

Injury of a customer furniture shopping

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HRM 3400

November 2022

Keywords: incident, injury, safety procedures

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Background about the organization:

Fabulous Furniture is a store which sells furniture, appliances and electronics to their valuable and loyal customers. The products are received from the manufacturer and placed in a beautiful showroom to be viewed and bought by the customers. Fabulous Furniture is an extremely successful company that was established over 100 years ago and is very known and popular all across Canada. There are over 100 locations across Canada with thousands of hardworking employees in all departments including customer service, warehouse and sales. There are both managers as well as supervisors for each of these departments in order to ensure that the store operates smoothly in all areas. The warehouse will be the main focus, and their everyday jobs include conducting inventory, receiving new items for the store, loading products into customers' vehicles when they come to pick them up and moving pieces around the showroom to rearrange them.

Description of the incident:

A regular Fabulous Furniture customer, Natalia was going into the warehouse to pick up an item after shopping all day to find the perfect lamp for her living room. But when she was walking towards the pickup area in the warehouse, she walked into a metal pole and hit her head. It is likely that she was not looking where she was going as she was in a rush and accidentally banged her head on a support beam. She fell to the ground instantly and was in some pain, but seemed to have no visible injuries. Natalia was taken aside by the warehouse supervisor, Lorenzo, while he went through the basic procedure of how to handle these unfortunate situations. He asked her if she remembered her name, birthday, address etc, which she answered all successfully without a doubt. Natalia was given an ice pack from Lorenzo to put on her head while she rested. He then had to fill out an incident report, which generally has the person who was involved in the incident's information as well as a description of what exactly occurred. In this case there were no witnesses besides Lorenzo himself, but if there was anyone else they would be mentioned in the report also. The incident report was then given to the general manager of the store, Angelo, who went forward with the necessary procedure. Natalia was able to go home shortly after as she insisted she was okay.

This specific incident is a representation of the health and safety challenges faced each day in the Fabulous Furniture warehouse. This includes ensuring that everyone is following warehouse rules due to the fact that it is the main area in the store that has the most

hazards and highest risk of injury. Both customers and employees must be extra cautious and it is important that those working in the warehouse are doing their best to keep everyone safe. This is a problem because the warehouse has so many hazards and is a space where many people in all different departments, as well as customers, have access too. Customers for example, are not properly trained on health and safety, so they are unaware of these hazards, meaning they are at a higher risk for injury. But, this has such a difficult solution because it is very necessary for customers to come into the warehouse, since that is where the products are kept, so it is unavoidable and impossible to keep them fully away from this area in the store. Those in management, such as Angelo, agree that this is a tough situation to deal with, but extra safety measures must be put in place to avoid incidents from occurring as much as possible. But, all departments are also aware that accidents such as what Natalia endured are extremely rare at Fabulous Furniture. Employees would also have a similar opinion as management, while being more relaxed about it. But, Fabulous Furniture does not have a union so they do not have any input in these situations, or anything relating to the workplace.

Discussion questions:

1. Do you believe that Fabulous Furniture was at fault for Natalia's accident? Why or why not?
2. Why do you believe that Lorenzo filled out an incident report and gave it to Angelo? What do you think Angelo did once he received the report?
3. Management mentioned adding in more safety precautions to avoid such incidents from occurring. Give an example of an improvement that could have avoided Natalia's accident.
4. Why do you believe that employees feel more relaxed about the health and safety measures in the warehouse compared to management?