

**When it comes to Managing Risks,
we see beyond the obvious.**



Retail Outlets

Effective Risk Management provides not just long term business continuity but also provides a safe and healthy work place for your workers, besides improving productivity, quality and employee morale.

Risk Management helps in Identifying and Quantifying the risks and imitating appropriate risk mitigation measures.

RISK MANAGEMENT IN RETAIL OUTLETS

The Indian retail industry is one of the fastest growing in the world and is expected to grow to US\$ 1.3 trillion by 2020, registering a Compound Annual Growth Rate (CAGR) of 16.7 per cent over 2015-20.

The country is among the highest in the world in terms of per capita retail store availability with retail development taking place not just in major cities and metros, but also in Tier-II and Tier-III cities.

Increasing participation from foreign and private players has given a boost to the Indian retail industry. However this exponential growth is not **always backed by safe & robust Designs or Operations putting the business and precious lives at stake.**

A serious fire, a permanent injury or the death of an employee or customer can cost the business dearly. Such incidents are neither impossible nor rare.

Major Risks include

- Fire accidents & Electrical Hazards : *Risk to Life and serious Injuries via shock, arc flash etc.*
- Business Risks : *Loss of assets, continuity, customers, reputation, legal suits*
- Statutory Non Compliance [NEC 2015, NFPA 70E & B, Building Code] : *Legal liability, loss of license to operate.*

Mitigating Measures

Organizations need to adopt measures to identify & control the risks by establishing an effective risk management process and the bringing the risks down to As Low as Reasonably Practicable (ALARP)



Safety does not happen by accident. It requires working with a knowledgeable partner like Chola MS Risk Services who can work with you through all key stages of a project's life cycle to identify the risks through **specialized studies**, and also **partner with you in implementation** to achieve your safety goals in a sustainable manner.

Electrical safety audit	Audit of the Facility against the latest standards & regulations and best engineering practices across the industry pertaining to Electrical Safety.	Determine safety of the establishment, people and assets and recommend safety measures.
Thermal Image Scanning	Identifying Hotspots in the electrical system using NFPA70B as reference , and an infrared thermal imaging camera	Prevents unwanted outages.
Design & Review of fire protection system	Design of active fire protection & detection systems as per latest national and international standards. The design will also be based on risk assessments and fire load calculations.	<ul style="list-style-type: none"> • Compliance with all legal & standard requirements. • Implement latest technologies and devices in fire detection, protection system for best results and less failure rates.
Lightning protection system	Lightning and surge protection study as per IS/IEC 62305 series, NFPA 780 standards.	<ul style="list-style-type: none"> • Risk Assessment & protection of existing or new facility against lighting hazards. • Surge Protection of sensitive electronic components and coordination of surge protective devices
Risk management and Insurance planning	To carry out a systematic, critical appraisal of all potential risks involving personnel, plant, services and operations (risk identification, assessment and control)	Selection of insurance coverage on the basis of risk analysis and scrutiny of all existing major insurance policies.

The outcomes of the studies will also help in implementation of a detailed and robust Emergency response & evacuation Plan

YOUR PARTNERS IN RISK MANAGEMENT AND SAFETY



Process Safety



Insurance
Support Services



Environment
Consulting



Construction Safety



Electrical Safety



Logistics Safety



RISK SERVICES

Risk Advisory Services are provided through Cholamandalam MS Risk Services Limited
A 50:50 joint venture between the Murugappa Group, India and Mitsui Sumitomo Insurance Group, Japan



At Chola MS Risk Services, with over **8000** successful consulting projects behind us in over two decades, we strive to give you the best in Risk Engineering and Safety Solutions. We offer best in class services across the world in over 42 sectors. We are a Certified **ISO 9001: 2008** organisation and an accredited **EIA Consultant (NABET)**, besides being an expert team of Certified **Safety Auditors (DGFASLI)**, Certified **Functional Safety Experts (Exida)**, Certified **Functional Safety Engineers (TÜV SÜD)**, Certified **Level I & Level II Professional Thermographers**., **OHSAS 18001 / ISO 14001 Certified Lead Auditors & BEE Certified Energy Auditors**

Managing Risk Profitably

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