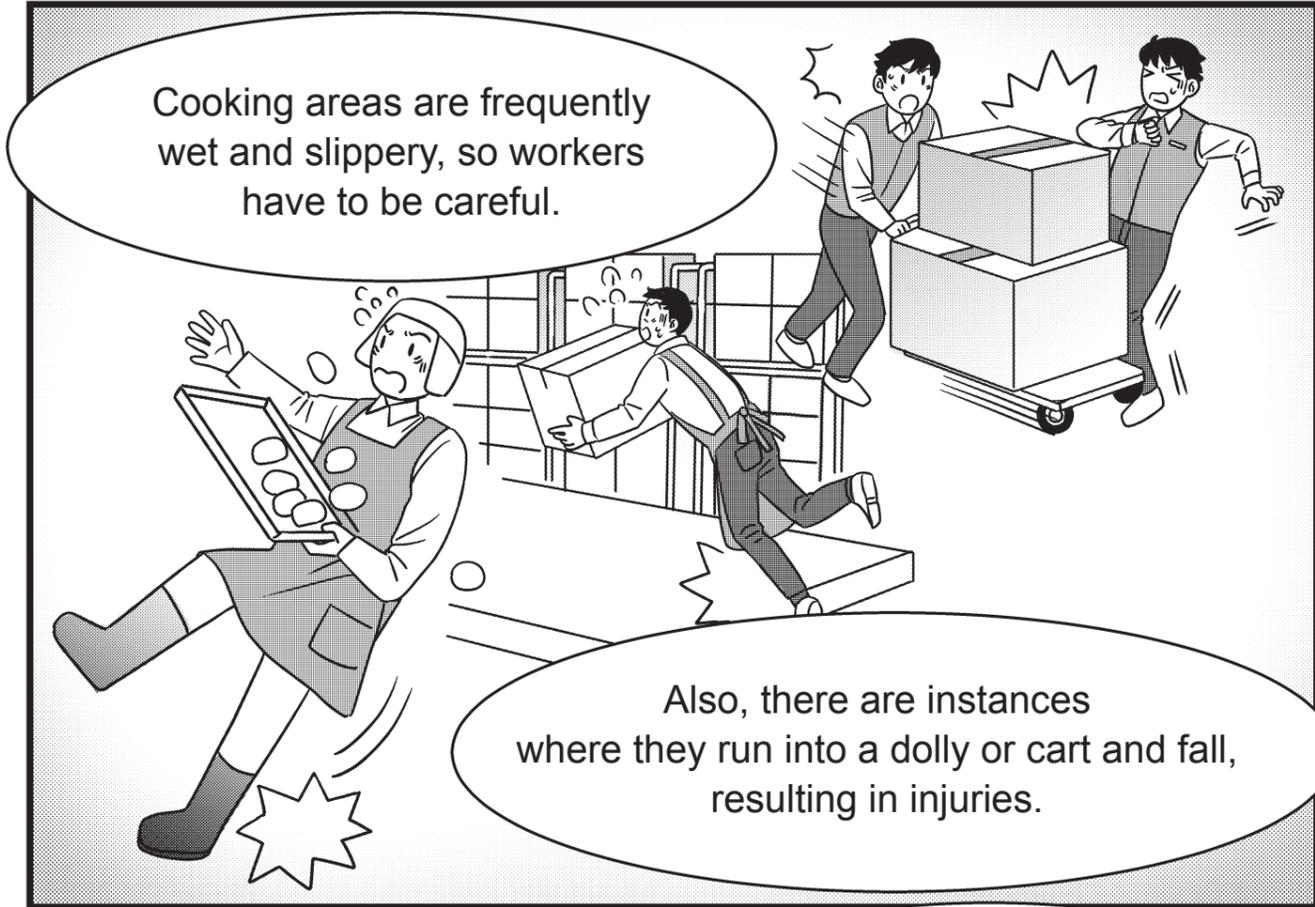
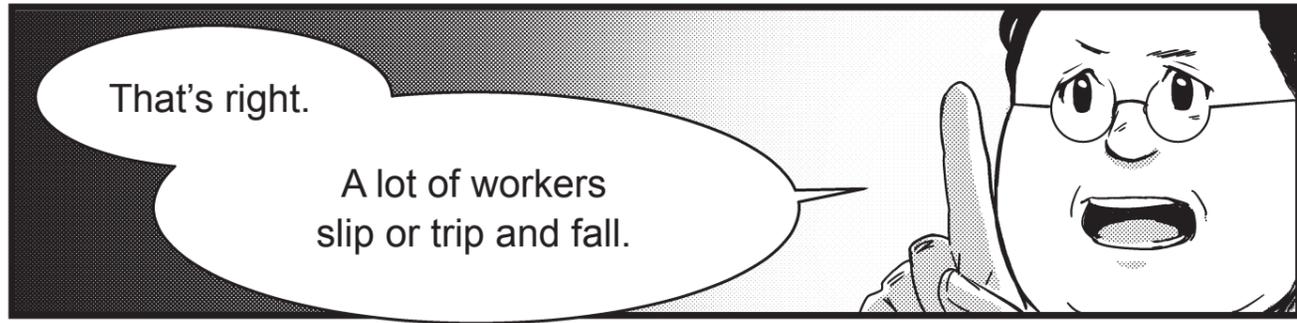
Number of industrial injury occurrences

1	Slip and fall accidents	36 %
2	Injuries from worker inattention/ recklessness or improper body mechanics	13 %
3	Falls from elevated areas	11 %
4	Traffic accidents	11 %
5	Cuts/Abrasions	7 %

Reference: "Analyses, etc. of Industrial Injury Occurrences in 2018/
Commerce (Retail Sales)" (May 2019)
by the Ministry of Health, Labor, and Welfare



There are many slip and fall
accidents...



The next most frequent cases are injuries from worker inattention/ recklessness or improper body mechanics, mainly back pain and twisting wrists and ankles. This tends to happen when one carries a heavy item.



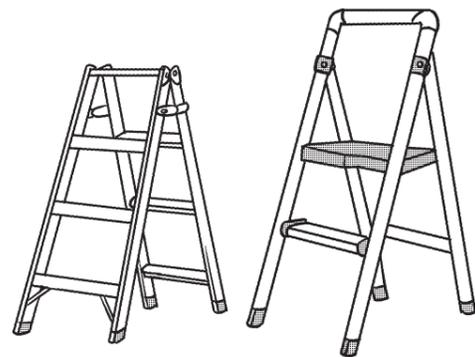
In particular, you have to watch out for back pain, as once you get it, you tend to get it again.

If you become injured and can't work, your family will worry and it could also result in lost income, too...



That's exactly why it's important to avoid injuries.

Falls from elevated areas happen often when arranging or stacking items in a store.



You need to know how to correctly use stools and stepladders.

There are lots of cuts and abrasions as well, aren't there?



For example, when unpacking a cardboard box,

you could cut your hands with the utility knife or even the cardboard, so you need to be careful when handling them.



That's scary...

Now...



ガーン

Let's take a look at...

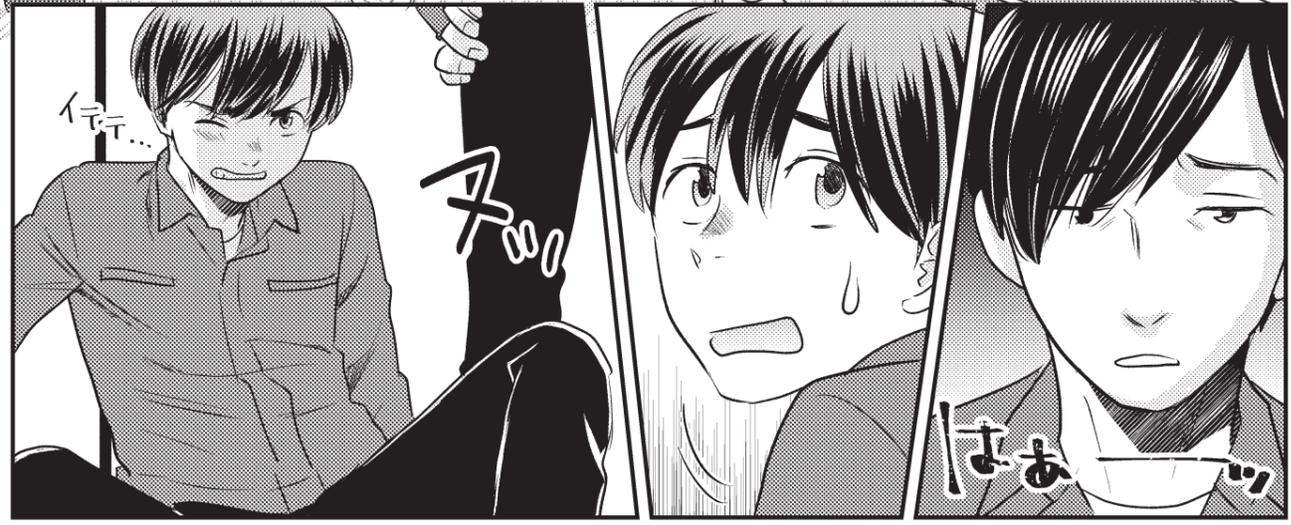
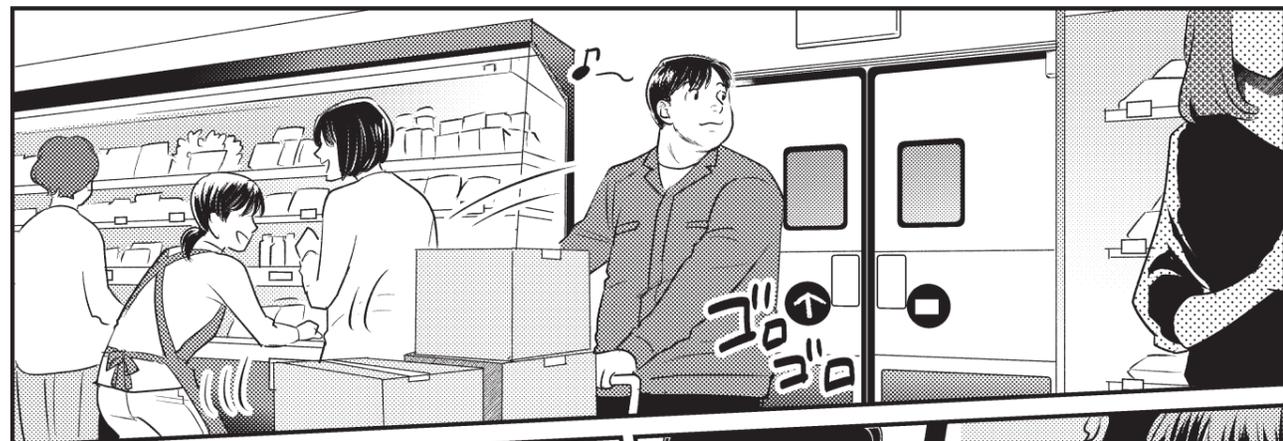
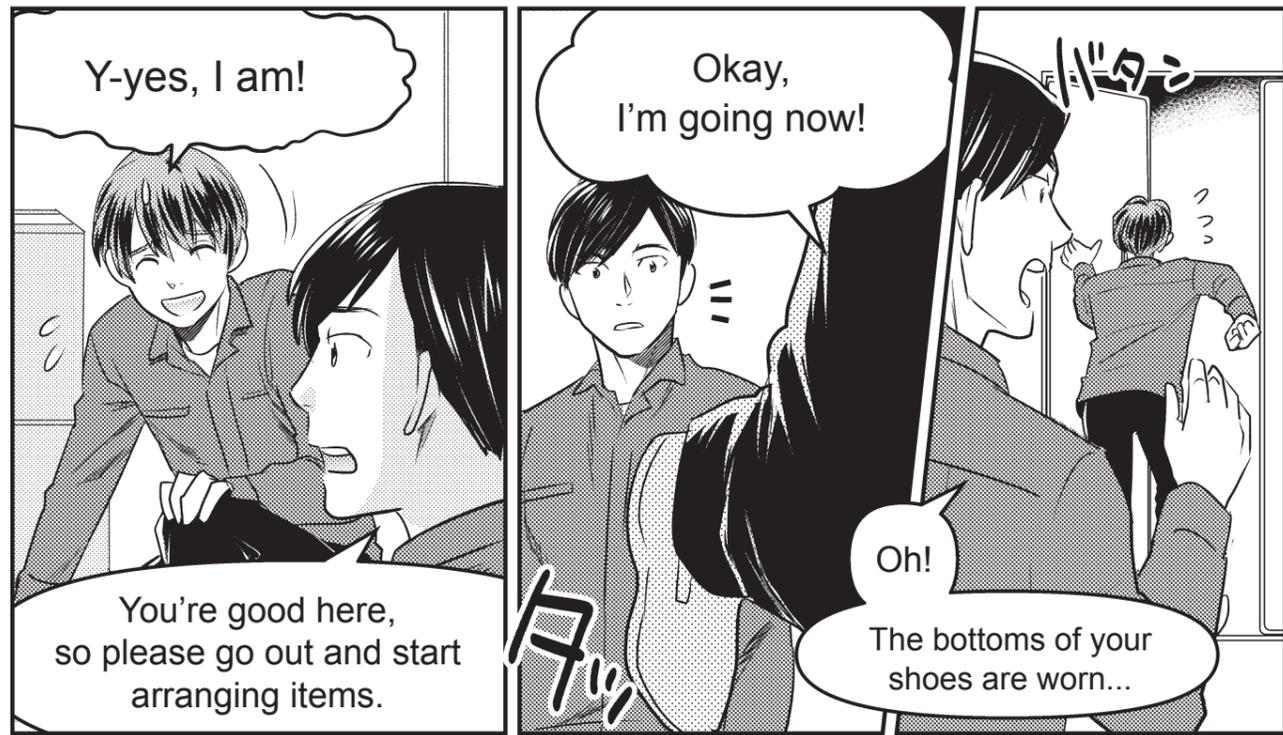


...some actual cases!

1

Case 1







Especially on rainy days, it's even easier to slip, so you have to be careful.

If the floor is wet, mop it first, and then start working.

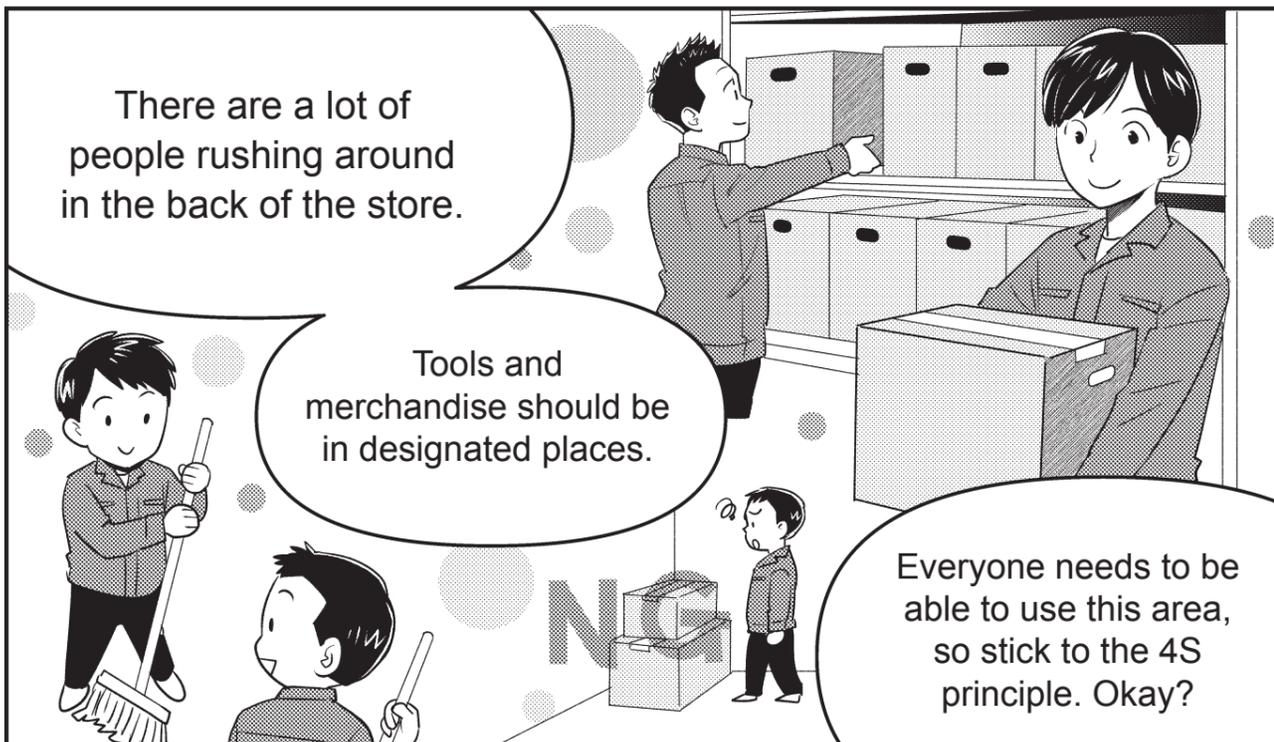
I'll be careful.



Also, we have a rule for swinging doors in our store. Always use the left one, and push slowly, remember?

You shouldn't run even if you're in a hurry either.

That's right...



There are a lot of people rushing around in the back of the store.

Tools and merchandise should be in designated places.

Everyone needs to be able to use this area, so stick to the 4S principle. Okay?



Yes...

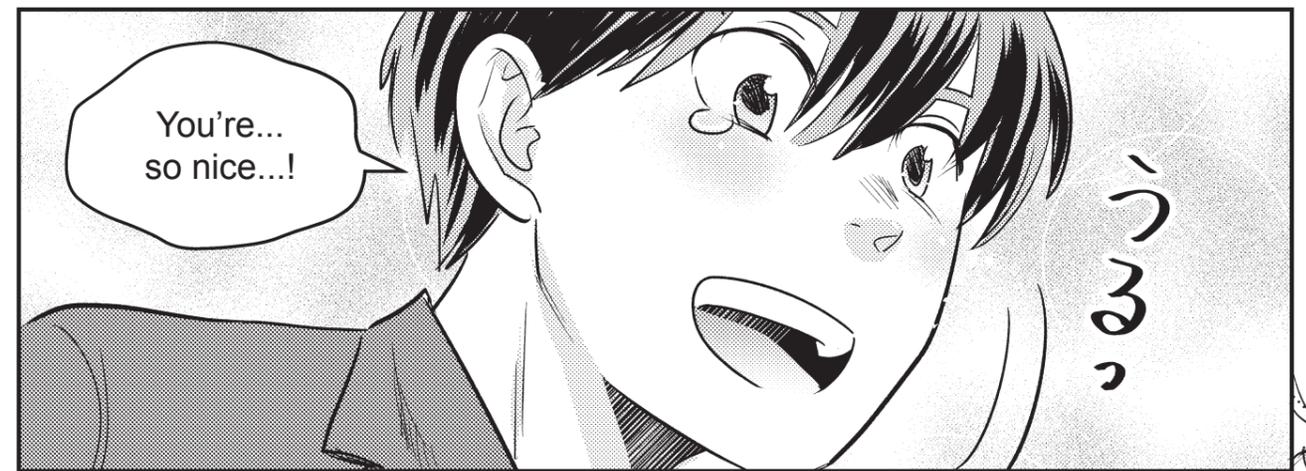
しんがーん



Don't be so down.

Following the rules ensures the safety of everyone working here.

I will talk about it in a morning meeting on another day, so let's all be careful. Okay?



You're... so nice...!

きんご



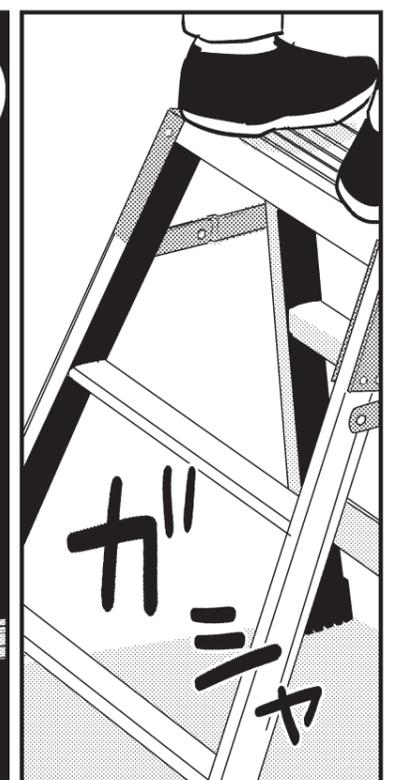
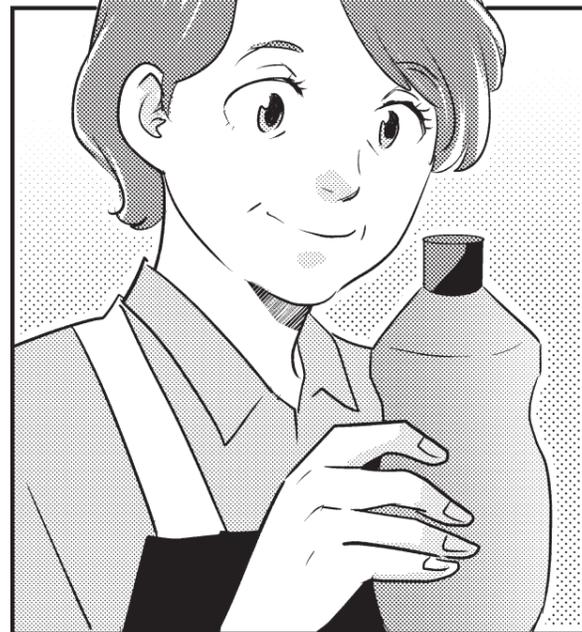
I'll do my best!

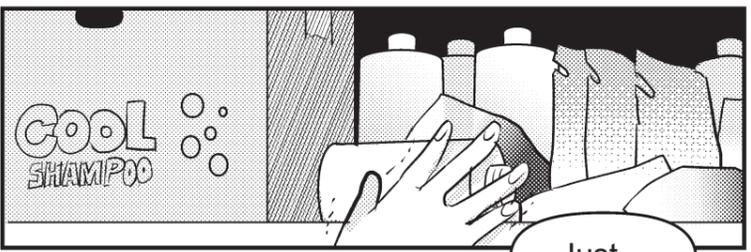
スーパー-YAMADA

Good.

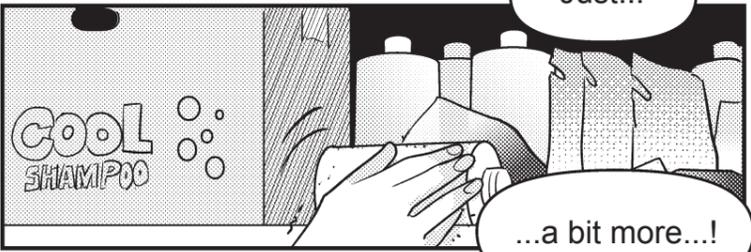
Good luck.

Case 2





Just...



...a bit more...!

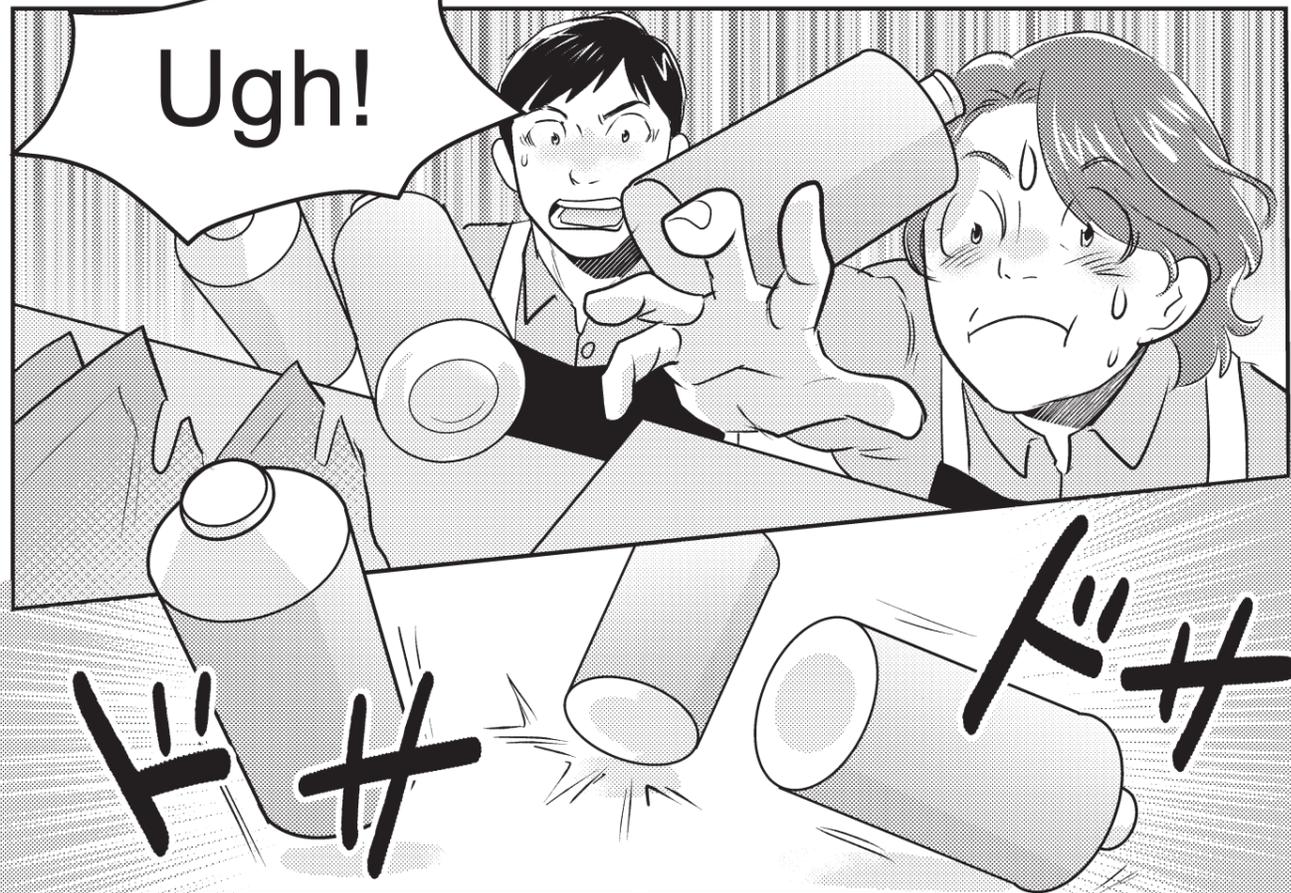


Sorry for the wait...
Are you okay?



Yes...
Just a bit more...

Ow!



Ugh!

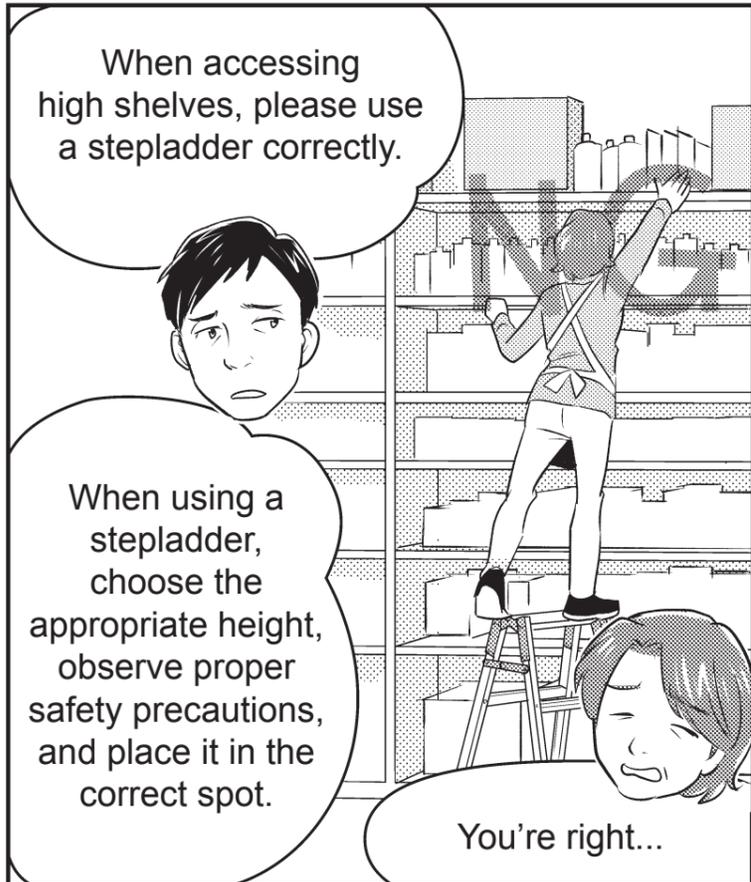
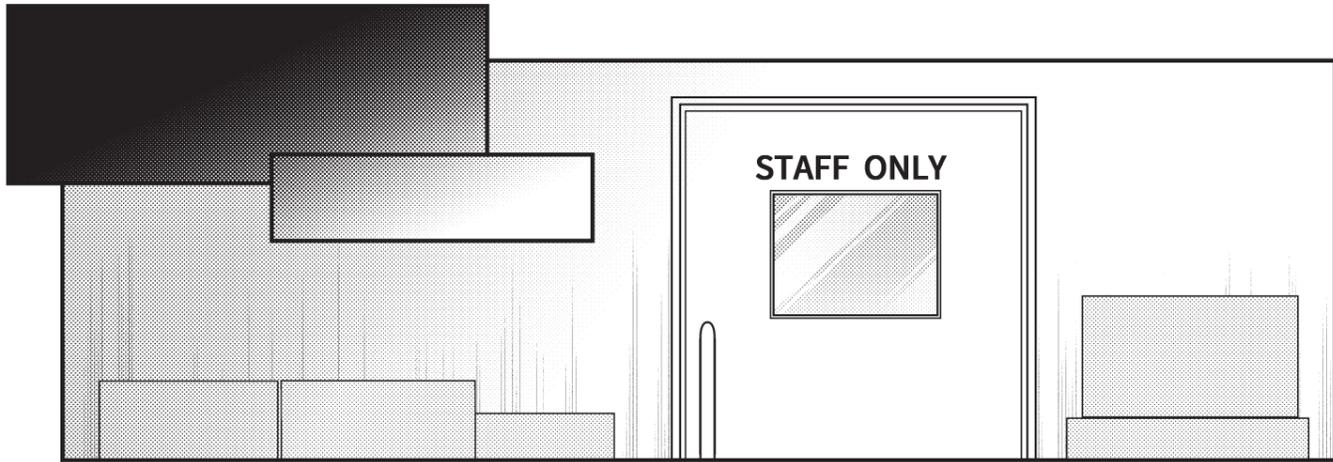


Are you two
okay?



Yes...
Here's the refill.

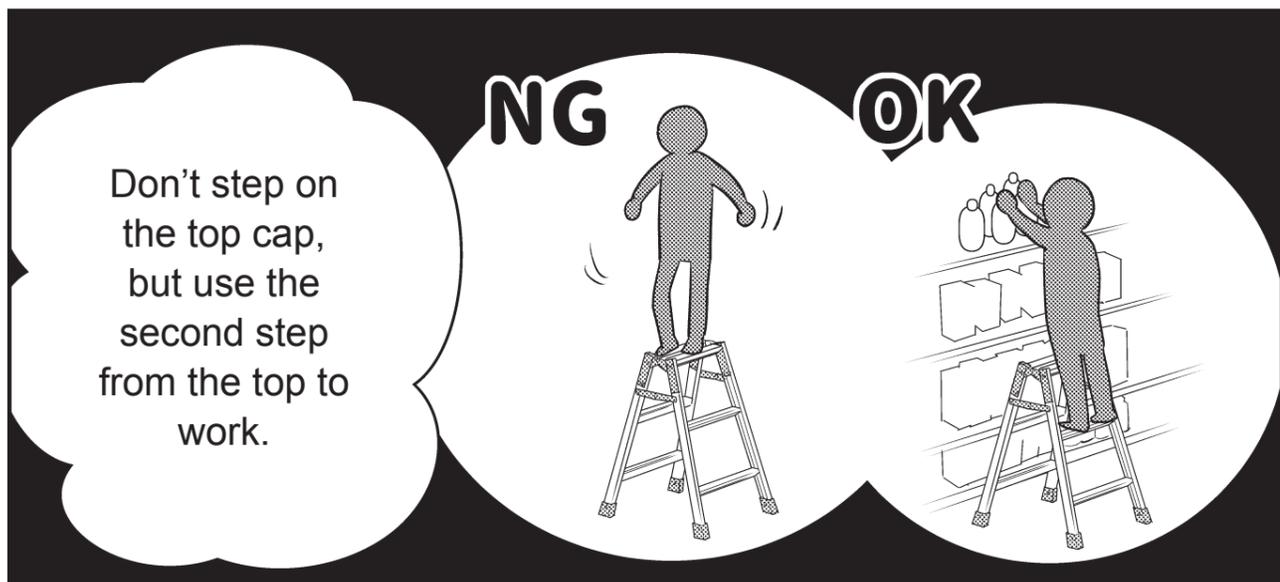
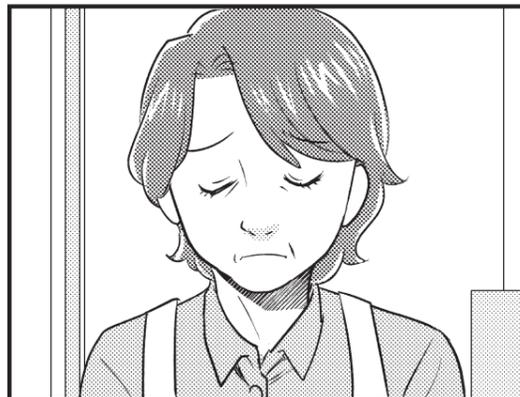
S-sorry for the
wait...



When accessing high shelves, please use a stepladder correctly.

When using a stepladder, choose the appropriate height, observe proper safety precautions, and place it in the correct spot.

You're right...



Don't step on the top cap, but use the second step from the top to work.



One more thing, whenever you notice an opportunity, please organize things. The 4S principle is important.

Okay...

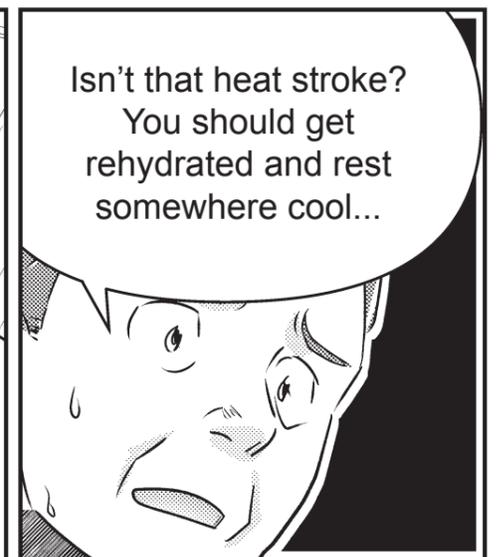
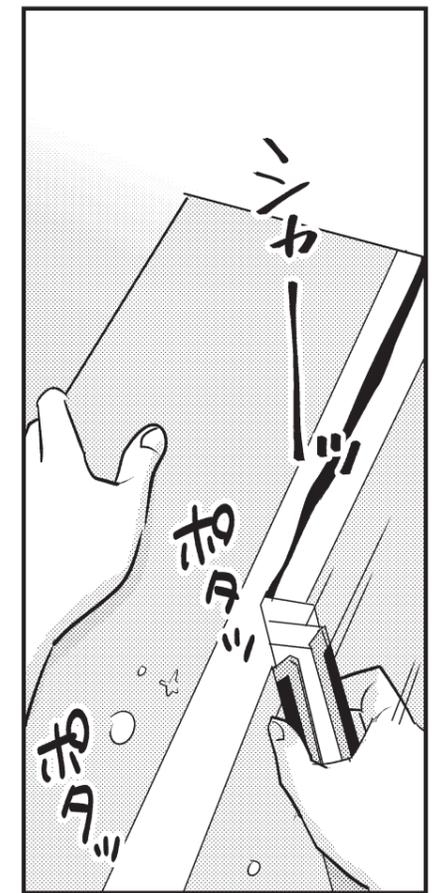


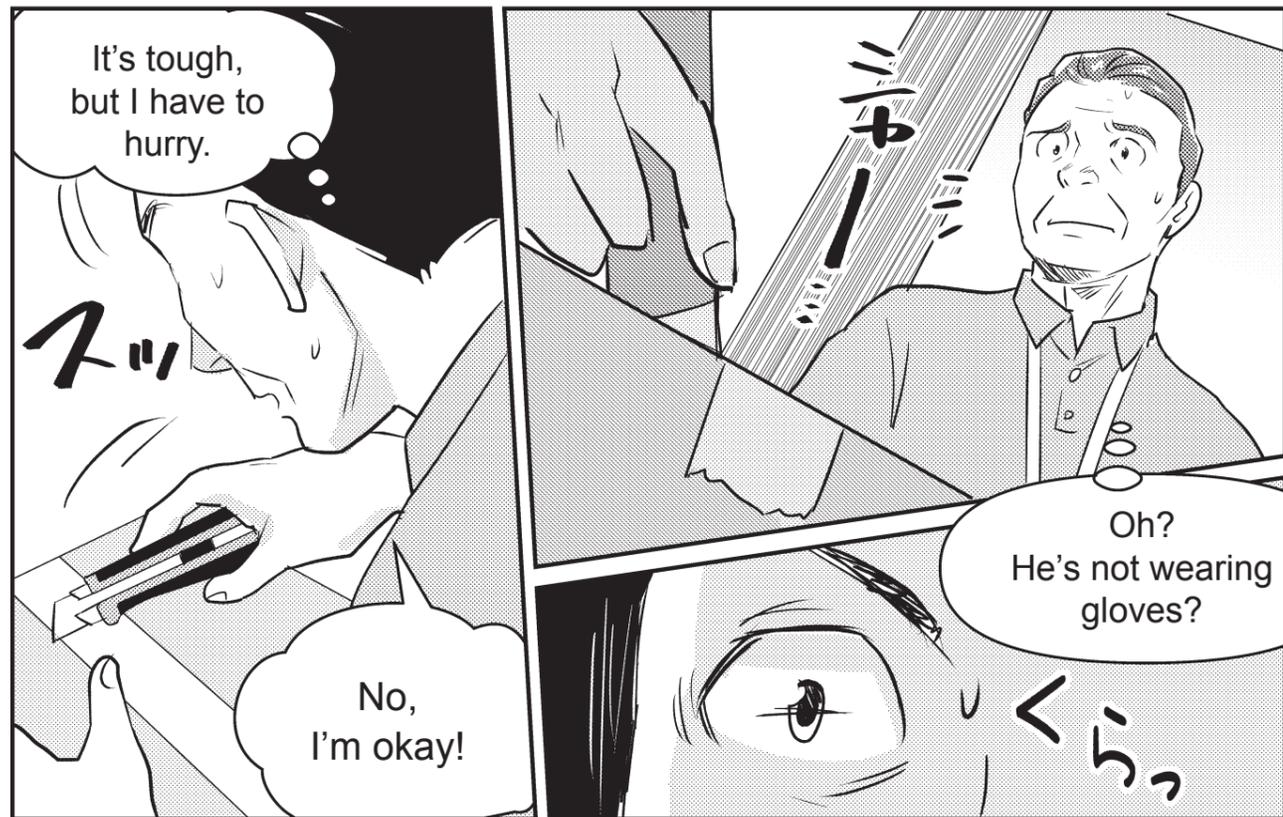
Things are at their most dangerous when you start getting used to the job.



Understood!

Case 3





It's tough, but I have to hurry.

フッ

No, I'm okay!

Oh? He's not wearing gloves?

くらっ



The cut doesn't look too deep, but get some rest in the break room.

ホッ

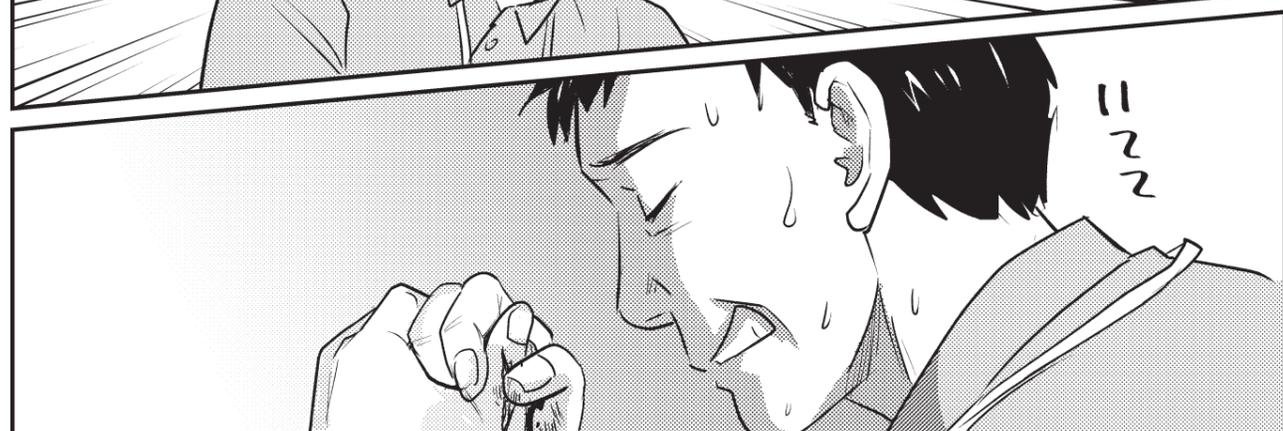


I'm sorry...



Whoa!

Are you okay?!



んん



休憩室

Break Room



The cut doesn't look too bad.

I'm okay now.



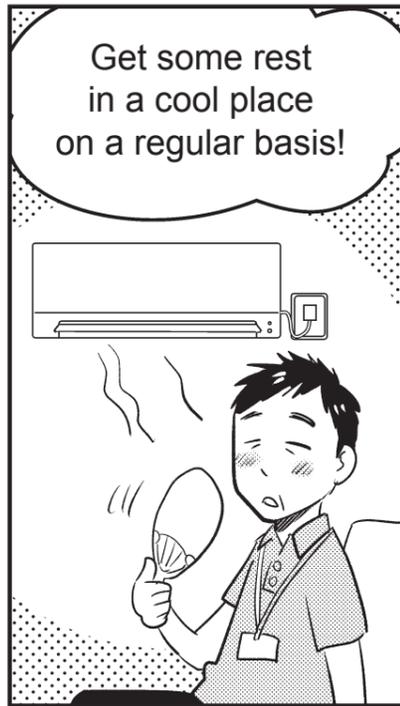
This time, it didn't result in a big injury, but if you don't feel well, don't overdo it and report any problems.

On a humid and hot day like this, many people can get heat stroke.

Drink enough to stay hydrated and keep your electrolytes up!



Get some rest in a cool place on a regular basis!



If you feel unwell, report it immediately!



These are the golden rules.

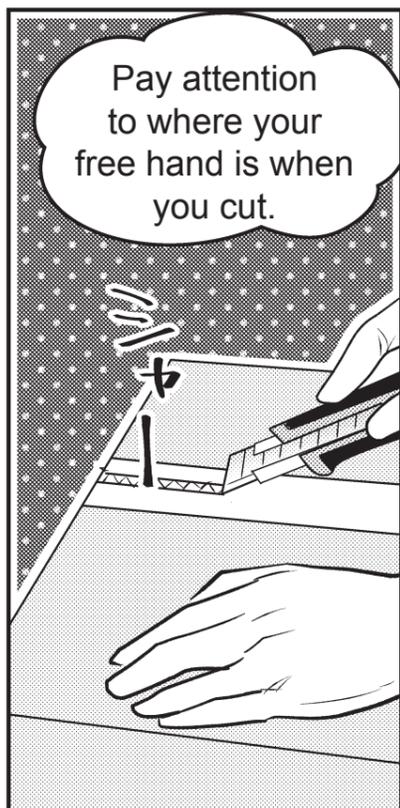
Okay!



Also, a utility knife is an easy-to-handle tool, but you should still be careful when using one.



Pay attention to where your free hand is when you cut.

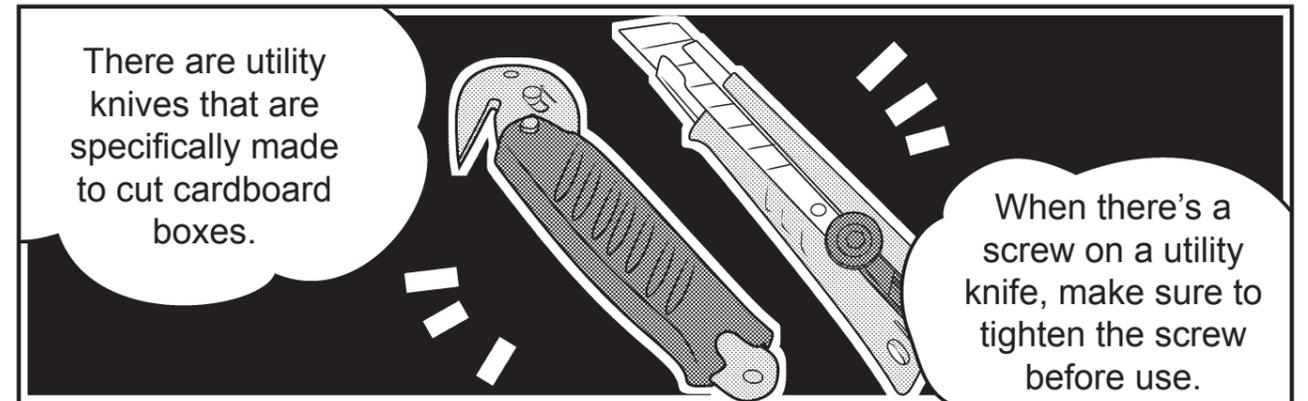


Use it slowly while holding it in a safe manner. Try to maintain proper posture while cutting.

These are the basics.



There are utility knives that are specifically made to cut cardboard boxes.



When there's a screw on a utility knife, make sure to tighten the screw before use.

Those gloves you wear, they're not just slip resistant, but they protect your hands. Don't take them off when you're working.



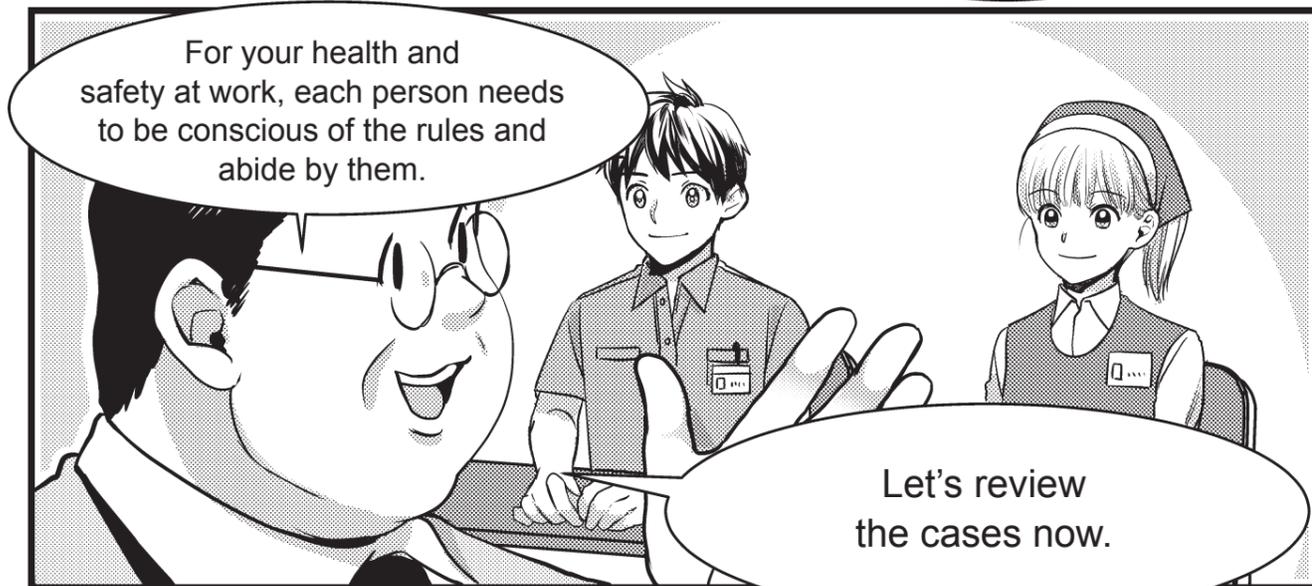
That's right...



Watch out for safety for yourself and for your family's sake!



Okay!



Precautions to remember when working in retail sales

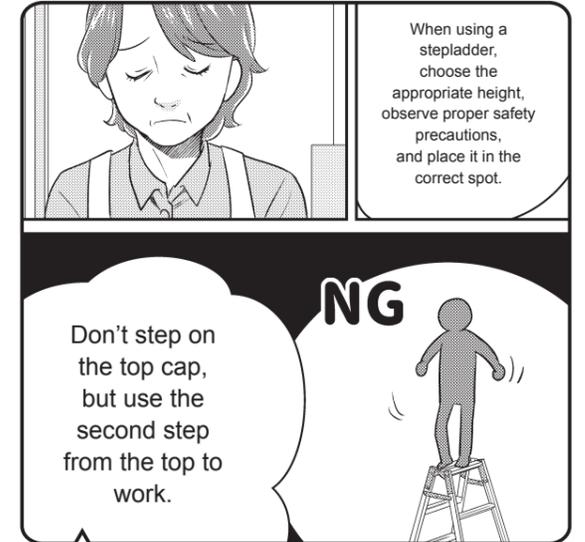


1 Watch out for wet or oily floors.



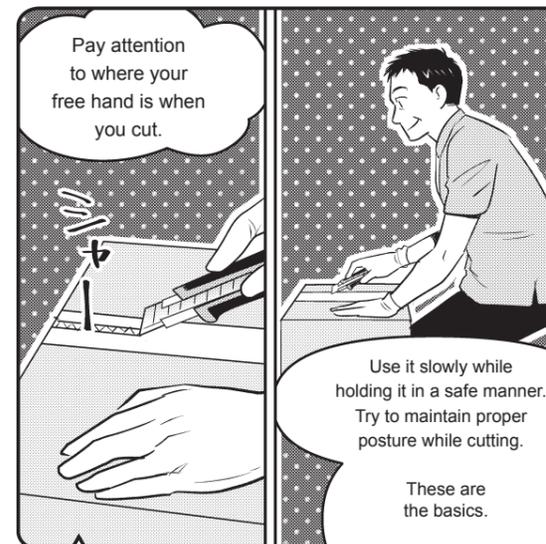
Water and oil makes floors slippery, so wear slip resistant shoes and practice the 4S principle.

2 Be careful not to fall when using a stepladder.



Use stools and stepladders correctly.

3 Watch out when using a utility knife.



Keep your limbs and other body parts out of the path of the knife.

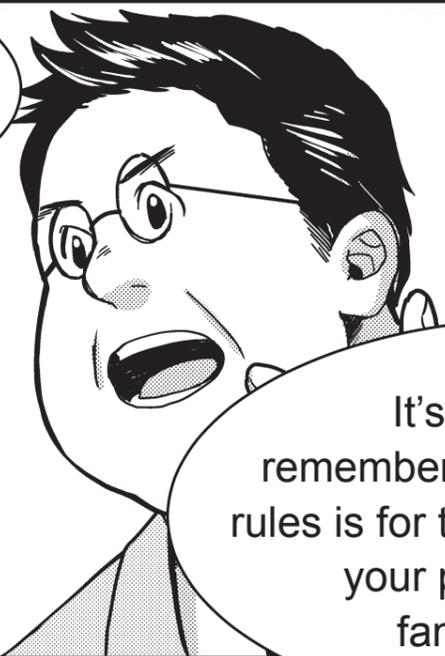
4 Watch out when working in hot weather.



Rest in a cool place and stay hydrated on a regular basis to keep your electrolytes up.

* Refer to "Learn through Manga: Health, Safety, and Injury Prevention for Workers (common teaching materials)" for more details.

Industrial injuries could happen to anyone.



It's important to remember that abiding by the rules is for the sake of protecting your physical health, family, and life.

Daily communication at a workplace is also important in case something happens.



Okay!

I'll follow the rules and work hard every day!



Retail sales

Things to watch out for!

Tips for health and safety!



1

Watch out for people and objects when opening or closing a swinging door!



2

When lifting a heavy item, make sure to use the proper technique.



3

Be mindful of customers' safety as well.



Follow the rules of the workplace!



Know the dangers that can be found within the workplace!

Hazard Awareness Training

(Kiken Yochi Training/KYT)

Q Spot where the hazards are!



A These are the hazards!



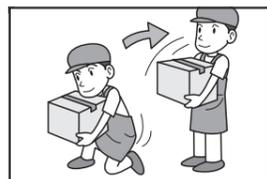
1
Pull a cart or dolly backwards.



2
Do not place cardboard boxes on the ground (4S principle).



3
Bend your knees when lifting things.



Think carefully and see if you can spot any other possible hazards.

Learn through Manga
Health and Safety for Retail Sales

Published in March 2021

Published by the Ministry of Health, Labor, and Welfare
Planning by Mizuho Information & Research Institute, Inc.
Cooperation by the Safety Education Teaching Materials Creators
for Retail Sales
Produced by Sideranch Inc.



Contact information regarding this material

Safety Division,
Industrial Health and Safety Department,
Labor Standards Bureau,
Ministry of Health, Labor, and Welfare