

# Why focus on offices & retail stores?

Offices and retail stores have unique aspects, resulting in unique EHS risks and business challenges. Read on to learn more.

OFFICES, STORES AND SERVICE OPERATIONS		
Unique Aspects	EHS Risks and Business Challenges	The Core™ Solution
1 <b>High volume of sites and countries with a limited budget</b>	<p>It is a challenge to secure EHS resources and budget to support a large number of different countries.</p> <p>Offices and retail stores typically have less significant EHS risks and liabilities; however due to the large number of sites, the issues and liability scale up to a significant impact in terms of people and money.</p>	<p><b>Join the Core Consortium.</b> The Core Consortium is a group of multinationals with similar operations. Consortium members pool their limited funds (budget) to prepare sector-relevant (offices and stores) EHS country regulatory compliance tools and resources. This cost-sharing strategy gives each member access to quality international resources at a reasonable price.</p> <p><b>Select the appropriate Core tool.</b> Each EHS compliance tool has a different primary function and price point. Multinationals select the right tool given their compliance objectives and budget requirements. Currently, country legal registers, audit checklists and compliance calendars are available.</p>
2 <b>Unique locations</b>	<p>Stores or offices are often located in high rise buildings, malls, historical buildings, concession spaces within larger stores, or even a home, etc. It is a challenge to identify and implement EHS legal requirements that apply to these location types.</p>	<p><b>Core tools are uniquely for offices and stores.</b> At the guidance of the Core Consortium, Core tools include EHS requirements that apply to an office or store in high-rise buildings, malls, co-located sites (e.g., concession spaces), or in a home.</p>
3 <b>Often no H&amp;S professional on-site</b>	<p>Typically companies cannot justify providing a store or office with a full-time EHS professional, thereby leaving a store manager, an administrative assistant or a salesperson, to be held accountable for EHS compliance. This is challenging for a non-EHS professional to identify applicable legislation, understand the legalese, and ensure compliant practices and reporting.</p>	<p><b>Core tools are prepared for the non-EHS professional user.</b> It removes legalese, defines terms in plain language, links to legislation for easy reference, etc. Further, data presented in the legal registers, audit checklists and compliance calendars is prepared in the national language and English, making it useful to Site personnel as well as Corporate managers.</p> <p><b>Employ professional EHS Core consulting services.</b> In-country consulting services are available as-needed to supplement a Consortium member's compliance program. Services may include risk assessments, organization of safety committees, first aiders, physicians, and much more.</p>
4 <b>High employee turnover</b>	<p>Offices, and particularly retail, with a young and highly mobile workforce, face the challenge of high employee turnover, which impacts the business on many levels including EHS. High employee turnover increases worker risk because it impacts workers' H&amp;S training, losses of EHS champions or safety committee members, first aiders, and general accountability and responsibility of worker H&amp;S.</p>	<p><b>Implement "The Complete Solution" to out-source or co-source your office or store EHS compliance program to Core EHS consultants.</b> A strategy to minimize the impact on worker safety from high turnover is to outsource or co-source the primary EHS roles to in-country professionals. The Complete Solution entails acquiring a Core country compliance checklist or legal register, and an EHS audit with a report listing findings and corrective actions. Adding as-needed consulting support for corrective action and preventive action (CAPA) implementation or any other required EHS services completes the outsourcing program.</p>
5 <b>Interface with the public</b>	<p>Unknown H&amp;S risks enter an office or store with the public, such as contagious diseases, weapons, animals, violence, etc. Yet the public's H&amp;S as well as the employees' H&amp;S is the responsibility and potential liability of the company.</p>	<p><b>Core tools address the H&amp;S risks associated with interfacing with the public.</b> Core tools include all country requirements addressing workplace violence, psychological issues, and contagious diseases such as COVID, and presents them in a legal register, audit checklist and compliance calendar. These tools can then be used to help manage these risks.</p>
6 <b>High brand recognition</b>	<p>A highly recognized brand is a target and often considered a "deep pocket". The retail and service sectors have many of the best-known brands in the world. Risk of vulnerability to non-governmental organizations (NGOs), enforcement, security, etc. are significant issues.</p>	<p><b>The foundation of Core tools is EHS legal compliance.</b> The regulatory information provided helps a company achieve compliance through auditing (audit checklists) and management systems (legal registers). Addressing compliance manages risks, including risks to the brand, therefore reducing liability.</p>
7 <b>Hidden H&amp;S site requirements</b>	<p>Offices and stores typically lease their spaces. It is a challenge for a tenant to know and fully understand the EHS responsibilities and potential liabilities in lease agreements, property management agreements or building permits. The issues become more complex when multiple companies are co-located.</p>	<p><b>Custom checklists are easily uploaded to the Core portal.</b> Custom checklists prepared from EHS requirements embedded within lease agreements, property management agreements or building permits can be uploaded to the Core portal. The custom checklists become part of the member's library to access and use within the company's compliance program.</p>
8 <b>High concentration of people in one site</b>	<p>Office and retail stores usually entail a high number of people located indoors in a relatively confined area for a long period of time, 8+ hours. This setting can intensify workplace health risks, such as spread of contagious diseases, extended periods of sitting and standing, exposure to video display screens, loud noises, polluted indoor air, etc. In the case of fire, earthquake, or other natural disaster within this heavily populated setting, the potential for injury is significant and an increased liability.</p>	<p><b>Core tools and consulting address the unique EHS risks related to the concentration of people in a confined area like an office or store.</b> Country legal requirements related to indoor air quality, indoor noise, VDT and ergonomic assessments, contagious disease regulations, general workplace risk assessments, fire safety as well as evacuations are all captured in the Core tools. Management of these risks reduces a company's liability and the likelihood of a catastrophic event.</p>