

If 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.

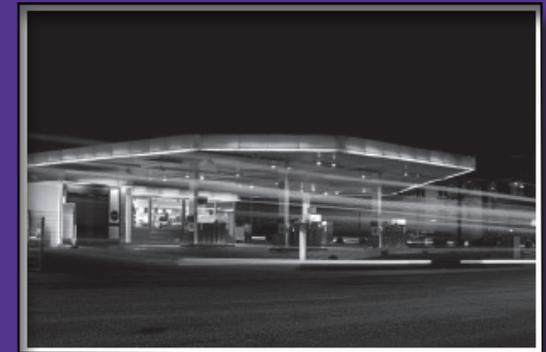
Workplace Safety and Health Management Systems

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.

Late-Night Retail Workplace Violence



INDIANA
DEPARTMENT
OF LABOR

Prevention

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Late-Night Worker Safety Makes Good Business Sense!

The Late-Night Retail Industry

Late-night retail establishments offer many products and services to the public. Some of these establishments provide their customers with convenience foods, fuel as well as liquor.

While these workplaces may be diverse, workers in these establishments share an occupational risk—the risk of serious injury or death from acts of violence and assaults.

Late-Night Retail Workplace Violence

- In the United States, **1,370 workers** suffered a non-fatal workplace violence injury between 2006 and 2010
- Late-night retail workplace violence injuries **nearly tripled** in the United States between 2006 and 2010
- **Convenience store employees** suffer from high rates of workplace homicide, second only to taxicab drivers
- Nationally, between 2006 and 2010, **142 workers were killed** while working in convenience stores

Risk Factors

A number of factors put late-night retail workers at risk of suffering from acts of violence and assaults:

- The exchange of money for goods and services
- Working alone and/or at isolated worksites
- The sale of alcohol
- Poorly lit stores and parking areas
- Lack of staff training in recognizing and managing hostile and aggressive behavior



Between 2006 and 2010, injuries from late-night retail violence has nearly tripled (Source Bureau of Labor Statistics' Survey of Occupational Injuries and Illnesses).

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

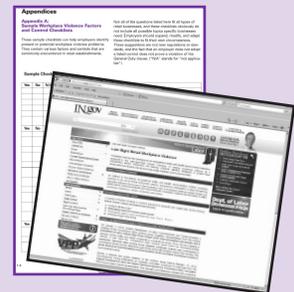
Online Resources

For information and access to training resources, tools and materials for late-night retail workplace violence prevention, please visit www.in.gov/dol/2797.htm.

A sample workplace violence checklist is available on the website to assist employers in identifying present or potential workplace violence issues. Sample workplace violence report forms are also available online.

Onsite Workplace Violence Prevention Assistance

The Indiana Department of Labor's **free** OSHA consultation division, INSafe, can provide assistance to employers with their workplace violence prevention efforts.



INSafe can assist employers in the following:

- Conducting a workplace violence hazard assessment and trend analysis
- Conducting a workplace security analysis
- Developing and implementing a workplace violence prevention program
- Monitoring workplace violence program efforts

Learn more about INSafe by visiting www.in.gov/dol/insafe. To speak to an INSafe Consultant, please phone (317) 232-2688.

