

- Stay well hydrated
- Use marked footpaths, mind your step
- Clear your glasses when you enter the shop if necessary
- Take your time, rest if you need to
- Ask shop staff for help, don't struggle
- Use a trolley or wheeled basket to make carrying easier
- Pay attention to safety signs
- Use self-scan devices to avoid reloading your shopping
- Never climb shelves or use the staff-only equipment
- Always follow instructions on escalator and travelators.

## At the shops

- Check the weather forecast
- Wear shoes with good grip & support
- Charge up your mobile phone, personal alarm or safety device
- Consider the best transport option for you and your shopping
- Check that mobility aids are in good condition
- Make sure you're well hydrated
- Clean and wear your glasses if needed
- Let someone know your plans.

## Before heading out

## Finishing your shopping

- Use the accessible tills or hearing loop if required
- Pack smaller, lighter bags to make carrying easier, don't overload yourself
- Ask staff for help with your bags if needed
- Mind your step when pushing a trolley
- Consider appropriate transport options if you've made large or heavy purchases.

Make a note of your local taxi phone number or bus route here:

**RoSPA**

accidents don't have to happen

## Your guide to safer shopping



**BRC**

Avoiding Falls: Out & About was produced by RoSPA in partnership with the British Retail Consortium