

INCIDENT FACTS

REPORT #:

71-236-2023

REPORT DATE:

April 3, 2023

INCIDENT DATE:

September 26, 2021

WORKER:

60 years old

INDUSTRY:

Gasoline Stations with
Convenience Stores

OCCUPATION:

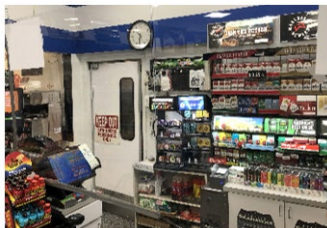
Gas Station Attendant

SCENE:

Gas station food mart

EVENT TYPE:

Homicide



Front counter area where gunman shot attendant.

[For a slideshow version, click here.](#)



This narrative was developed to alert employers and workers of a tragic incident and is based on preliminary data ONLY and does not represent final determinations regarding the nature of the incident or the cause of the injury. Developed by WA State Fatality Assessment and Control Evaluation (WA FACE) Program and the Division of Occupational Safety and Health (DOSH), WA State Dept. of Labor & Industries. WA FACE is supported in part by a grant from the National Institute for Occupational Safety and Health (NIOSH grant# 5U60OH008487). For more information visit www.lni.wa.gov/safety-health/safety-research/ongoing-projects/work-related-fatalities-face.

Attendant Shot in Gas Station Food Mart

SUMMARY

A 60-year-old attendant was fatally shot working at a gas station food mart. He was employed at the franchise for 21 years. His duties included helping customers, cashiering, stocking shelves, and cleaning.

The 24-hour accessible store was on a corner of a busy commercial intersection. The attendant worked the day shift, but always arrived two hours early before the store's lone late night attendant's shift ended at 7 a.m.

At 5:40 a.m., when no customers were present, an unknown gunman came in through the store's front entrance. He walked past the front counter and through a storage area door next to it. The attendant, who was at the counter, saw the gunman through a window in the door. When the attendant opened the door, the gunman turned toward him and fired twice from a .40 caliber handgun as the worker tried to flee. One bullet hit a wall, but the other hit the attendant. As the wounded attendant fell to the floor, his shooter ran away. The night shift attendant, who was in a cooler stocking shelves, called 911 as the shooting was underway. First responders declared the attendant dead at the scene. The incident was recorded on surveillance video. Detectives believed the gunman was attempting to rob the store.

Following the incident, investigators found:

- The employer instructed workers to not resist hostile and aggressive customers, and allow shoplifters and robbers to take what they wanted.
- Store security measures included a written robbery response procedure, 11 surveillance cameras inside and 5 outside, windows that were not entirely covered with advertisements, ample interior and exterior lighting, a foot-activated silent panic button under the front counter to notify police during emergencies, a \$100 cash register till drawer limit, and cash drop safes.

REQUIREMENTS

- All retail businesses operating between 11:00 p.m. and 6:00 a.m. are required to follow late night retail worker crime prevention rules. [WAC 296-832](#)

RECOMMENDATIONS

FACE investigators concluded that to help prevent similar occurrences, employers should:

- Develop a custom workplace violence prevention program for late-night retail establishments with site-specific policies, procedures, training, and program evaluation requirements.
- Conduct a workplace security analysis to identify hazards, conditions, operations, and situations that could lead to violence. If possible, hire a certified security consultant to do the analysis.
- Select engineering, procedural, and administrative controls from OSHA's recommendations for workplace violence prevention programs in late-night retail establishments (see link below). Controls can include changes to store layout, door access, and staffing levels.

RESOURCES

[Recommendations for Workplace Violence Prevention Programs in Late-Night Retail Establishments](#). Occupational Safety and Health Administration (OSHA)



Front entrance of gas station food mart where gunman entered.