Attention: Retail businesses in Washington state

In 2008, a worker was trampled to death during a major sales event at a large retail store.

With some planning and action, you can keep your employees safe around crowds of excited holiday shoppers. Here are some key resources that can help:

- Crowd Management Safety Tips for Retailers (Fact Sheet from OSHA)
- A news release (OSHA)
- Crowd Management Guidelines from the National Retail Federation
- Violence in the Workplace: Learn to Play it Safe (run time: 14 minutes)

In addition, learn about Accident Prevention Program (APP) rules that apply to Washington-state employers. APP and other workplace resources are available on our Safety webpage.

Please share this bulletin with others in your industry and safety networks.

This bulletin was developed by L&I's Division of Occupational Safety and Health (DOSH) to alert employers, labor groups, and employees to potential hazards associated with work activities. This is not a rule and creates no new legal obligations. The information provided includes suggested guidance on how to avoid workplace injuries. DOSH recommends you also check the related rules for additional requirements.