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SITE SURVEY REPORT

Workplace Violence Prevention Plan

Prepared for	Palm Bluffs Retail Center LLC
Date	16 Oct 2026
Site	Kings River Hardware store 12, Fresno
Prepared by	M. Villanueva

FORM

Workplace Violence Prevention Plan

1. Workplace and plan

Project	Kings River Hardware store 12, Fresno: workplace violence prevention plan (completed example)
Workplace address	6150 N Palm Bluffs Avenue, Fresno, CA 93711
Owner or landlord	Palm Bluffs Retail Center LLC
Location (GPS)	36.8361, -119.8257
Plan date	16 Oct 2026
Plan prepared by	M. Villanueva
Employer	Kings River Hardware Inc.
Type of workplace	Retail store
Work areas and operations covered	Sales floor and registers, returns and customer service counter, stockroom and receiving door, garden center, parking lot, cash office. Operations: opening and closing, cash handling, deliveries, returns.
Employees at this workplace	34
Open to the public?	Yes
How the plan is kept	Stand-alone section of the Injury and Illness Prevention Program (IIPP)
Plan revision	Rev 3, after the 9 Oct incident
Where employees can read the plan at any time	IIPP binder in the break room, and the staff page of the scheduling app

What this plan is for. California Labor Code section 6401.9 (SB 553), in force from 1 July 2024, asks covered employers to establish, implement and maintain an effective written workplace violence prevention plan, available to employees at all times and specific to the hazards and corrective measures for each work area and operation. It may be a stand-alone section of the IIPP or a separate document. The sections of this form follow the elements the law lists. Filling it in does not make an employer compliant: carrying it out does.

Cal/OSHA has been developing a workplace violence prevention standard, which the Standards Board is required to adopt by 31 December 2026. Check the Cal/OSHA workplace violence page for any new requirements before you rely on this plan.

2. Responsibility, involvement and coordination

> The plan names, by name or job title, the persons responsible for implementing it, and describes their roles if there are several (6401.9(c)(2)(A)). It sets out how employees and their authorised representatives are actively involved in identifying, evaluating and correcting hazards, designing and implementing training, and reporting and investigating incidents (B), and how supervisors and employees are made to comply (E).

People responsible for the plan 1: Store manager (M. Villanueva)

Name or job title	Store manager (M. Villanueva)
Role in the plan	Owns the plan, takes reports, leads incident investigations and the annual review.

People responsible for the plan 2: Assistant store manager

Name or job title	Assistant store manager
Role in the plan	Runs the scheduled hazard inspections with an employee from each department, keeps the training records.

People responsible for the plan 3: District loss prevention lead

Name or job title	District loss prevention lead
Role in the plan	Advises on controls after an incident and arranges the annual training.
How employees and their representatives are involved	Monthly safety meeting with one employee from each department. Employees join each hazard walk-round, comment on training content, and review the incident log at the annual review.
How supervisors and employees are made to follow the plan	Managers check at each shift change that the closing and cash procedures were followed. Breaches are coached first and handled under the employee handbook after that.
Do employees of other employers work here (staffing agency, security, cleaning, contractors, shared site)?	Yes
How the plan is coordinated with them	The janitorial contractor and the weekend security guard company get a copy of the plan, are trained on reporting and the lockdown phrase, and report incidents to the manager on duty, who logs them.

3. Reporting, communication and emergencies

> The plan sets out how reports of workplace violence are accepted and responded to, and prohibits retaliation against anyone who reports (6401.9(c)(2)(D)); how an employee can report an incident, threat or concern to the employer or law enforcement without fear of reprisal, and how concerns are investigated and employees told the results and corrective actions (F).

How to report an incident, threat or concern	Tell the manager on duty straight away, in person or on the radio, or use the anonymous form on the staff app. Anyone may call 911 at any time.
How reports are received and responded to	The manager on duty makes the area safe, gets help, and logs the incident the same day. The store manager starts the investigation within two working days.
Written statement that retaliation for reporting is prohibited	In the plan and briefed
How employees are told the results of investigations and corrective actions	The store manager tells the employees involved what was found and what will change, then briefs everyone at the next safety meeting without names.

> The plan has procedures to respond to actual or potential workplace violence emergencies: how employees are alerted to the presence, location and nature of the emergency, evacuation or sheltering plans that suit the worksite, and how to get help from assigned staff, security and law enforcement (6401.9(c)(2)(G)).

How employees are alerted to an emergency, where it is and what it is	"Code Silver, [location]" on the radio and the PA means a person is threatening staff at that location. The registers have a hold-up button to the alarm company.
Evacuation or sheltering plan	Leave by the nearest exit away from the threat: front doors, garden center gate or the receiving door. If leaving is not safe, shelter in the cash office or the stockroom office, which lock from the inside.
How to get help from assigned staff, security and law enforcement	Call 911. Press the hold-up button at the registers. Radio the manager on duty. The weekend security guard responds to Code Silver on Saturdays and Sundays.

Emergency contacts 1: Emergency

Who	Emergency
Phone or how to reach them	911

Emergency contacts 2: Police non-emergency line

Who	Police non-emergency line
Phone or how to reach them	(559) 555-0177

Emergency contacts 3: District loss prevention lead

Who	District loss prevention lead
Phone or how to reach them	(559) 555-0123

4. Hazard inspections and correction

The plan has procedures to identify and evaluate workplace violence hazards, including scheduled periodic inspections and employee reports and concerns. Inspections are done when the plan is first established, after each workplace violence incident, and whenever the employer learns of a new or previously unrecognized hazard (6401.9(c)(2)(I)). Hazards are corrected in a timely manner (J). Keep these records at least five years (6401.9(f)(1)). The checks below are prompts; add what fits each area.

Scheduled inspection frequency (your choice)	Every three months, plus after any incident or new hazard
How hazards are corrected and in what time	Hazards that put someone at immediate risk are dealt with that shift. Others are given an owner and date in the actions list and checked by the store manager when done.

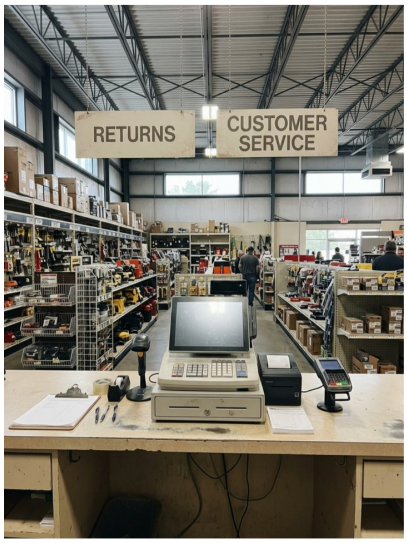
Hazard inspection records 1: Sales floor and registers

Work area	Sales floor and registers
Inspected on	8 Sep 2026
Why inspected	Scheduled periodic inspection
Inspected by (name or job title)	Assistant store manager
Employees who took part	Two cashiers, one sales associate
Lighting inside and outside the area, including entrances and parking	Acceptable
Sight lines: staff can see and be seen, nothing blocks the view from the street or office	Acceptable
Cash handling: limits kept, drop safe used, counted out of public view	Acceptable
Staffing at opening, closing and late hours; nobody left alone where that raises the risk	Acceptable
Entrances, back doors and stockroom doors controlled; deliveries checked	Not applicable
Way to call for help from this area (phone, radio, panic button) works	Acceptable
Escape route and a place to shelter that can be secured	Acceptable
Objects that could be used as weapons secured or out of reach	Acceptable
This area: hazards needing correction	0
Not checked	0

Hazard inspection records 2: Returns and customer service counter

Work area	Returns and customer service counter
Inspected on	12 Oct 2026
Why inspected	After a workplace violence incident
Inspected by (name or job title)	Store manager
Employees who took part	Customer service associate, district loss prevention lead
Lighting inside and outside the area, including entrances and parking	Acceptable
Sight lines: staff can see and be seen, nothing blocks the view from the street or office	Acceptable
Cash handling: limits kept, drop safe used, counted out of public view	Acceptable
Staffing at opening, closing and late hours; nobody left alone where that raises the risk	Acceptable
Entrances, back doors and stockroom doors controlled; deliveries checked	Not applicable
Way to call for help from this area (phone, radio, panic button) works	Action needed
What needs doing, or why not checked	No hold-up button at the returns counter and the radio was in the drawer. The associate had to walk to the registers to get help. Fit a button linked to the alarm company and keep the radio worn.
Escape route and a place to shelter that can be secured	Acceptable
Objects that could be used as weapons secured or out of reach	Acceptable
Other hazards found in this area	Refund refusals are the main trigger here, especially in the evening when one person covers the counter.
This area: hazards needing correction	1
Not checked	0

Photos of hazards found



Hazard inspection records 3: Parking lot and garden center

Work area	Parking lot and garden center
Inspected on	8 Sep 2026
Why inspected	Scheduled periodic inspection
Inspected by (name or job title)	Assistant store manager
Employees who took part	Garden center lead
Lighting inside and outside the area, including entrances and parking	Acceptable
Sight lines: staff can see and be seen, nothing blocks the view from the street or office	Acceptable
Cash handling: limits kept, drop safe used, counted out of public view	Not applicable
Staffing at opening, closing and late hours; nobody left alone where that raises the risk	Acceptable
Entrances, back doors and stockroom doors controlled; deliveries checked	Acceptable
Way to call for help from this area (phone, radio, panic button) works	Acceptable
Escape route and a place to shelter that can be secured	Acceptable
Objects that could be used as weapons secured or out of reach	Acceptable
This area: hazards needing correction	0

Not checked	0
Areas inspected	3
Hazards needing correction	1
Not checked	0

5. Training

> Initial training when the plan is first established and annually after that, covering: the plan, how to get a copy at no cost and how to take part; the definitions and requirements of 6401.9; how to report without fear of reprisal; the hazards of each job, the corrective measures, how to get help and how to avoid harm; the violent incident log and how to get copies of records; and a chance for questions and answers with someone who knows the plan (6401.9(e)(2)). Add training for a new or previously unrecognized hazard and when the plan changes (e)(3). Training records include dates, contents or a summary, the trainers' names and qualifications, and attendees' names and job titles, kept at least one year (f)(2).

How training is developed and given	Delivered in English and Spanish at the store, in work time. New hires are trained in their first week. The trainer stays for questions at the end.

Training records 1: 2026-06-18

Training date	18 Jun 2026
Training	Annual
Contents or summary	The plan and how to get a copy, the definitions in the law, reporting without reprisal, store hazards and controls, Code Silver, how to avoid harm, the incident log and how to get records. Questions and answers.
Trainer name and qualifications	R. Ochoa, district loss prevention lead, 9 years in retail loss prevention
Names and job titles of attendees	31 employees, names and job titles on the attached sign-in sheet
Number attending	31

Training records 2: 2026-10-15

Training date	15 Oct 2026
Training	Plan changed
Contents or summary	What happened on 9 Oct (no names), the second person at returns from 4 pm, the radio rule, and the new hold-up button when fitted.
Trainer name and qualifications	M. Villanueva, store manager
Names and job titles of attendees	Customer service team and managers: 9 people, names and job titles on the sign-in sheet
Number attending	9
Sessions recorded	2

6. Violent incident log and post-incident response

Record every workplace violence incident in the violent incident log, with the information listed in 6401.9(d)(2), and omit personal identifying information (d)(1)(B). Review the log at each plan review. Keep logs and investigation records at least five years (f)(3) and (f)(4). Employees and their representatives may ask for these records and get them free within 15 calendar days (f)(6). Report any serious injury, illness or death to Cal/OSHA immediately.

Post-incident response and investigation procedure	Make the area safe and give first aid. Call 911 if anyone is hurt or the threat continues. Tell the store manager and district office the same day. Log the incident without names, take statements, inspect the area, and offer the employee time off the floor and the employee assistance line.

Violent incident log 1: 2026-10-09

Date of incident	9 Oct 2026
Time	18:40
Location	Returns and customer service counter
Workplace violence type	Type 2: customer, client, patient, student, inmate or visitor
Detailed description	A customer was refused a refund on a used power tool without a receipt. He shouted, leaned over the counter and said he would wait for the associate in the parking lot. The associate stepped back and walked to the registers to ask for help. The manager on duty asked him to leave and he left before police arrived. No one was hurt.
Who committed the violence	Client or customer
Where it happened	In the workplace
Circumstances at the time	Completing usual job duties, Working during low staffing, Isolated or alone
Type of incident	Threat of physical force or of a weapon or object
Was security or law enforcement contacted?	Yes
Their response	Police called on the non-emergency line at 18:45. An officer came at 19:20, took a report and checked the lot. The customer had gone.
Actions taken to protect employees from a continuing threat or other hazards found	The manager walked the associate to their car at closing. Second person on the returns counter from 4 pm to close from 10 Oct. Description of the customer shared with the managers and the weekend guard.
Post-incident investigation	Complete
Investigation findings and corrective actions	The associate was alone at the counter with no way to call for help without leaving it. Corrective actions: hold-up button at returns, radios worn not stored, two people on returns in the evening.

Multiemployer worksite: copy given to the controlling employer?	No
Log completed by (name)	M. Villanueva
Job title	Store manager
Date completed	10 Oct 2026
Incidents logged	1
Investigations not complete	0

7. Plan review and records

> Review the plan's effectiveness and revise it as needed, with employees and their representatives taking part, at least annually, when a deficiency is observed or becomes apparent, and after a workplace violence incident (6401.9(c)(2)(L)).

Last review date	16 Oct 2026
Reason for the last review	After an incident
What the review found and what changed	The returns counter was not covered by the hold-up buttons and evening staffing at returns was one person. Plan updated: two people on returns after 4 pm, radio rule, new button.
Employees and representatives who took part	Store manager, customer service associate, two department representatives from the safety meeting
Next annual review due	18 Jun 2027
Where hazard, training, log and investigation records are kept	Hazard, training, log and investigation records in the locked IIPP cabinet in the store office, copies on the district drive

8. Actions and sign-off

Items needing action	1
Result	Action needed before the plan is relied on

Actions 1: Fit a hold-up button at the returns counter linked to the alarm company, test it, and brief the customer service team.

Action	Fit a hold-up button at the returns counter linked to the alarm company, test it, and brief the customer service team.
Priority	This month
Who will do it	District facilities, with the alarm company
Due by	30 Oct 2026
Status	In progress

Actions still open	1
Decision	In effect: finish the listed actions
Next check or re-inspection date	8 Dec 2026
Summary for the client	Plan revised after a verbal threat at the returns counter on 9 Oct. The incident is logged without names and the investigation is complete. Two people now cover returns after 4 pm and radios are worn. A hold-up button for the returns counter is being fitted.
Plan prepared by name	M. Villanueva
Plan prepared by signature	
Person responsible for the plan name	R. Ochoa
Person responsible for the plan signature	