Safety Rules

- Know and follow the policies for opening and closing your place of business and handling and transporting cash and valuables.
- Make it a rule to work with a backup employee or enough staff coverage if you will be dealing with a potentially hostile person.
- Keep possible offensive weapons like sharp or heavy instruments locked away and out of the public eye.

Training

- Get training on recognizing and reporting the signs of a disturbed coworker, customer, or member of the public.
- You should also seek training on handling hostile customers and diffusing violent situations.
- Immediately report violent incidents and threats to management; often, violent threats can escalate to become violent acts.

Facing Violence

- When faced with a hostile person, respect their personal space and be aware of your body language, movements, and tone of voice.
- Stay calm and diffuse the situation.
- Try to keep a barrier like a desk between yourself and the person, but don’t block yourself into a corner.
- If there is no barrier available, stand at an angle and 4 to 6 feet away from the person; this keeps you at arms length and gives you a means to escape.
- Have plans should a dangerous situation arise; note exits, phones, and potential defensive weapons.