

One 23 year old female employee was fatally shot during a convenience store robbery. Through employee interviews it was determined that the store had been robbed in the past.

It was learned that the incident had been recorded via the company's surveillance cameras. On the morning of the incident, the victim was working alone in the store. At approximately 12:50 AM two suspects entered the convenience store through the front door wearing surgical masks, hats, hoodies, gloves and one individual wearing a backpack. One of the assailants brandished a handgun toward the victim and demanded money from the register. After she complied giving them the cash from the register, one of the suspects appeared to make an additional demand; however, there was no audio recording of the incident. After the final exchange, both suspects walked through the front entrance door as if to leave. One of the suspects then turned around, reentered the store, and shot the victim in the head.

Employees stated that they had received safety training on workplace violence through computer-based training modules and tests. The training module advised employees to stay calm, cooperate with the armed robber, discreetly observe details, and comply with any demands. In addition to developing and implementing a workplace violence prevention program, management also emphasized situational awareness through face-to-face discussions and scenarios based on attempted robberies. Engineered controls consisted of a duress alarm that is maintained and monitored by a third-party security company. They also utilized curved mirrors to mitigate blind spots, surveillance cameras around the premises, and measuring tape near the doors to assist with suspect identification.

It was determined that the victim was shot and killed by armed robbery suspects despite the victim following established procedures and protocols in accordance with training received from her employer. As previously stated, the employer has established a workplace violence prevention program that combines training, engineering controls, and administrative procedures. That program meets the requirements outlined in *CPL-TN 02-01-052, Enforcement Procedures for Investigating or Inspecting Workplace Violence Incidents*.

Citation(s) as Originally Issued

A complete inspection was conducted at the accident scene. Some of the items cited may not directly relate to the fatality.

Citations will not be recommended for this incident.

Workplace violence—Insp # 1674337 GPM Investments, LLC dba Roadrunner Markets



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