

STAY SAFE WITH SOCIETY



CONTROLLING WORKPLACE CRIME IN RETAIL STORES

Retail convenience and liquor stores are often subject to crime and violence due to their late hours and common short staffing. But you can take measures that can prevent some of these from occurring, limit the severity of such crimes, or, at a minimum, assist employees in knowing the hazards and how to address them:

1. Post all emergency numbers for police, fire, ambulance, and the responsible parties in top management, in several locations.
2. During evening and overnight hours, always have at least two people on duty.
3. Invest in an electronic alarm and surveillance system that provides motion/entry sensing, a panic button(s), and digital video cameras. The alarm system should automatically report to an off site agency for response. Position at least one camera so it is visible to customers at the checkout.
4. Develop a procedure for handling walk-offs, drive-offs, and unruly guests, and follow it each and every time. Keep a written record of the incident and your response.
5. Develop a written emergency plan for handling all incidents and review them with all staff, at least annually.
6. Ask your local police to work with you on crime control and encourage all employees to continue good personal rapport with police, fire, and rescue personnel in non-emergency times. They are all there to help you.

DEVELOP AN EMERGENCY PLAN FOR HANDLING INCIDENTS AND REVIEW WITH EMPLOYEES.

A Small Detail
That Can Make a
Big Difference.

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