

Keeping Gas Station Convenience Store Workers Safe

Two gas station convenience store cashiers died in separate late night and early morning armed robberies. Between 2013 and 2022, a total of 265 workers at gas station convenience stores were killed by other people in intentional acts of violence, according to the Bureau of Labor Statistics. **Killings at gas stations represented 31 percent of deadly intentional violence in all retail industries, with 75 percent done by robbers who shot their victims in most cases.** Protecting cashiers requires implementing a written violence prevention program, robbery response training, and effective store security features.

SHOT IN FAMILY GAS STATION

Industry: Gas Stations with Convenience Stores

Task: Handling customers and store operations

A 30-year-old cashier was shot in a robbery while working alone in his family's gas station. The business was in a rural area by an interstate highway. The cashier was running the store alone, which he had done before. He had access to the safe where the cash till was placed at closing time. Around 8:45 p.m., two masked robbers entered the store. One aimed a long gun at the cashier. A struggle ensued between the robbers and cashier. The cashier was fatally shot in the chest. The robbers fled in a getaway truck.

What led to this incident?

- **Practice:** The cashier was working alone and struggled with robbers.
- **Policy:** The employer instructed the cashier not to resist robbers but did not provide a written robbery prevention program and training.



Gas station that was robbed.

SHOT IN GAS STATION FOOD MART

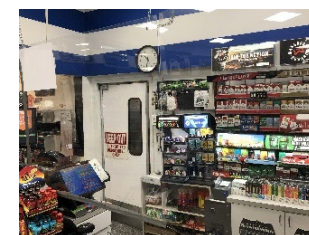
Industry: Gas Stations with Convenience Stores

Task: Handling customers and store operations

A 60-year-old cashier was shot at a gas station convenience store during an early morning robbery. The 24-hour store was at a busy commercial intersection. At 5:40 a.m., when no customers were present, an armed robber entered the front door. He walked past the counter and through a door into a storage area. The cashier, who was alone at the counter, saw the robber through a window in the door. When the cashier opened the door, the robber turned and fatally shot him with a handgun. The robber escaped.

What led to this incident?

- **Practice:** The cashier was working alone early in the morning and engaged with robbers.
- **Policy:** The employer had a written [accident prevention program](#) (APP) with a [robbery response plan](#) requiring workers not to engage or resist robbers.



Area where cashier was shot.

TIPS TO LIVE BY

- **Conduct a worksite safety and security assessment.**
 - Conduct a store security assessment to identify hazards, conditions, operations, and situations that could lead to violence. Avoid having lone workers and improve store layout, lighting, visibility, video, cash limit signage, cash control methods, and incident tracking.
 - Follow [OSHA's recommendations](#) for workplace violence prevention programs in late-night retail establishments. If possible, hire a certified retail security consultant to assess risks.
- **Have a written violence prevention program.**
 - Develop a [workplace violence prevention program](#) with clear, store-specific policies as part of your written APP.
 - Policies can be standard operating procedures (SOP) or step-by-step instructions in a standalone document or in a worker handbook.
 - Policies can instruct workers how to: lock doors and storage areas; make sure lights, panic buttons, alarms, and surveillance systems work properly; not engage robbers or resist their demands; call 911 and management; and make frequent cash deposits using "drop safes" to minimize cash kept in the register.
- **Provide documented robbery response training.**
 - Initial [training](#) should be part of every [new hire safety orientation](#) and refresher training should recur at least once a year.
 - Training basics should cover where all exits, alarms, panic buttons, and emergency information are located, how to look for signs that a robbery or violent attack is about to happen, how to de-escalate an emerging robbery situation, and how to render first-aid.
 - Use a variety of training resources, such as handouts, fatality and injury narratives, videos, webinars, and hands-on scenarios. Make sure to document training and keep records on file. Evaluate the training program regularly and find ways to enhance it.

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