

# Loss Control and YOU

## Robbery Prevention

### Tips for Businesses

By [Mike Huss](#)  
Loss Control Supervisor

The National Institute for Occupational Safety and Health has labeled the rise in workplace violence a significant public health issue, and they predict the increase will continue. According to the Bureau of Labor Statistics' *Census of Fatal Occupational Injuries* for 2008, assaults and violent acts claimed 794 lives in 2008 and represented 16% of the total 5,071 workplace fatalities in the United States. Homicides represented the majority of these violent acts, claiming 517 lives in 2008, or 10% of fatalities.

The following tips can help reduce the possibility of retail store armed robbery and protect the safety of employees and customers:

- Keep windows clear of displays or signs and make sure your business is well-lighted inside and out. Check the layout of your store, eliminating any blind spots that may hide a criminal or robbery in progress.
- Have marked money in your till and record the serial numbers on a cash identification sheet and place in a safe place.
- Provide information about your security systems to employees only on a "need-to-know" basis.
- Make sure that all video security is working properly if you are still using video tape make sure that the tapes are new.
- Instruct your employees to report any suspicious activity or person immediately and write down any useful information (clothing, age, vehicle description, license plate number) for future

reference.

- Keep small amounts of cash in the register to reduce losses. Use a drop safe into which large bills and excess cash are dropped by employees and cannot be retrieved by them. Post signs alerting would-be robbers of this procedure.
- Make bank deposits often and during business hours. Don't establish a pattern; take different routes at different times during the day.

### What to do if you are robbed

- Try to remain calm.
- Robbers are usually very nervous and could be easily provoked
- Obey the robbers commands do exactly as you are told. DO NOT RESIST!
- Tell the robber if you are going to move or if you expecting someone that is coming to your business.
- Activate your alarm ONLY if you can do so secretly.
- Try to be the best witness you can be, take a good look at the robber so you can describe him or her later.
- Don't be a hero. It's better to lose your money than your life.
- Give the robber time to leave.
- Note his or her direction of travel when he or she leaves.
- Try to get a description of his vehicle ONLY if you can do so without exposing yourself to harm.

### After the robber leaves

- Act as a team, divide tasks between all employees on duty.
- Call the police immediately, even if you have already activated the alarm. Don't hang up the phone.
- Close the store and lock all entrances if possible. Hang a pre-made closed sign.
- Do not discuss the details of the robbery with witnesses or fellow employees.
- Ask any witnesses to stay until

police arrive. If they can't, get their names, phone numbers and addresses.

- Do not touch anything that the robber may have touched. Block off areas where the robber was, if necessary.
- Try to recall as much as you can about the robber's appearance, speech and mannerisms. Make notes.
- Step outside the store when the police arrive so that they'll know the robber is gone and you are safe.
- Let the police answer inquiries from the news media.
- Do not discuss the amount of money taken with anyone other than police.

## Safety & Health News

By [Kim Coonrod](#)  
Loss Control Manager

### ASSE Fact Sheet Highlights Work Zone Safety

For many workers, such as police officers, sales personnel, utility workers, truck drivers, construction workers, fire fighters and emer-

gency personnel; the office is actually a vehicle. To keep these workers and others safe, American Society of Safety Engineers (ASSE) members have developed safety tips for drivers passing through work zones.

### OSHA Steps Up Enforcement of Worker Training Requirements

OSHA will step up enforcement of worker training requirements, especially for non-English speaking workers, according to a recent announcement from Secretary of Labor Hilda Solis. She announced a number of major new OSHA enforcement initiatives during her April 14 speech at the National Action Summit for Latino Worker Health and Safety. OSHA currently requires that training provisions under OSHA standards be provided in a language or a form workers can understand.



## OSHA Announces Severe Violator Enforcement Program

OSHA has announced a Severe Violator Enforcement Program (SVEP) that will be in effect in early June, 2010 and also said it is administratively raising the dollar value of its penalties, suggesting it would raise them higher still if it could.

SVEP replaces OSHA's Enhanced Enforcement Program. SVEP targets high-emphasis hazards, which are defined as high gravity serious violations of specific fall standards -- 23 such standards are listed in general industry, construction, shipyards, marine terminal, and longshoring -- or standards covered in National Emphasis Programs focused on amputations, combustible dusts, crystalline silica, lead, excavation/trenching, ship-breaking, and process safety management.

## FDA Warns Users about Faulty Components in 14 AED Models

The FDA has issued a warning regarding certain Automatic External Defibrillators (AEDs) manufactured by Cardiac Science Corp. of Bothell, Wash. These AEDs may not function as required, putting lives at risk. The models listed below have been recalled by the manufacturer.

- Powerheart models 9300A, 9300C, 9300D, 9300E, 9300P, 9390A and 9390E
- CardioVive 92521, 92532 and 92533

- Nihon Kohden 9200G and 9231
- GE Responder 2019198 and 2023440

If you have one of these defibrillators, contact Cardiac Science Corp. at 425-402-2000 and select option 1 from the menu. More information is available from the FDA.

## Workers' Comp Patients Get Less Benefit from Back Surgery

A new study suggests that surgical treatments for back injuries due to workers' comp injuries may not yield long-term results. The study, published by *The Magazine for Environment, Health and Safety Leaders*, analyzed the treatment of 924 patients with sciatica and herniated disk injuries. Patients were randomly selected to undergo surgical and non surgical treatments. Of the study's participants, 12% were workers' compensation patients, and "by two years, workers' compensation patients undergoing surgery had pain and physical function comparable to those treated without surgery." Previous studies have suggested that "workers' compensation status may affect the outcomes of treatment for herniated disks." This recent study provides further evidence to support the relationship between the origin of the injury and the outcome.

## Safety Calendar

### June 2010

National Safety Month

### July 2010

Eye Injury Prevention Month

### August 2010

National Immunization Awareness Month

## Lessons from Losses

By [Courtney Rosengartner](#)  
Loss Control Coordinator

### Loss:

A 44-year-old convenience store clerk was killed during an armed robbery around nine o'clock in the evening. After struggling with the assailant, the clerk was shot in the chest and died shortly thereafter. The victim appeared to be protecting himself as well as his business.

### Lesson:

Statistics show that the majority of robberies end safely when clerks do not put up a fight. A clerk involved in a robbery should always obey any commands given by a robber. Safety training should be provided to all employees of convenience stores on how to best handle a robbery situation. Business owners should be aware that its property is not worth getting injured trying to save a few dollars.

## Loss Control Services

By [Nick Gustafson](#)  
Loss Control Coordinator

FirstComp's Loss Control Department has begun developing timely Safety Alerts. Safety Alerts are brief primers on current, pressing concerns relating to workplace safety issues. The first alert deals with workplace robberies. These alerts will be emailed to interested parties and posted on our [website](#). For more information, contact the Loss Control Department.

**For information about any of FirstComp's Loss Control Services, please call (888) 500-3344 or email [losscontrol@firstcomp.com](mailto:losscontrol@firstcomp.com)**

# Class Code Focus: Convenience Stores



[Recommendations for Workplace Violence Prevention Programs in Late-Night Retail Establishments – OSHA](#)

[Poster – Reduce your Risk for Robbery & Robbery-Related Injury](#)

[Armed hold-ups and cash handling – Transferring Cash – WorkSafe Victoria](#)

[Preventing Violence, Robbery, and Theft – BC Retailers](#)

[Health and Safety for Retail – WorkSafeBC](#)

[Does Your Back Hurt? – WorkSafeBC](#)

[Back Injury Prevention – CCOHS](#)

[Help Prevent Hand Lacerations](#)

[Slips, Trips and Falls Injuries – International Carwash Association](#)

[Safety First – Know the Dangers of Carwash Chemicals – Modern Car Care](#)

[A Sample Lockout/Tagout Procedure – Ohio BWC](#)

[Small Business Handbook – OSHA](#)



FirstComp is a registered trademark of Aspen Holdings, Inc. used under license by its affiliates including but not limited to those doing business as FirstComp Insurance Company, FirstComp Underwriters Group, Inc., FirstComp Group Inc., FirstComp Group, FirstComp Insurance Agency, Inc., FirstComp Insurance Services of Nebraska, Pinebrook Insurance Group, Inc., Pinebrook Insurance Agency and Risk Exchange Insurance Services, Inc., a subsidiary of Rex, Inc. also doing business as Risk Exchange Insurance Agency Services, Inc. In addition, it is a servicing entity for Endurance Workers' Compensation Insurance Company, Delos Insurance Company, Republic Fire and Casualty Insurance Company, Republic Underwriters Insurance Company, Southern Insurance Company, Southern Vanguard Insurance Company and Virginia Surety Company.