

Guide to Legal Obligations

for retail stores in the UK





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for statutory compliance

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Protection Services



A Safe Compliant Store

Complying with Health & Safety Legislation

This guide outlines the legal obligations for operators of retail stores in the UK but is not an exhaustive legal checklist.

0-Two Maintenance are dedicated to helping you achieve the required health and safety standards which are obligatory for retail stores in the UK. We provide all of the services necessary services to satisfy the current legislation. In the background and out of hours, we keep you trading and provide the checks and certification needed to prove it.

From fire risk assessments to escalator maintenance we have all of the skills needed across the UK and Ireland. Our professional and value for money service is retail specific and reliable in all areas.

Retailers must tailor operations to specific lease terms, warranties, and local or shopping centre requirements.

Statutory requirements & planned maintenance for compliance

Statutory requirements & planned maintenance for compliance

The legal obligations for all store owners are shown on the adjacent tables.

The statutory duties must be regularly maintained and proper records & certificates kept up to date.

Statutory Requirements & planned maintenance for compliance

Item	Requirements / Recommendations	Proposed Frequency
Fire Alarm	Required under the regulatory reform fire safety order. BS 5839 Pt 1 dictates that one hundred percent of call points must be tested within the period of a year. •Check panel status and recording any abnormalities. •Check the Log book for past events. •Remove the mains supply and record the battery voltage. •Check battery condition using a load meter. •Document the battery capacity and quantity. •Check the panel indicators using the lamp test facility. •With the mains fuse reinstated record the charger voltage. •If a printer is fitted check that it is operational. •Check the printer roll and replace if necessary. •Interrogate the panels' historic log for any abnormalities. •Interrogate each device and verify that its analogue value is within the normal operating range. Documenting any that are approaching beyond limit. •Each device will then be checked in accordance with BS5839 •All available cabling will be inspected for security & damage. •Report any faults found and supply service paperwork.	Fire Alarm to be tested quarterly Call point test (weekly by store manager)
Fire Shutters	Fire safety order 2005, BS 9999: 2017 applies. Servicing and checking the operation of the shutter and its triggers. One major and one minor service is recommended.	To be tested six monthly
Fire Extinguishers	Fire safety order 2005 applies. BS 5306 Pt 3 outlines that all portable fire extinguishers must be serviced annually and discharge tests carried out every 5 years. Scope of works include: Visual inspection, pressure and weight check, service & maintenance of all external parts.	To be tested annually

Statutory Requirements & planned maintenance for compliance

Item	Requirements / Recommendations	Proposed Frequency
Sprinklers flow switch test	Fire safety order 2005 applies. BS EN 12845 specifies that sprinkler flow switches require to be maintained on a quarterly basis. These services will include for one engineer to: •Disconnect any connected reportable alarms •Check condition of zone checker if fitted. •Operate the key switch and wait for local/remote alarms to sound. •Open test drain and allow sufficient flow to operate the flow switch to sound local/remote alarms. •Ensure system in fully operational •Reconnect any connected reportable alarms •Complete site log book (if available) •Report any faults found and supply service paperwork.	To be serviced quarterly
Fire Risk Assessment	The regulatory Reform (Fire Safety) order 2005 applies. It places the responsibility on all employers to carry out a Fire Risk Assessment (FRA) within their premises, this is required to consider the safety of staff, visitors and contractors.	Annual
Emergency Lighting	Fire safety order 2005 applies. Full annual inspection of emergency lighting systems in compliance with BS 5266-1 section 12 outlines the recommended routine testing of the system. These include (but is not definitive to): Scope of works include: •Checking functional operation "at least every month" •Full rated duration test (on each luminaire) "at least annually" (full discharge of batteries to check all working as required – 3hour drop test) •Logging of failures to any part of the system •Recording all testing and repair information in a logbook	To be discharged annually (Monthly key switch test by store manager)

Statutory Requirements & planned maintenance for compliance

Item	Requirements / Recommendations	Proposed Frequency
Fire Training	We allow for 1no days training per store based splitting the staff into 2no sessions – morning and afternoon. Additionally, we allow for fire marshal training to take place within the interim period between the morning and afternoon sessions and this is intended for 3no senior members of staff. Our training covers the following areas: Fire Training •A fire awareness talk to all staff. •Action to take in the event of a fire •Procedures to adhere to •Raising Alarms •Fire safety measures in a building Fire Marshall Training •As Above Plus •Skills to Manage an Evacuation •Competency to investigate Alarm Sounding •Ensuring staff can take appropriate action if False Alarm or Fire •Fire Extinguisher Training (Practical if space available)	One off Service Normally required by the FRA
PAT Testing	Electricity at work regulations 1989 apply. Regular inspection and testing of electrical appliances helps ensure compliance with the Electricity at Work Regulations of 1989, which places responsibility on employers to ensure that all appliances used within the workplace are maintained in safe condition. Portable Appliance Testing will be undertaken as required by the regulations, but as a rule will be annually as a minimum. Some specific items may need more regular testing. A full report will be supplied to site to store within their O&M Manuals /Health and Safety documentation.	To be tested annually

Statutory Requirements & planned maintenance for compliance

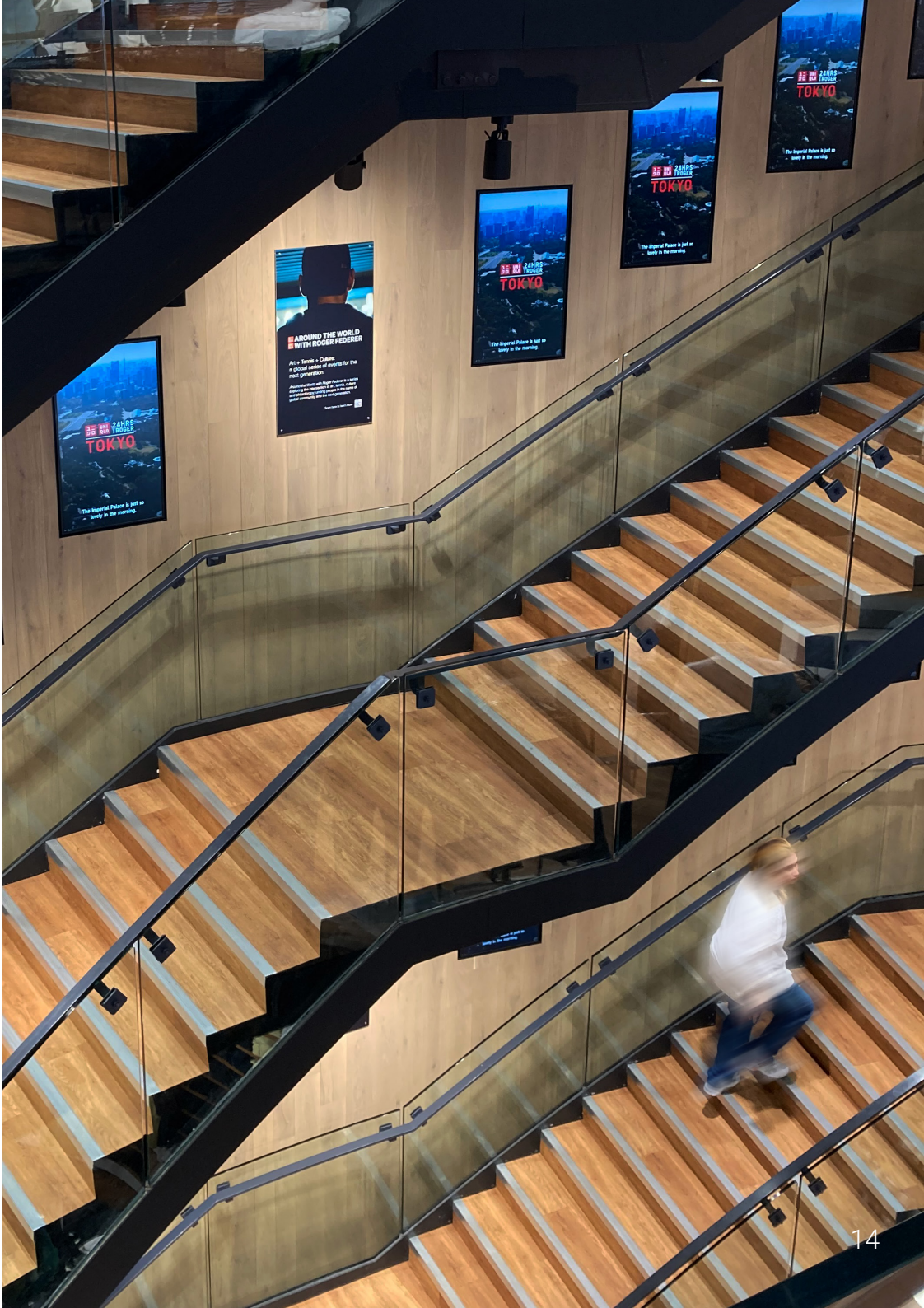
Item	Requirements / Recommendations	Proposed Frequency
Fire Damper	BS EN 15650 apply. BS 9999:2017 also states that: Arrangement's should be made for all fire dampers to be tested by a competent person on completion of the installation and at least annually, and to be repaired or replaced immediately if found to be faulty. Spring – operated fire dampers, should be tested annually and fire dampers situated in dust-laden and similar atmospheres should be tested much more frequently, at periods suited to the degree of pollution.	Annually
Fixed Wire Test	Electricity at work regulations 1989 apply. The electrical installations will be inspected on a 12-monthly basis to comply with the requirements of BS 7671, IEE wiring regulations. This test must be undertaken by a competent electrical engineer and records kept of the results in the Site Log Book. Current test and inspection records can be added to the Site Log.	This is required every 5 years, provided you have a current certificate available
RCD Testing	Electricity at work regulations 1989 apply. All RCDs must be function tested using the trip button at 3 monthly intervals. All RCDs will be electrically tested at least 12 monthly with an RCD test Instrument as explained in BS 7671, IEE wiring regulations and the BAA Engineering Instruction 535. The test will be undertaken by a competent electrical engineer and records kept of the results in the Site Log Book.	Annual Electrical test of RCD A quarterly test would be done by the re-lamping engineer.
Load Testing (Chandelier)	Inspect/Test all mounting points and winch operation and certify SWL for fixings.	Annually
Lifts, Escalators and hoists	A service agreement must be in place under the LOLER regulations 1998 and monthly inspections are required – insurers will inspect these at six monthly Intervals. We would recommend fully comprehensive service contacts of the lifts, escalators and hoists. This is inclusive of all call outs (within working hours) and hardware / parts.	Escalators and Lifts to be serviced monthly. Hoists to be serviced quarterly.

Statutory Requirements & planned maintenance for compliance

Item	Requirements / Recommendations	Proposed Frequency
Gas	Annual certificate of testing is required under the gas safety regulations. Performing the maintenance procedures listed in the O&M Manuals.	To be serviced annually
Water Risk Assessment	To comply with the Health and Safety Commission "Approved Code of Practice" L.8, companies are required to minimise the risk of legionellosis by identifying and assessing sources of risk, implementing and managing precautions. Should the assessor deem the site to be exempt, an exemption certificate will be produced at a normal cost. Otherwise a full water risk assessment will be supplied.	To be completed on a two yearly basis. It is unlikely that you will require this unless you provide showers.
Water Sampling	We would recommend as a minimum test sample be taken for E. coli, Coliforms and Legionella from each site on a annual basis. All samples will be analysed and a report provided outlining results.	To be tested annually If required by the water risk assessment.

Statutory Requirements & planned maintenance for compliance

Item	Requirements / Recommendations	Proposed Frequency
Air Conditioning & Ventilation	BS EN 378 Part 4 Applies. We would recommend that all systems are subject to 1 major, 1 minor and 2no filter cleans per annum. Certification is issued to show compliance. This is based on our experience of retail units however; this can be adapted to your needs. These services will include: •Maintain F-Gas register •TM44 inspection (if required) and certification •Control panels •Electrical/electronic controls •Temperature/humidity controllers •Pressure switch and flow switches •Safety and limited devices •Fans •Filters •Evaporators •Refrigeration system •Condensers •Water pumps all types •Fan coil units •Package Chiller	To be serviced quarterly
TM44 Assessment	Energy performance of buildings regulations apply. All non domestic/commercial premises with an air-conditioning system whose combined cooling capacity is more than 12 kW must have a TM44 inspection. This includes multiple smaller units if their total output exceeds 12 kW. Assessment must be completed by accredited assessor every 5 years.	Every 5 years



Brand and Sales Protection Services

- + General maintenance and Lamping visit
- + Roller Shutters and Security Shutters
- + Pest Control
- + Storage

Item	Requirements / Recommendations	Proposed Frequency
General maintenance and Lamping visit	General maintenance will be carried out whilst engineer is on site for re-lamping. General maintenance includes: •Basic building fabric repairs •Basic plumbing works •Emergency lighting checks •Basic joinery (doors, windows, system, shop fitting) Lamps will be checked and defective lamps replaced. The stores will be visited more regularly upon request (RMR), the stores will be visited between visits if the extent of defective lamps are causing a Health and Safety issue or adversely effecting trade. The replacement/repair of defective light fittings is outside of the planned maintenance regime.	To be serviced monthly
Roller Shutters and Security Shutters	BS EN 12635, 12453. To visually check the operation of the main entrance roller shutters and grease/adjust as required.	To be tested six monthly
Pest Control	Replacement of bait/traps/clear and to monitor the effectiveness of the control measures. Our service is comprehensive, with unlimited call outs between the service visits (service level to be agreed following full site surveys) We would recommend minimum of 8 visits per year. Should increased measures be needed for any reason this will be reported accordingly.	To be serviced eight times per annum
Storage	Our central London storage facility gives quick and easy access to items, available on both a long-term and short-term basis. Our team also manages delivery and install across the UK.	Per sq m





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