Late-Night Retail Workplace Violence

It Happened Right Here in Indiana

On November 21, 2009, in Marion County, Indiana, a 62 year-old convenience store clerk was robbed by two suspects at gunpoint. During the robbery, one of the suspects shot the convenience store clerk in the head. A customer showed up while the robbery was in progress and pursued the robbers on foot until losing sight of them. The convenience store clerk died as a result of the gunshot wound.

In 2011 another Indianapolis convenience store worker was seriously injured during a robbery.

In 2012 another clerk was injured in a late-night robbery attempt.

It doesn’t happen often, but it does happen!

Are you willing to let this happen to your store or your employees? If not...

There ARE preventive measures all stores can take to reduce the exposure of their employees to violent activities.

Occupational Safety and Health Act

The Occupational Safety and Health Act’s (OSH Act) General Duty Clause requires employers to provide a safe and healthful workplace for all workers covered by the OSH Act. Employers who do not take reasonable steps to prevent or eliminate a recognized violence hazard in the workplace can be cited.

For more information about the OSH Act or the Occupational Safety and Health Administration (OSHA), please visit www.osha.gov.

Workplace Safety and Health Management Systems

The most effective worker safety and health management system include the following elements:

- Management commitment to and worker involvement in worker safety and health
- Worksite analysis
- Hazard prevention and control
- Employee occupational safety and health training

For more information on effective worker safety and health management, please visit www.osha.gov.
Incidents Are Costly

Workplace incidents are more expensive than most employers realize because of hidden costs. Some costs are obvious:

• Medical payments
• Workers’ Compensation
• Increased liability insurance

And, there are other costs—indirect costs.

Indirect Cost of Workplace Incidents

• Potential loss of customers
• Decreased customer traffic
• Decreased worker morale
• Increased employee absenteeism and/or turnover
• Decreased productivity