



Indiana

Department of Labor

Advancing the safety, health and prosperity of Hoosiers in the workplace

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NEWS RELEASE
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Department of Labor Reminds Retailers to Plan Ahead for Black Friday

INDIANAPOLIS (Nov. 20, 2014) – Black Friday traditionally marks the start of the holiday shopping season. Nov. 28 will be one of the busiest retail days of the year, with crowds rushing for door buster deals. Unfortunately, Black Friday also has developed a history of large groups and racing mobs, causing dangerous situations for customers and employees. Indiana retailers are reminded to take extra precautions throughout the holiday season to prevent worker injuries.

“Well-established safety procedures are crucial to ensuring safe holiday shopping for workers and shoppers,” said Indiana Department of Labor Commissioner Rick J. Ruble. “The best way to effectively make these high-volume times safe is through crowd management.”

Components of effective crowd management include:

- Pre-event planning and setup, including the use of line markers or barricades to separate crowds and maintain an orderly entrance procedure
- Employee training about how to direct and organize large groups
- Plans to immediately and adequately address any emergency situations including having automatic external defibrillators (AEDs) available

Inadequate crowd management has led to serious worker injuries and death. To assist retail employers in their efforts to keep their employees and customers safe during large retail sales events, the Occupational Safety and Health Administration (OSHA) has provided important safety tips, including:

- Using additional trained security or police for crowd control
- Using large and visible signage to inform customers of main door locations and opening times
- Using raffles, armbands or tickets to “pre-sell” hot items and avoid a dangerous surges

An OSHA-developed crowd control fact sheet is available online at www.osha.gov/OshDoc/data_General_Facts/Crowd_Control.html.

About the Indiana Department of Labor:

The mission of the Indiana Department of Labor is to advance the safety, health and prosperity of Hoosiers in the workplace. In order to make significant strides, we emphasize both enforcement and compliance assistance by employers. www.in.gov/dol

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