

LOSS CONTROL DATA GUIDE

## Workplace Violence Checklist for Late-Night Retail Businesses

This checklist can help to identify present or potential workplace violence problems in retail establishments that are open late-at-night. The checklist contains various factors and controls that are commonly encountered. Not all of the questions listed here, however, are appropriate to all types of retail businesses, and the checklist obviously does not include all possible topics relevant to specific businesses. The checklist should be expanded and modified to fit the circumstances of a particular business. Note: N/A stands for “not applicable.”

Environmental Factors	Yes	No	N/A
Do employees exchange money with the public?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is the business open during evening or late-night hours?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is the site located in a high-crime area?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Has the site experienced a robbery or violent incident, or threats, harassment, or other abusive behavior, in the past 3 years?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Engineering Controls	Yes	No	N/A
Do employees have access to a telephone with an outside line?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are emergency telephone numbers for law enforcement, fire, and medical services, and an internal contact person, posted at the phone?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is the entrance to the building easily seen from the street and free of heavy shrub growth?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are interior and exterior lighting levels adequate?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are windows clear of advertising or other obstructions to allow for good visibility?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is the cash register in plain view to deter robberies?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is there a working drop safe or time access safe to minimize cash on hand?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are security cameras and mirrors placed in locations that would deter robbers or provide greater security for employees?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are there height markers on exit doors to help witnesses provide more complete descriptions of assailants?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are employees protected through the use of bullet-resistant enclosures in locations with a history of robberies or assaults in a high-crime area?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Administrative/Work Practice Controls

Are there emergency procedures in place to address robberies and other acts of potential violence?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are employees trained in conflict resolution and in nonviolent response to threatening situations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is cash control a key element of the establishment's violence and robbery prevention program?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does the site have a policy to maintain less than \$50 in the cash register? (This may not be possible in stores that have lottery ticket sales and payouts.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are signs posted notifying the public that limited cash, no drugs, and no other valuables are kept on the premises?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do employees work with at least one other person throughout their shifts, or are other protective measures utilized when employees are working alone in locations with a history of robberies or assaults in a high-crime area?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are there procedures in place to assure the safety of employees who open and close the store?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are outward swinging doors provided with hinges that have non-removable pins?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is the front of the business (entrance and show windows) protected by a roll-down grille or ferry gate (if aesthetics are of concern, the grille or grate can be installed on the inside of the premises behind the glass surface)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are side and rear windows protected with ironwork, such as burglar screens or bars, installed on the inside behind the glass?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are there equipment or structures, such as a ladder or fire escape, that could be used by a burglar to access an upper-story window?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>