

Workplace Violence is Preventable

Workplace violence is a preventable hazard. Employers can develop practical, effective strategies to protect their workers from this serious risk and provide a safe, healthful working environment.

Incidents Are Costly

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

- Medical payments
- Workers' Compensation
- Increased liability insurance

And, some costs are hidden:

Indirect Costs

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

Resources to Help Protect Your Employees

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 indentifying present or potential workplace violence issues. Sample workplace violence incident report forms are also available online.



For a list of additional recommendations for workplace violence prevention in late-night retail, visit www.osha.gov/publications/osha3153.pdf.

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, visit www.osha.gov.



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Late-Night Retail Violence



Prevention Program

Quick-Check for Worker Safety!

Workplace Violence Risk Factors



- Open late night or early morning hours (e.g. 11 p.m. - 5 a.m.)
- Exchange of money for goods or services
- Sale of alcohol
- Located in high crime area
- History of threats—verbal or physical
- Cluttered or poorly lit parking lots

Risk Factors: Sometimes, just the nature of a business leads to greater risk. Consider your type of business, location and surroundings. What may increase your risk of workplace violence?

Integrating Safety Measures



- Remove window obstructions
- Ensure outside lighting is properly maintained
- Install Panic buttons
- Install a pass-through window or other safety-glass partition
- Install closed circuit television (CCTV)
- Install an alarm system

Integrating Safety Measures: These are things you can control directly. Inventory your physical safety measures inside and out. Talk to your employees. Do you have enough? Is everything working?

Engaging in Worker Safety



- Gain commitment from management
- Engage employees in safety activities
- Develop an emergency action plan
- Provide worker safety training
- Develop relationships with local authorities
- Report and investigate potential threats

Engaging in Worker Safety: Make sure everyone is trained to handle difficult customers. Policies must be clear—all threats or signs of trouble should be reported and investigated. Everyone must work together to stay safe.