

Workplace Violence Prevention Plan Employer Guide



For retail fuel and convenience stores



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- Western Convenience Store Association
- WorkSafeBC

This material is current to May 2018. The law is constantly changing with new legislation, amendments to existing legislation, and decisions from the courts. It is important that you keep yourself informed of the current law in this area.

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Overview

Gas stations and convenience stores are at a high risk of violent incidents. These locations have high-value goods, such as fuel, cash, lottery tickets, and tobacco that are attractive to criminals.

As of June 1, 2018, all employers in Alberta will be required to implement a violence prevention plan (VPP). To ensure workers at gas stations and convenience stores are better protected from the violent incidents associated with these work sites, their employers must implement additional VPP components, as well as put in place mandatory fuel pre-pay.

This guide will help employers in the retail fuel and convenience store sector understand and meet the additional requirements of the violence prevention plan specific to fuel and convenience stores in the Occupational Health and Safety Code.

The additional components in the fuel and convenience store VPP are effective strategies for reducing criminal activities and making stores less attractive to criminals.

As an employer in the fuel and convenience store sector, you must have the additional VPP components under section 392 of the OHS Code. Most of the elements of the fuel and convenience VPP apply regardless of time of day and the number of workers present. There are additional elements for stores open between 11 p.m. and 5 a.m. This guide is designed to help you understand what Alberta's legislation requires for the additional VPP components for the fuel and convenience sector. It also includes suggested best practices. Best practices are not legislated requirements – they are practices that may help you that could help improve your workers' health and safety.

To help you implement some of the fuel and convenience VPP components, templates are provided at the end of this guide. There is also an action plan list, where you can record anything that you need to do in order to comply with the legislation or improve your health and safety system.

This guide covers section 392.2 to 392.5 of the OHS Code. You need to ensure that you are complying with all of the requirements in the *OHS Act*, Regulations, and Code.



What is in the fuel and convenience VPP?

There are VPP requirements that all employers have to put in place. For information on those VPP requirements please see the violence and harassment bulletin.

The additional VPP requirements that all fuel and convenience stores must have in place are:	The following requirements also apply if the retail fuel or convenience store work site is open between 11 p.m. and 5 a.m.:
Requirements	
 1) Safe cash handling procedures.	 7) Time lock safe.
 2) Maintain good visibility into and out of the work site.	 8) Limit the quantities of high-value items such as cash, lottery tickets, tobacco, etc.
 3) Limit access by the public to the interior of any buildings at the work site.	 9) Store the remaining high-value items in the time lock safe or securely elsewhere.
 4) Monitor the work site by video surveillance.	 10) Signs made visible to the public indicating limited high-value items present and time lock safe cannot be opened.
 5) Signs made visible to the public indicating video surveillance.	<p><i>References: OHS Code, sections 392.2 (b-i to iii, and f)</i></p>
 6) Personal emergency transmitters monitored by the employer or designate for workers who are working alone.	

References: OHS Code, sections 392.2 (a-g)

These are the minimum requirements that an employer must meet. Depending on the hazard assessment for your work site, additional controls may also be required.

Remember: Employers are required to train all workers in all aspects of their VPP as well as general instruction in workplace violence prevention.

How can I meet each requirement?



1 Safe cash handling procedure

EXPLANATION

Limiting access to cash helps protect workers by making the store a less attractive target for criminal activity.

The written procedures should include the following:

- (a) Locate cash handling areas away from entrances and exits.
- (b) Locate sales counters to be clearly visible from inside and outside the work site.
- (c) Keep as little cash in the register as possible.
- (d) Remove large bills from the register and store them somewhere secure and out of site, for example in a drop safe or strong room.
- (e) Only one cash register should be used during certain (often late-night) hours of operation. The empty cash trays of unused registers should be left open and visible.
- (f) Guidelines for making bank deposits:
 - Avoid making bank deposits at night.
 - Vary the time and route for making deposits.
 - Carry money in unmarked bags or containers so that it is not obvious that money is being transported.
 - Make deposits with a co-worker, where practical. The co-worker should face away from the depository to watch other people in the area.

Workers must be trained on the procedure.

CHECK YOUR COMPLIANCE:

- | | | |
|--|------------------------------|-----------------------------|
| 1) Do you have a safe cash handling procedure? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 2) Does your procedure include items (a) through (f) listed above? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 3) Have your workers been trained on the procedure? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 4) Do your workers follow the procedure? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |

If you answered NO to any of these questions, update your procedures and provide worker training.

BEST PRACTICE

Re-training should be done at a frequency that ensures workers remember the procedure and are following it.

CHECK YOUR BEST PRACTICES:

5) Do you provide refresher training on the procedure? YES NO

If you answered NO, consider providing refresher training.



2 Maintain good visibility into and out of the work site

EXPLANATION

Sight lines into and out of the work site should be clear of materials posted on windows or doors. Visibility should not be reduced by shelving units or product displays positioned inside or outside the store. The best placement of required posters and displays depends on the layout of the store. Objects outside the store such as trees, shrubs, and garbage bins should not block the view through the windows or doors. It should be easy for someone standing at the cash desk to see and be seen.

Workers should be trained to maintain sight lines into and out of the work site.

CHECK YOUR COMPLIANCE:

6) Are sight lines into and out of the work site clear of materials posted on windows or doors and/or objects that could block the view? YES NO

7) Have your workers been trained to maintain sight lines into and out of the work site? YES NO

If you answered NO to either question, make the necessary changes to create clear sight lines and provide worker training.

BEST PRACTICE

Two-thirds of the windows should be free of posted materials and other items. As much as possible, frosted or shaded window and door treatments should be avoided. Do not store empty boxes or other materials in front of windows.

A raised platform behind the sales counter can help workers be seen and see all areas of the store.

Take a look at lighting inside and outside the store. Store lighting should look like natural daylight when it is dark outside. Balancing the lighting between inside and outside of the store helps people see in and workers see out of the store.

Re-training should be done at a frequency that ensures workers know what is required and what they should do.

CHECK YOUR BEST PRACTICES:

- | | | |
|--|------------------------------|-----------------------------|
| 8) Are two-thirds of all windows and doors clear of posted materials or objects that could obstruct the sight lines? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 9) Are windows and doors free of frosted or shaded treatments? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 10) Do you have a raised platform behind the sales desk to improve worker visibility? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 11) Does the store lighting look like natural daylight when it is dark outside? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 12) Is the lighting level between inside and outside balanced? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 13) Do you provide refresher training on how to maintain visibility? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |

If you answered NO to the these questions, consider:

- Making sure windows and doors are two-thirds free of frosted or shaded treatments.
- Adding a raised platform behind the sales counter.
- Improving store and exterior lighting.
- Providing refresher training.



3 Limit access by the public to the interior of any buildings at the work site

EXPLANATION

Reduce the number of ways into and out of buildings at the work site. Keep only one main door available for customers to use, especially at night and whenever a worker is working alone. The unlocked door should be the main one, visible from the sales counter and captured by video camera. Other entrances such as loading bays and emergency doors should be secured against unauthorized entry. These entrances must remain functional and accessible at all times. This includes being free of clutter and waste materials. Limit or prohibit public access to areas of the store that are not the sales floor, such as, storage rooms and staff rooms.

If there is an adjoining business from which customers can enter the gas station or convenience store, such as an attached restaurant, those entrances should be closed and locked when the adjoining business is closed.

Workers should be trained on the procedures for controlling access into and out of the work site.

CHECK YOUR COMPLIANCE:

- | | | |
|--|------------------------------|-----------------------------|
| 14) Is only one entrance open for customers at night and when workers are working alone? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 15) Is that entrance captured by a video camera? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 16) Are the loading bays and emergency doors secured against unauthorized entry but still functional and accessible? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 17) Have your workers been trained on the procedures for limiting access into and out of the work site? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |

If you answered NO to any of these questions, update your procedures, upgrade your locks on emergency doors or loading bays, and provide worker training.

BEST PRACTICE

During evening and night hours, deliveries should be made to the front door. This is very important if there is only one worker present. Make sure suppliers know where to deliver goods and workers are informed to not accept deliveries at the back door.

Garbage should be taken out when there is more than one worker present. It may not be safe for a worker to take out garbage when alone at the work site, especially after dark.

Re-training should be done at a frequency that ensures workers remember the procedures for limiting access and are following them.

CHECK YOUR BEST PRACTICES:

- 18) During evening and night hours, are deliveries made to your front door? YES NO
- 19) Is garbage taken out when there is more than one worker present? YES NO
- 20) Do you provide refresher training on the procedures? YES NO

If you answered NO to any of these questions, consider updating your procedures and providing refresher training.



4 Video surveillance

EXPLANATION

The work site must be monitored by video surveillance. Surveillance cameras should be visible to the public and positioned to most effectively monitor workers and their interactions with customers. Key areas to monitor are the sales counter, the entrance/exit, and areas of the store not visible from the sales counter.

The hazard assessment required by Part 2 of the OHS Code may help employers and workers decide where to place cameras, including outside locations such as the parking lot. For information on completing a hazard assessment, see Hazard Assessment and Control: a handbook for Alberta employers and workers (BP-018).

Cameras installed outdoors can help workers check on activities from a safe location indoors. Monitors should be located where workers can view them. Workers can take action if necessary based on what they see.

Workers should be trained on how to use the system.

The video surveillance system must be maintained according to the manufacturer's instructions and tested regularly.

CHECK YOUR COMPLIANCE:

- | | | |
|--|------------------------------|-----------------------------|
| 21) Do you have a video surveillance system installed and working at your worksite? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 22) Are the video cameras visible to the public? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 23) Do the video cameras capture at least the sales counter, entrance(s)/exit(s), and areas of the store not visible from the sales counter? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 24) Are additional areas identified by your hazard assessment such as the parking lot captured by video surveillance? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 25) Are the monitors positioned so that workers can watch difficult-to-see areas such as parking lots from the sales counter? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 26) Are workers trained to properly use the video surveillance system? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |

27) Is the video surveillance system tested according to the manufacturer's specifications?

YES NO

If you answered NO to any of these questions, update your equipment and procedures and provide worker training.

BEST PRACTICE

The surveillance system should store the videos for a length of time that allows incidents to be reviewed by the employer, law enforcement officials, and others as needed.

Height markings at the entrance(s)/exit(s) can help workers identify the height of anyone involved in criminal activity. Height markings captured by the video surveillance system can help authorities identify these persons.

Mirrors can also help workers see all areas of the store and discourage theft. Placing mirrors high in the corners of the store can help workers see the entire store.

Re-training should be done at a frequency that ensures workers remember how to use the video surveillance system.

CHECK YOUR BEST PRACTICES:

28) Are video recordings stored for long enough to allow review of incidents by the employer, law enforcement agencies, and others (as needed)?

YES NO

29) Do you have height markings posted at every entrance(s)/exit(s)

YES NO

30) Are the height markings captured by the video surveillance system?

YES NO

31) Do you have mirrors to help get rid of blind spots in the store?

YES NO

32) Do you provide refresher training on the video surveillance system?

YES NO

If you answered NO to any of these questions, consider updating your procedures and providing refresher training.



5 Signs made visible to the public

EXPLANATION

Signs visible to the public must indicate that the premises are monitored by video surveillance.

Signs make the store a less attractive target for criminal activity. Signs tell would-be criminals a video camera records everything going on in the store.

As the employer, you decide on the wording used on the signs. The meaning of the signs must be clear.

The signs should not block sight lines into or out of the store.

Workers should be trained on the purpose of the signs and their proper placement.

Example:



CHECK YOUR COMPLIANCE:

- 33) Do you have signs visible to the public indicating the premises are monitored by video surveillance? YES NO
- 34) Have you made sure that the signs do not obstruct the sight lines into and out of the store? YES NO
- 35) Have your workers been trained on the purpose and proper placement of the signs? YES NO

If you answered NO to any of these questions, update your signage and procedures and provide worker training.

BEST PRACTICE

Re-training should be done at a frequency that ensures workers remember the procedures and are following them.

CHECK YOUR BEST PRACTICES:

- 36) Do you provide refresher training on the procedures? YES NO

If you answered NO to this question, consider providing refresher training.



6 Personal emergency transmitter

EXPLANATION

A worker working alone must be provided with a personal emergency transmitter (PET) that is monitored by the employer or their designate. The designate can be a security company, a supervisor, another worker, or some other person designated by the employer. Monitoring ensures that assistance can be dispatched in case of an emergency. The person or company responsible for answering a call for help must be able to respond immediately. Professional security companies can offer 24-hour monitoring and response.

The transmitter is a critical piece of equipment for a worker needing help. To make sure it is working properly, the transmitter must be tested regularly according to the manufacturer's instructions.

There are app-based options that require workers to enter a code or call in at a set time interval. If the code is not entered or call not received, the person responsible for monitoring tries to contact the worker and dispatches help, if required. Workers must have access to a cellphone and a reliable cellphone network to use app-based system.

Workers must be trained on the use and maintenance of the PET.

CHECK YOUR COMPLIANCE:

37) Do your workers ever work alone? YES NO

If NO, SKIP this section. If YES, COMPLETE the questions 38 to 41:

38) Do you have a PET for your workers when they are working alone? YES NO

39) Is the PET continuously monitored while a worker is working alone? YES NO

40) Do you routinely test the system according to the manufacturer's specifications to make sure it is working properly? YES NO

41) Have your workers been trained in the proper use and maintenance of the PET? YES NO

If you answered NO to any of these questions, update your equipment and procedures and provide worker training.

BEST PRACTICE

The transmitter should have a panic button or other means that allows the worker to request immediate help. Some devices offer a “person down” feature that sends an emergency help request if the worker wearing the device does not move for a pre-set period of time.

Re-training should be done at a frequency that ensures workers remember how to use the PET.

CHECK YOUR BEST PRACTICES:

- 42) Does the system have a “person down” feature? YES NO
- 43) Do you provide refresher training on the PET? YES NO

If you answered NO to either of these questions, consider updating your equipment and providing refresher training.



Requirements for work sites open between 11 p.m. and 5 a.m.:

If you are not open between 11 p.m. to 5 a.m., these four additional VPP elements are not legislated requirements. However, these elements are good practices that could be implemented to improve your health and safety system.



7 Time lock safe

EXPLANATION

A time lock safe must be on-site. At a minimum, safes cannot be opened between 11 p.m. and 5 a.m. The employer can make this period longer, for example 10 p.m. to 7 a.m., but cannot make it any shorter.

- a) The safe cannot be opened by any worker who is working between 11 p.m. and 5 a.m. This includes workers who are managers or supervisors.
- b) If there are multiple safes on the work site containing high-value goods, none of them can be opened by any worker between 11 p.m. and 5 a.m.
- c) The time lock safe may be a drop safe or a time delay safe. A time delay safe can be used as a time lock safe if the time delay is set so the safe cannot be opened by a worker between 11 p.m. and 5 a.m.
- d) A time delay safe that dispenses limited amounts of cash without the safe opening is also acceptable if:
 - i. the total amount of cash dispensed, and the time delay setting to dispense the cash, are strictly limited to meet operational needs,
 - ii. these operational needs have been determined by the employer based on a reasonable assessment of the cash required.

Workers must be trained on how to use the safe(s) properly.

CHECK YOUR COMPLIANCE:

- | | | |
|---|------------------------------|-----------------------------|
| 44) Do you have a time lock safe(s)? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 45) Is the safe(s) unable to be opened by workers between 11 p.m. and 5 a.m. | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 46) If you have a safe that dispenses small amounts of cash between 11 p.m. and 5 a.m.: | | |
| (i) Does the safe remain closed and locked while that cash is dispensed? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| (ii) Has the amount of the cash and the time delay been set according to operational needs? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 47) Have your workers been trained on how to properly use the safe(s)? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |

BEST PRACTICE

It is recommended that safes be fitted with time delay locks, with the time delay active during all hours of operation. It is also recommended that counter drop safes be used to reduce the amount of cash in registers.

Re-training should be done at a frequency that ensures workers remember how to use the safe(s).

CHECK YOUR BEST PRACTICES:

- | | | |
|---|------------------------------|-----------------------------|
| 48) Do you have a time delay setting on your safe(s)? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 49) Do you have an under-counter drop safe(s) to reduce the amount of cash in your register(s)? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 50) Do you provide refresher training on how to operate the safe(s)? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |

If you answered NO to any of these questions, consider updating your equipment and providing refresher training.



8 Limit quantities of high-value items

EXPLANATION

High-value items include cash, lottery tickets, tobacco and anything else that increases the risk of theft from a store. The quantities of these high-value items accessible at the work site must be limited between, at minimum, 11 p.m. and 5 a.m.

Workers must be trained on the procedures for limiting high-value goods.

CHECK YOUR COMPLIANCE:

51) Do you limit the quantities of high-value goods that are available for sale during the hours of 11 p.m. and 5 a.m.? YES NO

52) Have your workers been trained on the procedures for limiting the amount of high-value goods? YES NO

If you answered NO to either of these questions, update your procedures and provide worker training.



BEST PRACTICE

The quantities of high-value items available to the public during this time period should be based on customer demand and predicted sales volumes. For example, over a two-week period, the employer could monitor the average number of lottery tickets or cigarettes sold between 11 p.m. and 5 a.m. daily and have that quantity available for sale.

It is recommended that the quantity of high-value items accessible at the work site be limited during all hours of operation.

Removing or re-stocking high-value items from the sales area should be done at different times of the day. Re-stocking and removing high-value items should be done with more than one worker present.

Re-training should be done at a frequency that ensures workers remember the procedures and are following them.

CHECK YOUR BEST PRACTICES:

- 53) Are the quantities of high-value goods that are available for sale during those hours based on an assessment of operational needs? YES NO
- 54) Do you limit the quantity of high-value items available for sale at all times that your store is open? YES NO
- 55) If applicable, do you vary the time of day when high-value items are removed or re-stocked in the sales area? YES NO
- 56) Do you ensure that more than one worker is on shift when high-value items are removed or re-stocked in the sales area? YES NO
- 57) Do you provide refresher training to your workers on the procedures for dealing with high-value items? YES NO

If you answered NO to any of these questions, consider updating your procedures and providing refresher training.



9 Store the remaining high-value items securely elsewhere

EXPLANATION

High-value items that are not available for sale from 11 p.m. and 5 a.m. should be placed in a time lock safe or stored safely elsewhere. Storage of these items can be determined based on the set-up of the store and existing business practices. Examples of safe storage areas include a strong room, a locked storage room, or a locked cage within a storage room. Locking away high-value items makes the store a less attractive target for criminal activity.

Workers must be trained on the procedures for storing high-value items.

CHECK YOUR COMPLIANCE:

- 58) Do you store high-value items that are not available for sale between 11 p.m. and 5 a.m. in a secure location? YES NO
- 59) Have your workers been trained on the procedures for storing high-value items? YES NO

If you answered NO to either of these questions, update your procedures and provide worker training.

BEST PRACTICE

During all hours of operation, it is recommended that high-value items that are unavailable for sale are stored somewhere that is not accessible to the public.

Re-training should be done at a frequency that ensures workers remember the procedures and are following them.

CHECK YOUR BEST PRACTICES:

- 60) During all hours of operation, do you store high-value items that are unavailable for sale in a place that is not accessible to the public? YES NO
- 61) Do you provide refresher training to your workers on the procedures for dealing with high-value items? YES NO

If you answered NO to either question, consider updating your procedures and providing refresher training.



10 Signs made visible to the public

EXPLANATION

In addition to the signs indicating that the premises are monitored by video surveillance, signs visible to the public must also indicate that:

- (a) There is a time-lock safe on the premises.
- (b) The quantity of high-value items such as cash and lottery tickets at the work site is limited.

Signs make the store a less attractive target for criminal activity. Signs tell would-be criminals that high-value items are difficult to access and are limited in quantity.

As the employer, you decide on the wording used on the signs. The meaning of the signs must be clear.

The signs should not block sight lines into or out of the store.

Workers should be trained on the purpose of the signs and their proper placement.

Examples:



CHECK YOUR COMPLIANCE:

- 62) Do you have signs visible to the public indicating the presence of a time lock safe and that it cannot be opened between 11:00 p.m. and 5:00 a.m.? YES NO
- 63) Do you have signs visible to the public indicating that the quantity of high-value items is limited? YES NO
- 64) Have you ensured that the placement of the signs do not obstruct the sight lines into and out of the store? YES NO
- 65) Have your workers been trained on the purpose and proper placement of the signs? YES NO

If you answered NO to any of these questions, update your signage and procedures, and provide worker training.

BEST PRACTICE

Re-training should be done at a frequency that ensures workers remember the procedures and are following them.

CHECK YOUR BEST PRACTICES:

66) Do you provide refresher training on the procedures? YES NO

If you answered NO to this question, consider providing refresher training.



How often do I need to review and update my VPP?

You must review and, if necessary, revise, your store's VPP and training provided to workers. This must happen:

- a) every three years, or
- b) whenever there is a change of circumstances that may affect the health and safety of workers.

Examples of workplace changes that could trigger a review include construction, renovations, or other changes in a store's design or layout. These physical changes could restrict visibility into and out of the store, affect video camera sight lines, or affect the ability of workers to safely respond to a potentially violent situation.



In some cases, procedures originally prepared by the employer may not be working effectively. Monitoring the impact of the procedures on criminal incidents may help employers determine when, with worker involvement, the procedures should be changed to be more effective. For example, if a store experiences thefts or violent incidents, the employer should assess the violence prevention plan procedures to determine if:

- a) current procedures are being followed, and
- b) changes to procedures are needed.

Other possible changes include changing store hours or adding new services or product lines that affect customer and sales volumes. Examples include adding a coffee/food station or cash machine.

Resources

ACKNOWLEDGEMENTS

This resource was developed with support from:

- Canadian Fuels Association
- CIPMA
- Husky
- Shell
- Western Convenience Store Association
- WorkSafeBC

Occupational Health and Safety Legislation

A copy of the *Occupational Health and Safety Act*, Regulations and Code, and the OHS Code Explanation Guide can be used in conjunction with this guide.

This handbook is current to May 2018. It references:

Occupational Health and Safety Code Part 27

Occupational Health and Safety Code Explanation Guide

The current OHS legislation is available on the website at:

alberta.ca/ohs

Official printed versions of the *Occupational Health and Safety Act*, Regulations and Code and the OHS Code Explanation Guide may be purchased from the Alberta Queen's Printer.

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Where can I find other information on violence prevention plans for gas stations and convenience stores?

The Western Convenience Store Association has prepared safety training modules for the Canadian retail industry. The violence prevention module can be accessed here: <http://retailsafety.ca/training/violence-prevention>.

The National Association of Convenience Stores in the U.S. provides some information on VPPs. www.nacsonline.com/YourBusiness/Pages/ConvenienceStoreSecurityandSafety.aspx

Contact the Crime Prevention Unit of your local police service for more tips and information.

You can also search for information about target hardening. That will help make your store less attractive to criminals.

Other best practices for violence prevention and worker safety:

- Working Alone Safely (WA003)
<https://ohs-pubstore.labour.alberta.ca/wa003>:
 - Best practices and checklists for employees who handle cash
 - * Some of the best practices listed in this document may now be legislated requirements for retail fuel and convenience store workers.
 - Robbery prevention standards
 - Procedures in case of robbery
- Hazard Assessment and Control (BP018)
<https://ohs-pubstore.labour.alberta.ca/bp018>

Staff Training Record (sample)

Employee name:

Date of hire:

Position:

Supervisor:

Training received	Date	Trainer Name	Comments	Refresher date
Orientation				
Safe cash handling				
Maintaining visibility into and out of work site				
Controlling access into and out of the work site				
Video surveillance				
Purpose and placement of signs				
Personal emergency transmitters				
Additional staff training required if work site is open between 11:00 p.m. and 5:00 a.m.:				
Time lock safes				
Limiting the quantities of high-value items				
Storing the remaining high-value items				

* This form is for example purposes only. Completing this form alone will not necessarily put you in compliance with the legislation. It is important and necessary that you customize this document to meet the unique circumstances of your work site. Further, it is essential that this document is not only completed, but is used, communicated, and implemented in accordance with the legislation. The Crown, its agents, employees or contractors will not be liable to you for any damages, direct or indirect, arising out of your use of this form.

Adapted from the Western Convenience Store Association's Safe Community Retailer Program Guide (Saskatchewan editionv2).

Glossary

In this document, these terms have the following meanings:

Drop safe	A safe that money and valuables can be dropped into without opening it.
Hazard assessment	A written process to recognize existing and potential hazards at work before they cause harm to people or property.
OHS	Occupational health and safety.
PET	Personal emergency transmitter.
Strong room	A room designed to protect cash and other high-value items against theft.
Target hardening	Actions that make a work site harder for a crime to be committed or less attractive to criminals.
Time delay safe	A safe that doesn't open immediately after the combination is entered; it opens after a set time period.
Time lock safe	A safe that cannot be opened by a worker within a certain time frame.
VPP	Violence prevention plan.

Contact Us

OHS Contact Centre

Throughout Alberta

- 1-866-415-8690

Edmonton & surrounding area

- 780-415-8690

Deaf or hearing impaired:

- 1-800-232-7215 (Alberta)
- 780-427-9999 (Edmonton)

PSI Online Reporting Service

alberta.ca/report-potentially-serious-incidents.aspx

Website

alberta.ca/occupational-health-safety.aspx

Get Copies of OHS Act, Regulation and Code

Alberta Queen's Printer

qp.gov.ab.ca

Occupational Health and Safety

alberta.ca/ohs-act-regulation-code.aspx

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