

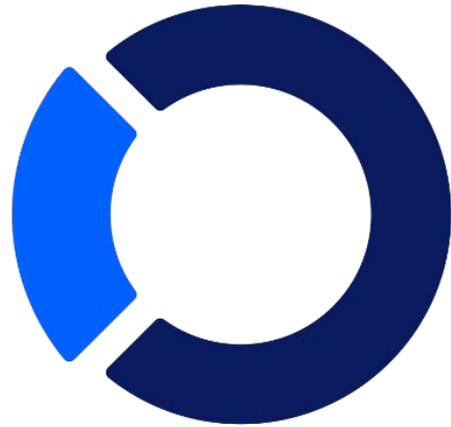


Preparing for the Retail Worker Safety Act

Thursday, June 12, 2025



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GNYADA Model Employee Handbook

Key Features of the Updated Handbook:

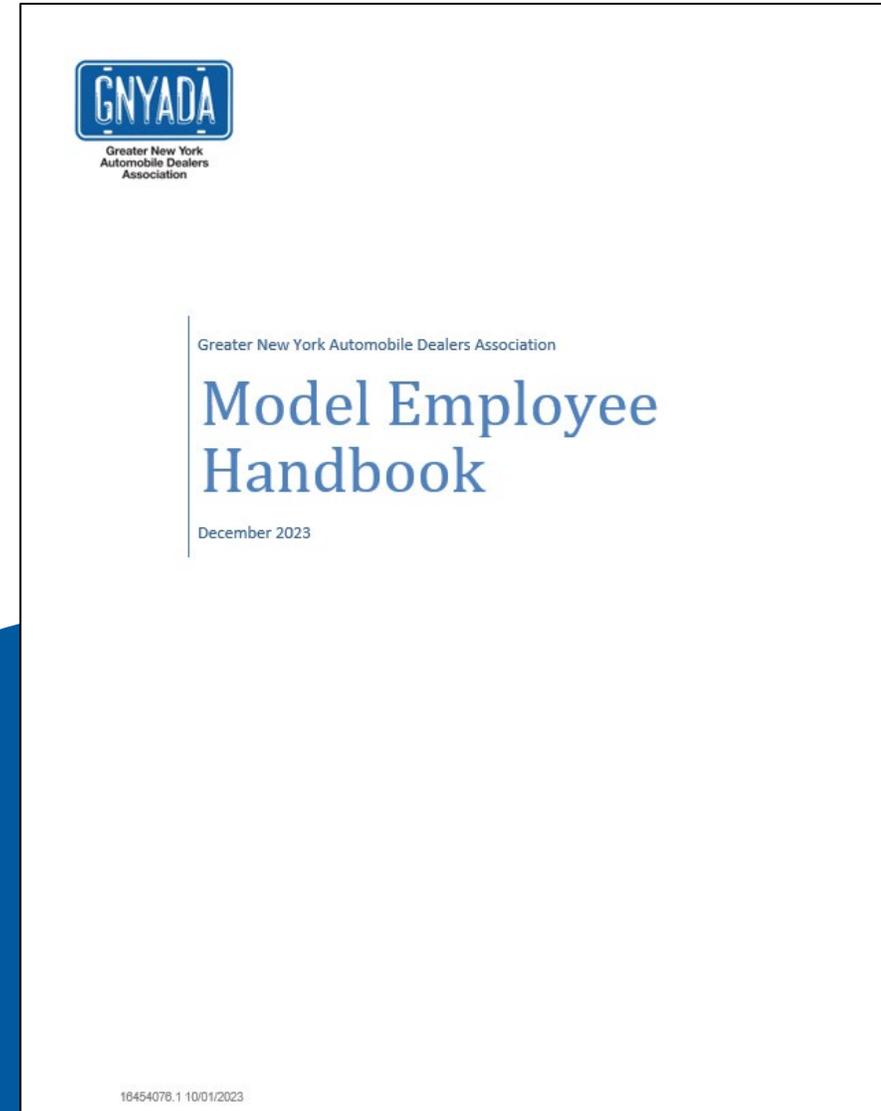
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Preparing for the Retail Worker Safety Act: What Dealers Need to Know

June 12, 2025

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Retail Worker Safety Act

- Amends New York Labor Law to add section 27-e
 - Most provisions went into effect on **June 2, 2025**
- Statewide legislation
- Intended to protect retail workers at a wide range of small to large-scale retailers from workplace violence

Coverage

- Covered employers include “any person, entity, business, corporation, partnership, limited liability company, or an association employing **at least ten retail employees.**”

Coverage

- The retail employees must work in a **retail store** that “sells consumer commodities.”
 - Excludes retailers who primarily “sell food for consumption on the premises”
 - Excludes employers of the state, any political subdivision of the state, a public authority, or any other governmental agency or instrumentality
- Retail stores include “any store that sells goods directly to the public at retail.”

Coverage

- Employees who primarily work at retail stores but are not employed by the retail store directly and are not involved in the selling of goods at retail, are covered by the Act (i.e. professional cleaners at retail stores).

Retail Worker Safety Act: Requirements

- Workplace Violence Prevention Policy
 - Effective **June 2, 2025**
- Workplace Violence Prevention Training Program
 - Effective **June 2, 2025**
 - Employers with at least 50 retail employees must provide workplace violence prevention training to all retail employees upon hire and on an annual basis thereafter.
 - Employers with fewer than 50 retail employees must provide workplace violence prevention training to all retail employees upon hire and once every two years thereafter.

Retail Worker Safety Act: Requirements

- Workplace Violence Prevention Training Program
 - The following **notices** must be provided at the annual or bi-annual training:
 - A notice containing the retail workplace violence prevention policy
 - A notice containing the information presented at the workplace violence prevention training program
- Retail Worker Requests for Assistance – Silent Response button
 - Effective **January 1, 2027**
 - Applies to covered employers with 500 or more retail employees **statewide**

Workplace Violence Prevention Policy

- Effective **June 2, 2025**, all dealerships with at least ten retail employees must:

Adopt the NYS Model policy or establish their own policy that meets or exceeds the minimum standards in the model policy.

Workplace Violence Prevention Policy

- The policy must include, at a minimum:
 - A list of factors or situations in the workplace that might place retail employees at risk of workplace violence
 - Methods that the dealership may use to prevent incidents of workplace violence
 - Information concerning the federal and state statutory provisions concerning violence against retail workers and a statement that there may be applicable local laws
 - Remedies available to victims of violence in the workplace
 - A non-retaliation provision that prohibits retaliatory conduct retail employees who engage in any of the Act's protected activities

Workplace Violence Prevention Training

- Effective **June 2, 2025**, all dealerships with at least ten retail employees must:

Adopt the NYS Model retail workplace violence prevention training or establish their own training that meets or exceeds the minimum standards in the model training.

Workplace Violence Prevention Training

- The model training does not include store-specific information.
- As a result, dealerships utilizing the state's written model training must add worksite-specific or company specific information.

Workplace Violence Prevention Training

- Examples of worksite-specific or company specific information to include in the written training materials:
 - A worksite specific list of emergency exits or a floor map with emergency exits clearly marked;
 - The location where staff should meet in the event of an emergency;
 - Instructions on the emergency devices (e.g., fire alarms) that are utilized in the dealership, if any, and how they operate

Workplace Violence Prevention Training

- Examples of worksite-specific or company specific information to include in the written training materials:
 - Instructions on the security related devices utilized in the workplace, (e.g. personal response systems or panic alarms), and how they operate;
 - Additional store specific or company specific emergency procedures; and
 - Any history of security problems at their store location and how they should be addressed.

Workplace Violence Prevention Training

- Training must include, at a minimum:
 - information on the Retail Worker Safety Act requirements;
 - examples of measures retail employees can use to protect themselves when faced with workplace violence from customers or other coworkers;
 - de-escalation tactics;
 - active shooter drills;
 - emergency procedures;

Workplace Violence Prevention Training

- Training must include, at a minimum:
 - instruction on the use of security alarms, panic buttons, and other related emergency devices;
 - information addressing conduct by supervisors and any additional responsibilities for such supervisors, including ways to address workplace specific emergency procedures;
 - training on areas of previous security problems; and
 - a site-specific list of emergency exits and meeting places in case of emergency.

Workplace Violence Prevention Training

- Effective **June 2, 2025**, all dealerships with at least ten retail employees must conduct interactive workplace violence prevention training.
 - The DOL has released an interactive model retail workers violence prevention training video that is available for use at no cost. Use of the interactive training video is not required by the Act.
 - The video is broken into 4 parts with an interactive question after each unit.
 - The video takes 30 (uninterrupted) minutes. That is work time.
 - The video restates the model written training materials word-for-word.

Workplace Violence Prevention Training

Employers may choose to develop and use their own interactive training for their employees; however, it must meet all the minimum requirements outlined in the Act.

Link to the training video: <https://survey.alchemer.com/s3/8292836/NYSDOL-Retail-Workplace-Violence-Prevention-Training>

Model Training Video Preview

New York State Department of Labor's Model Retail Workplace Violence Prevention Training

Welcome to the New York State Department of Labor's Model Retail Workplace Violence Prevention Training. This training is part of a statewide effort to increase safety and security for New York State retail employees. It consists of 4 short training videos and a summary video. Each of the 4 training videos is followed by multiple choice questions to deepen your understanding. This training will take approximately 30 minutes to complete and must be completed in one sitting. Your progress will not be saved if you exit the training and return to it later.

Please provide your name and the name and address of the store where you work below. This information will only be used to ensure that your employer provided you with this New York State mandated training.

First Name *

Last Name *

Store Name *

Store Location *

NEXT

Model Training Video Preview

Unit 1: The New York State Retail Worker Safety Act

Please watch the video below and then click the NEXT button to answer the corresponding multiple choice question.

The NEXT button will not appear until you have watched the entire video.



Model Training Video Preview

Unit 2: Understanding De-escalation

Please watch the video below and then click the NEXT button to answer the corresponding multiple choice questions. The NEXT button will not appear until you have watched the entire video.

UNIT 2
Understanding De-escalation

De-escalation Techniques

- Purposeful actions 
- Verbal communication
- Body language

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Retail Worker Requests for Assistance

- Effective **January 1, 2027**
- Only applies to employers with 500+ retail employees statewide
- A **silent response button** must be provided to every retail employee to request immediate assistance from a security officer, manager, or supervisor while the employee is at work in case of an emergency.
- Applicable employers must provide their retail employees with access to a silent response button in one of two ways:
 - Install the silent response button in an “easily accessible” location in the workplace
 - Provide all employees with a wearable or mobile phone-based button on employer-provided equipment

Key Takeaways Regarding the Retail Worker Safety Act

- We recommend that dealerships provide a copy or a link to the workplace violence prevention policy and the written workplace violence training to its retail employees.
- Dealers should develop a means to track/monitor whether an employee has completed the training video.
- There is no posting requirement at this time.

Thank You

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It is not to be considered as legal advice.
Laws can change often, and information may become outdated.

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