

Creating a Safer Restaurant and Retail Environment

Training

- Develop a workplace violence prevention plan. Use it to train your employees.
- Train employees on what to do in case of a robbery.
- Train employees on how to de-escalate a potentially violent situation. Establish a policy that employees are not to resist or pursue shoplifters or robberies in progress.
- Establish a reporting process for violent incidents and threats.

Postings

- Post emergency telephone numbers for employees and patrons to see.
- Post laws against assault, stalking and/or violent acts in full view of employees and patrons.

Staffing

- Schedule at least two people per shift. Minors may not work without adult (age 18 or older) supervision after 8 p.m.
- Don't require servers to wear revealing or provocative uniforms or attire.
- Keep background noise to a minimum.

Entering and leaving

- Have more than one exit employees can access in case of emergency.
- Practice the "buddy system" to walk to parking areas and public transportation.
- Make sure back doors are locked at night. Employees should still be able to exit easily.

Security and lighting

- Use alarms and locks. Make sure they work properly.
- Use security surveillance cameras and/or mirrors.
- Provide a "panic" button, silent alarm or other means for employees to communicate with police or security.
- Provide adequate lighting and security in parking lots and other areas where employees would leave work.
- Work with your local law enforcement to identify any special arrangements which might be useful in a particular location.

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Robberies and Abusive Customers Tips for Preventing Injuries while Handling Cash

- ❑ *Leave a clear, unobstructed view of the cash register from the street.*
- ❑ *Post signs saying cash register contains minimal cash.*
- ❑ *Store cash in a drop safe, limited-access safe or comparable safe container.*
- ❑ *Don't count cash or close the till in front of customers.*
- ❑ *Practice the "buddy system" during cash drops or exchanges.*