

What You Need to Know: New York State Retail Worker Safety Act (RWSA)

*Protecting Retail Workers Like
You from Workplace Violence*



What is the RWSA?

The Retail Worker Safety Act is a New York State law that helps protect retail employees—like you—from violence or threats at work. It requires your employer to take steps that help keep you safe, and gives you the right to report concerns without fear of punishment.

What this Law Means For You

Your employer must:

- Create a written safety policy that explains how they'll prevent workplace violence
- Tell you how to report concerns or incidents
- Share the policy with you in a language you understand
- Make sure you're not retaliated against for speaking up

Training You Can Use

You'll get training when you're hired and again every year or every other year (depending on your employer size). Your training includes:

- How to recognize risky situations
- How to stay safe around aggressive customers or coworkers
- De-escalation tactics (calming things down)
- What to do during an emergency (like a lockdown or evacuation)
- How and when to use any safety devices your workplace has (like panic buttons)

Silent Response Buttons (for some workers)

If your company has 500+ retail employees across New York, your store must install Silent Response Buttons by January 1, 2027. These can be on the wall, on your person (wearable), or even on your mobile device. You can press them during a dangerous situation to alert help.

What to Do if You Feel Unsafe

1. Report it right away to your manager or through the method explained during training.
2. Use any safety devices available (like panic buttons).
3. Ask questions if you're not sure about your workplace's safety procedures.
4. Speak up—your voice matters.

Your Rights...

- A safe workplace
- Speak up if you feel unsafe
- Know what steps are in place to protect you
- Report issues without being punished

If you have questions about anything in your training or this law, ask your manager or reach out to HR.

Want to see more?

Reach out to your Account Manager to learn more about this course and add it to your current training program.