



Crime Prevention 101

Violent crime is a serious problem with nearly 2 million American workers reporting incidents of workplace violence each year with many more going unreported. Workplace violence is a particular risk in service industries, such as restaurants and convenience stores, but also in health care and public service settings. According to the Bureau of Labor Statistics Census of Fatal Occupational Injuries (CFOI), of the 4,679 fatal workplace injuries that occurred in the United States in 2014, 403 were workplace homicides, making homicide the fourth-leading cause of fatal occupational injuries in the United States.

The tips and tools in this flier can assist you in developing your own safety program related to violent crime prevention and help to make your employees feel safer as well.

UnitedHeartland.com
1-800-258-2667

UnitedHeartland

Part of the AF Group

United Heartland is the marketing name for United Wisconsin Insurance Company, a member of AF Group. All policies are underwritten by a licensed insurer subsidiary of AF Group.

How to Get Started

Crime prevention starts with being proactive. The Occupational Safety and Health Administration (OSHA) reinforces that employers have a responsibility for ensuring the safety of their employees — including protection from violence. It's not always easy, and there is no such thing as a one-size-fits-all approach, but it's up to you to take the time to consider the potential risks at your workplace and address them head on.

If you need assistance, United Heartland is here to help. United Heartland Loss Control can direct you to additional crime prevention resources. Contact your United Heartland Loss Control representative to discuss your current needs or explore the United Heartland Toolbox at UnitedHeartland.com/united-heartland-toolbox/ to find more loss control resources.

Safety basics for convenience stores and other service businesses:

- Consider having a security alarm system and/or security cameras on-site.
- Do not open locked doors for anyone you don't know.
- If your facility has communication devices for employees, consider having a code word or phrase so all employees know that a robbery is in progress.
- Install bright lights in recreational areas, parking lots and garages, and keep them in good working order.
- Conduct regular inspections of the property to ensure door locks and security systems are working.
- Having multiple employees on duty during high-risk periods (typically 11 p.m. to 5 a.m.)
- Install bullet-resistant shielding to protect employees and cash areas.
- Add mirrors to eliminate blind spots in the store and around the doors.
- Install a panic button that automatically calls for help.
- Have cashier areas visible from outside the store.
- Have cashiers or other employees greet each customer who enters the store. Lack of attentiveness allows a robber to case the store and take a cashier or employee by surprise.
- Work with the local police department to organize a Neighborhood Watch program to give employees and guests more security.
- Maximize natural surveillance. Employees should have an optimal view of the entrance and interior of the store.
- Post "No Loitering" signs outside and enforce a no loitering policy.

Don't forget the importance of safe cash handling:

- Don't keep more cash on hand than is needed to do business.
- Install drop safes and have signs that say drop safes are used.
- If an employee makes a daily trip to the bank, don't make the trip at the same time each day.
- Don't use a bag labeled "Bank" to carry the money.
- Don't discuss cash-control procedures with friends or customers.
- Conduct cash audits daily or at the end of each shift.
- If armored cars are used, try to have them vary their schedule of pickups and deliveries. If your store has a drive-through window and the armored car will fit, have them use this window.

General tips:

- If you own the company, take a hard look at your business — physical layout, employees, hiring practices, operating procedures and special security risks.
- Be aware of customers or other strangers — if anyone makes you uncomfortable, inform security or management immediately.
- Identify at least two exit routes from each room, if possible, and be able to find them in the dark.
- Use caution with deliveries and pickups — anyone making a delivery to your workplace should be properly identified before you open the door.
- Follow basic crime prevention principles, and work with local law enforcement to protect your business.

