OSHA Recommendations
for Workplace Violence
Prevention Programs in
Late-Night Retail Establishments

What Is Workplace Violence?

Workplace violence is any physical assault,
threatening behavior, or verbal abuse occurring in
the work setting

Workplace Violence

- Violence is a leading cause of workplace
  fatality, resulting in 856 deaths in 1997(BLS)
- The most common type of workplace fatality
  is a shooting during the robbery of a retail,
  service or transportation worker

Extent of Problem

- Job-related homicides in retail trades accounted for almost half of all workplace homicides in 1997
- Homicides in convenience and other grocery stores, eating and drinking places, and gasoline service stations constituted the largest share of homicides in retail establishments

Assaults and Homicides
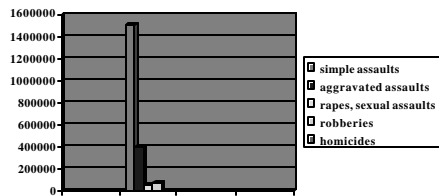

- simple assaults
- aggravated assaults
- rapes, sexual assaults
- robberies
- homicides

Risk Factors

- Contact with the public
- Exchange of money
- Delivery of passengers, goods, or services
- Having a mobile workplace such as a taxicab or police cruiser

Risk Factors (Cont'd)

- Working alone or in small numbers
- Working in high crime areas
- Working late, at night, or during early morning hours
- Guarding valuable property or possessions

OSHA's Commitment

OSHA has developed recommendations to assist employers in night retail establishments to develop workplace violence prevention programs

OSHA's Commitment (cont'd)

Recommendations are based on:
- OSHA's 1989 Safety and Health Management Guidelines
- State regulations or recommendations from CA, FL, and WA

Occupational Safety and Health Act

The OSH Act of 1970 mandates that, in addition to compliance with hazard-specific standards, all employers have a general duty to provide their employees with a workplace free from recognized hazards likely to cause death or serious physical harm. This includes the prevention and control of the hazard of workplace violence

OSHA will rely on Section 5 (a)(1) of the OSH Act (the "General Duty Clause") for enforcement authority

Recommendations

- Educational tool to help late-night retail employers
    - design, select, and implement workplace violence prevention programs
    - tailored to meet the specific needs and risk factors in their workplace

Recommendations

- Not a standard
- Does not create any new OSHA duties
- Not a model program
- Not a "one size fits all" answer

Recommendations

- Developed for late night retail, especially
  - convenience stores
  - liquor stores
  - gasoline stations
- Other late night retailers may find them helpful

Violence Prevention Program Elements

- Management Commitment and Employee Involvement
- Worksite Analysis

- Hazard Prevention and Control
- Training
- Evaluation

Management Commitment

- Create and share a policy of violence prevention
- Take incidents seriously
- Outline a security plan
- Assign responsibility, authority and resources

Management Commitment

- Hold employees accountable
- Encourage prompt reporting and tracking
- Encourage employees to get involved and make recommendations

Management Commitment

- Make sure employees who report problems or experience an incident are not punished or discriminated (11c) against
- Work with others to improve security
    - police
    - landlords
    - employer associations

Employee Involvement

- Participate in surveys and offer suggestions
- Assist in security analysis and inspection
- Help evaluate prevention and control measures
- Train other employees
- Share on-the-job experiences with other employees

Worksite Hazard Analysis

- Step-by-step, common sense look at the workplace to find existing and potential hazards.
  - review records and past incidents
  - workplace security analysis
  - periodic safety audits

Prevention Strategies

- Reduce the risk of robbery by:
  - increasing the effort that the perpetrator must expend
  - increasing the risks to the perpetrator
  - reducing the rewards to the perpetrator

Hazard Prevention and Control

- Engineering controls and workplace adaptation
- Administrative and work practice controls
- Post incident response

Engineering Controls

- Visibility and lighting
- Drop safes
- Video surveillance
- Height markers
- Door detectors, buzzers
- Alarms
- Bullet resistant barriers

Administrative and Work Practice Controls

- Integrate violence prevention into daily procedures
- Minimal cash in register
- Emergency procedures, systems of communication
- Procedures to use barriers & enclosures
- Increase staffing at high risk locations/times

Administrative and Work Practice Controls

- Lock delivery doors
- Establish rules for workers leaving facility
- Lock doors when not open, procedures for opening and closing
- Limit access
- Adopt safety procedures for off-site work

Post Incident Response

- Get medical care for injured victims
- Report to police and other authorities
- Inform management
- Secure the premises - safeguard evidence
- Prepare incident report immediately
- Arrange appropriate psychological treatment for victims

Training

- Ensure that all staff are aware of security hazards and protective procedures
- Workers
  - potential risks
  - operational procedures
  - use of security measures
  - behavioral strategies
  - incident response
  - emergency action

Training

- Supervisors, managers and security personnel
  - same training as all other workers
  - additional training to help them recognize, analyze and establish controls

Evaluation

- Recordkeeping
  - Injuries
  - Incidents
  - Hazard analyses
  - Recommendations from police, consultants, employees
  - Hazard correction
  - Training and safety meetings

Evaluation

- Review the results of safety audits
- Review post incident reports
- Review minutes from safety meetings
- Analyze trends in incidents, injuries, etc...
- Consult with employees before & after worksite changes
- Update information on violence prevention strategies

Sources of Assistance

- OSHA Internet Site www.osha.gov
- OSHA State Programs (California, Florida, Virginia, Washington have developed specific guidelines and recommendations)
- OSHA Consultation Program
- NIOSH
- Trade Associations, Unions, Insurers, etc..