



Convenience Stores

A list of best practices for loss prevention to help Ohio Mutual agent partners and members identify the most common hazards that Convenience Stores face every day.

Best Practices

General Safety



- Displays should be stable and secured against tipping over. The storage heights/number of shelves should be limited and shelves should have rounded corners to guard against cuts.

- Require posted evacuation diagrams and emergency procedure training for personnel.



- Parking lot should have appropriate markings, signage, striping, pothole & crack maintenance along with curbs and/or bollards for head-in parking protection — daily parking lot inspections are also encouraged.

Life Safety

- Maintain an adequate number of exits (2+) that are remote and accessible (unless your structure is less than fifty feet at its farthest point from the main entrance).

- During business hours storefront doors must be unlocked and swing “outward,” in the flow of patron traffic exiting the building.



- Install illuminated exit signs and emergency lighting units with monthly inspections and testing.

- Maintain open and adequate aisle spaces for ease of access, not only in the storefront but critically in storage areas so that firefighters can get to problem spots.

Fire Safety

- Implement housekeeping routines and procedures to mitigate fire and liability exposures. Circuit breaker box covers should be kept closed with no storage within three feet of the front of the units. Enforce a no smoking policy.

- Greasy cooking appliances & exhaust systems require wet chemical suppression systems (with surface protection) and a professional semiannual cleaning routine.

- Maintain appropriately sized, placed, and type of portable fire extinguishers (with Class K for cooking exposures).

- Install hardwired smoke & heat detection systems — these should be monitored by a central station.

Crime Safety

- Install an adequate security system with properly placed circuit contacts, motion detectors and glass breakage detection supplemented with surveillance cameras.

- Valuable inventory should be segregated, moved behind counters and surveilled to discourage theft/shoplifting.

- Require proper cash handling procedures including: limiting of cash in registers; lock boxes or safes utilized, accurate accounting records; proper vetting (via background checks) of key employees with cash-handling responsibilities; store closing policy; and bank drop safety.

