

safety matters

Retail
Toolbox Talks for Pinot's Palette

From your safety partners at Gallagher Franchise Solutions

Confronting Retail Violence

Workplace violence encompasses everything from a robbery to bullying, from threats and non-fatal injuries to homicide. No workplace is immune to violence, but working in retail presents several unique risks, including the following:

- Handling cash
- Night-time shifts or finishing shifts after dark
- Presence of valuable merchandise
- Lack of people around
- Poor visibility
- Easy escape

While Pinot's Palette has taken steps to maintain a violence-free workplace, help keep yourself and co-workers stay safe by educating yourself about risk, being proactive and following the guidelines outlined in our Workplace Violence Prevention Program.

Identifying Your Risk

Workplace violence can be divided into four general categories:

1. Pure criminal intent (i.e., theft)
2. Client/customer incidents, which generally occur when a customer acts out violently toward an employee
3. Worker to worker incidents stemming from work-related disputes, often involving managers or supervisors

4. Domestic violence-related incidents, sometimes perpetrated through telephone calls and e-mails

Violence can happen at any time, and can include actions or words that endanger or harm you, including the following:

- Written, verbal or physical harassment
- Written, verbal or physical threats
- Assaults or other violence
- Any other behavior that causes you to feel unsafe (i.e., bullying or sexual harassment)

Staying Safe

Nothing can guarantee that you will not become a victim of workplace violence, but you do have the right to expect a workplace that promotes safety from violence, threats and harassment. Contribute to the safety measures we have in place by taking the following steps:

- Take all threats seriously, without exception.
- In a retail setting, greet all customers, move around the store and lock the back doors.
- Be aware of and report strange behavior, i.e., individuals frequently loitering near the premises.
- Know contact information for local authorities for quick access in the event of violence.

Contribute to the safety measures in place by knowing how to recognize and taking steps to prevent workplace violence.

- Be aware of and report any stalking behavior of an employee by an outsider or co-worker.
- Carpool with others on your shift so you arrive and depart together.
- Alert supervisors to any concerns about safety or security.
- Report all incidents immediately in writing.

Stay alert and aware. Make sure you are effectively trained in conflict resolution and how to handle a potentially dangerous situation. Adhere to policies and cooperate with your manager to avoid a potentially violent situation.