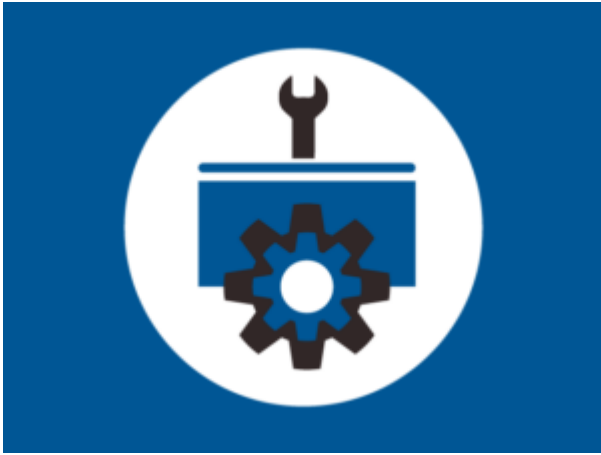


OSHA Workplace Violence Prevention



The complete OSHA recommendations for workplace violence prevention programs in late night retail establishments.

Introduction

Workplace violence, whether it is defined narrowly to include only violent criminal acts, or broadly to include verbal threats, has long affected retail workers. OSHA developed these recommendations to help late-night retail employers design and implement prevention programs tailored to the workplace violence hazards in their businesses. Existing data, while limited, suggests that late-night retail establishments, such as convenience stores, liquor stores, and gasoline stations, experience relatively high homicide and assault rates. This booklet is meant to provide guidance to retail employers so they may avoid such incidents whenever possible. By recognizing the hazards that lead to violent incidents and implementing appropriate prevention and control measures, employers will improve the safety of their workers. OSHA encourages employers to establish violence prevention programs and to track their progress in reducing work-related assaults. Although not every incident can be prevented, the severity of injuries sustained by workers can be reduced. Adopting practical measures, such as those outlined in this publication, can significantly reduce this serious threat to worker safety.

Extent of the Problem

According to the Bureau of Labor Statistics' (BLS) Census of Fatal Occupational Injuries for 2007, assaults and violent acts claimed 864 lives in 2007 and...