

Checklist for Workplace Violence Prevention Policies and Procedures

This sample checklist can help employers identify present or potential workplace violence problems. It contains various factors and controls that are commonly encountered in retail establishments.

Not all of the questions listed here fit all types of retail businesses, and this checklist obviously does not include all possible topics that specific businesses need. Employers should expand, modify, and adapt this checklist to fit their own circumstances.

Yes	No	N/A	Store Layout/Design
			Do workers have access to a telephone with an outside line?
			Are emergency telephone numbers for law enforcement, fire and medical services, and an internal contact person posted next to the phone?
			Are emergency telephone numbers programmed into company telephones?
			Is the entrance to the building easily seen from the street and free of heavy shrub growth?
			Is lighting bright in outside, parking and adjacent areas?
			Are windows and views outside and inside clear of advertising or other obstructions?
			Is lighting adequate to see clearly in all indoor areas?
			Is the cash register in plain view of customers and police cruisers to deter robberies?
			Is there a working drop safe or time access safe to minimize cash on hand?
			Are security cameras and mirrors placed in locations that would deter robbers or provide greater security for employees?
			Are there height markers on exit doors to help witnesses provide more complete descriptions of assailants?
			Are employees protected through the use of bullet-resistant enclosures?
			Can exit doors be opened only from the inside to prevent unauthorized entry?
			Are there panic buttons?
			Is there an alarm system?
			Is there a secure place for workers to store their personal belongings?

This material was produced under grant number SH-26300-14-60-F-25, from the Occupational Safety and Health Administration, U.S. Department of Labor. It does not necessarily reflect the views or policies of the U.S. Department of Labor, nor does the mention of trade names, commercial products, or organizations imply endorsement by the U.S. Government.

Yes	No	N/A	Policies / Procedures
			<p>Staffing: Is someone responsible for store security? Do workers know who is responsible for security ? Are at least two persons required to work on all shifts? Are other protective measures in place when workers are working alone? Are employees under 18 always supervised by an adult after 8 PM (as required under Massachusetts law)?</p>
			<p>Handling Cash: Are drawers of unused, empty cash registers left open? Is there a policy to limit the number of cash registers open during night hours? Is there a policy of maintaining less than \$50 (or similar amount) in the register? Are employees required to use drop safes and/or lock boxes? Are signs posted notifying the public that limited cash, no drugs and no other valuables are kept on the premises? Are transactions with large bills (such as over \$20) prohibited?</p>
			<p>Physical access/barriers Is there a policy of when doors should be locked. Are workers required to keep doors locked before and after business hours. Are workers required to lock doors used for deliveries and garbage removal when not in use. Are deliveries be made during normal daytime operations. Are as few keys as possible issued, and locks changed if keys are lost or not returned by former employees. Are security devices (locks, cameras, lighting, alarms, etc.) tested on a regular basis and repaired promptly when necessary. Have you developed and implemented procedures for the correct use of physical barriers, such as enclosures and pass-through windows.</p>
			<p><u>Prepare for a robbery or other violent incident</u> Have you established liaison with local police and state prosecutors. Do you report all incidents of violence or suspicious activity. Do you require employees to report all assaults or threats to a supervisor or manager. Do you keep a log of such incidents to help determine any necessary actions to prevent future incidents</p>

		<p><u>Procedures during a robbery</u></p> <p>Have you included the following procedures in the event of a robbery?</p> <ol style="list-style-type: none"> 1. Try to stay calm. 2. Give the robber the money he/she asks for. 3. Do not resist. 4. Do not make any sudden movements to upset the robber. 5. If possible, try to get a good look at the robber so that you can describe him/her later (and compare the robber to the height marker). 6. Note the direction of flight of the robber. 7. Without exposing yourself to harm, get a description of the robber's vehicle. 8. After the robber has left, call 911 before you do anything else.
		<p><u>Procedures after a robbery:</u></p> <p>Have you included the following procedures after a robbery?</p> <ol style="list-style-type: none"> 1. CALL 911. 2. Do not touch anything that the robber may have touched (for fingerprints). 3. Ask any witnesses to stay, or get their names and telephone numbers (to be reached by the police). 4. Step outside the store when the police arrive so they will know that the robber is gone and you are safe. 5. Do not discuss the amount of money taken with anyone other than the police. 6. Write down the physical description of the robber, what he/she was wearing, and what he/she touched while inside the store.
		<p><u>Procedures for dealing with abusive customers:</u></p> <p>Have you included the following procedures to deal with abusive customers?</p> <ol style="list-style-type: none"> 1. Tell the customer to stop. Do this right away, before the behavior continues. 2. Tell the customer why the behavior is inappropriate. If the abuse continues, ask the customer to leave. 3. Report the incident to your boss or the person who deals with these situations. 4. If you believe the abusive person is following you, call the police.
		<p><u>Procedures for dealing with shoplifters:</u></p> <p>Have you included the following procedures to deal with shoplifters?</p> <ol style="list-style-type: none"> 1. DO NOT accuse the person of stealing. 2. DO NOT try to use your body to stop the person. 3. DO NOT lock the door to keep the person from leaving. 4. Stay at least an arm's length away from the person. 5. Give the person a chance to put the item back. 6. DO NOT confront the person 7. CALL THE POLICE if you feel there is a chance you could get hurt. <p>After the shoplifter leaves:</p> <ol style="list-style-type: none"> 1. DO NOT chase or touch the shoplifter. 2. Write down a description of the shoplifter's clothes, especially the shoes.

Yes	No	N/A	Training
			Training topics
			Factors contributing to crime
			Your company's policies, procedures (ex: handling cash, actions during a robbery or shoplifting)
			How to reduce chances of harm during a theft
			De-escalation – calming down angry customers or others
			Emergency procedures / drill
			First aid/ CPR
			Training methods to consider
			Ensure that workers can ask questions comfortably
			Ensure that training is conducted in the languages spoken by workers
			Make the training interactive (vs. a video) – with real scenarios