

FACT SHEET

MANAGING THE RISK OF ROBBERY AND VIOLENCE IN SUPERMARKETS AND DEPARTMENT STORES

1. WHAT IS THE PROBLEM?

This Fact Sheet is aimed at assisting employers manage robbery and violence risks. The steps recommended here should be read in conjunction with requirements set out in the OHS Act 2000 and OHS Regulation 2001.

Supermarkets and department stores are high cash flow and high customer traffic businesses and are exposed to the risk of violence and robbery. In addition dissatisfied customers, frustration with queuing and mishandling of complaints can also trigger violent incidents. Incidents could be robbery or threats of violence from a dissatisfied or abusive customer. The results of such incidents include:

- Impact on the health and safety of you or your staff
- Impact on trading levels and the image of your business
- Possible increases in workers compensation and general insurance premiums

2. WHAT IS THE RISK OF ROBBERY OR VIOLENCE IN YOUR BUSINESS?

OHS legislation requires you to identify any violence related hazards in your workplace. You then need to assess any violence related risks and take action to minimise any identified problems. Some simple steps can be taken to work out how likely the risk of violence is to your business.

- Find out from your industry association or local police what types of incidents are common in your type of business and in your local area
- Consult with your employees about their experience and concerns

- List possible hazards (e.g. night work, cash handling, working alone)
- Check these hazards against common factors that might increase the risk of violence using the 5-point checklist.

Five-Point Checklist	YES	NO
1. Do you have any form of security system (e.g. alarms, CCTV)? Is it advertised to customers? Is it working effectively?		
2. Do you have staff rosters and procedures to minimise service delays at peak times?		
3. Do you minimise cash levels and have procedures to manage cash?		
4. Do you have a clear complaints procedure for dissatisfied customers which your staff have been trained in?		
5. Have you or your employees been trained to detect warning signs of violence or robbery and how to react if there is an incident?		

If you checked **NO** to any of the points above follow the recommended actions in the next sections. If there are other risks not mentioned above make sure you assess them and take appropriate action. Consult with your employees as you work through your plan of action.

3. WHAT CAN BE DONE TO MANAGE VIOLENCE AND ROBBERY RISKS?

Design and layout your store to discourage robbery and violence

- ✓ In supermarkets make sure window display and shop fittings allow clear view of the shop area from outside
- ✓ Minimise queuing by clear signage and well defined easily accessible lanes
- ✓ Locate Cash Registers or POS terminals so they are clearly visible from the outside or in department stores so there are clear internal lines of sight to sales points
- ✓ Maintain a well lit interior and exterior to minimise hiding places
- ✓ Secure rear and side external doors to restrict access and escape
- ✓ Designate safe areas or escape routes for you and your staff
- ✓ Install security devices to monitor people in high risk areas in the store.

Follow safety procedures that protect you and your staff

- ✓ Avoid opening and closing the store alone
- ✓ Keep counters clear of heavy or sharp items that could be used as weapons
- ✓ Encourage electronic forms of payment
- ✓ Minimise cash levels and use cash handling procedures that make cash less visible. Advise customers that minimum cash levels are held.
- ✓ Transfer cash to bank at regular intervals, at irregular times, by different routes and where possible with two people or use professional security services
- ✓ In larger stores conduct audits and inspections of safety and security measures
- ✓ Work with neighbouring businesses to reduce risks in your area.

Provide training and information so everyone is prepared

- ✓ Provide training that shows employees how to deal with customers politely, how to avoid queues, how to deal with complaints using positive

listening and to be aware of signs of anger and tension

- ✓ Inform staff that their own safety is paramount and that they should not put their own safety at risk to order to protect goods or property
- ✓ Train staff in non-violent responses to threatening situations
- ✓ Train staff in what they should do in the event of a robbery or shoplifting incident
- ✓ Make sure staff are familiar with cash handling procedures
- ✓ Make sure staff know how to raise the alarm and to operate security equipment.

Personal protection devices such as personal duress alarms may be required as an additional safe guard to the measures above.

WHERE CAN I GET FURTHER INFORMATION AND SERVICES?

- WORKCOVER NSW
WorkCover Information Centre 13 10 50
or visit our website
www.workcover.nsw.gov.au
- INDUSTRY ASSOCIATIONS
Australian Retailers Association
Phone: 02 9290 3766
Web: www.ara.com.au
National Meat Association
Phone: 02 9438 5144
Web: www.nmaa.org.au
Shop Assistants and Warehouse Employees Association
Phone: 02 4961 4694
Web: www.sdan.org.au
Shop, Distributive and Allied Employees Association
Phone: 02 9281 7022
Web: www.sdansw.asn.au
Check the Australian Banking Association guide *"Armed Robbery: Minimising the Risks and Effects for Small Business"*
- POLICE
Assistance is available from local police through Crime Prevention Officers. These officers can help you make your business and your local community safer and more secure places to live and work.

FACT SHEET

MANAGING THE RISK OF ROBBERY AND VIOLENCE IN CONVENIENCE STORES AND NEWSAGENCIES

1. WHAT IS THE PROBLEM?

This Fact Sheet is aimed at assisting employers manage robbery and violence risks. The steps recommended here should be read in conjunction with requirements set out in the OHS Act 2000 and OHS Regulation 2001.

Convenience Stores such as milk bars and newsagents are open long hours and usually have few staff on site. Cash handling and location in high crime areas mean many businesses are exposed to the risk of violence and robbery. Incidents could be robbery or threats of violence from a dissatisfied or abusive customer. The results of such incidents include:

- Impact on the health and safety of you or your staff
- Impact on trading levels and the image of your business
- Possible increases in workers compensation and general insurance premiums.

2. WHAT IS THE RISK OF ROBBERY OR VIOLENCE IN YOUR BUSINESS?

OHS legislation requires you to identify any violence related hazards in your workplace. You then need to assess any violence related risks and take action to minimise any identified problems. Some simple steps can be taken to work out how likely the risk of violence is to your business.

- Find out from your industry association or local police what types of incidents are common in your type of business and in your local area
- Consult with your employees about their experience and concerns

- List possible hazards (e.g. night work, cash handling, working alone)
- Check these hazards against common factors that might increase the risk of violence using the 5-point checklist.

Five-Point Checklist	YES	NO
1. Do you have any form of security system (e.g. alarms, CCTV)? Is it advertised to customers? Is it working effectively?		
2. Are rear doors kept locked and fire doors one-way egress only?		
3. Do you minimise cash levels and have procedures to manage and bank cash?		
4. Is there a clear view of the service area and cash register from outside that is not obstructed by signs or window displays?		
5. Have you or your employees been trained to detect warning signs of violence or robbery and how to react if there is an incident?		

If you checked **NO** to any of the points above follow the recommended actions in the next section. If there are other risks not mentioned above make sure you assess them and take appropriate action. Consult with your employees as you work through your plan of action.

3. WHAT CAN BE DONE TO MANAGE VIOLENCE AND ROBBERY RISKS?

Design and layout your store to discourage robbery and violence

- ✓ Make sure window display and shop fittings allow a clear view of the shop area from outside
- ✓ Locate Cash Registers or POS terminals so they are clearly visible from the outside
- ✓ Display minimum amounts of goods that are often targeted in robberies (eg. phone cards)
- ✓ Use perspex note covers to secure notes in all sections of the till
- ✓ Maintain a well lit interior and exterior to minimise hiding places
- ✓ Secure rear and side external doors to restrict access and escape
- ✓ Use drop safes and time delay safes and advertise fact to customers
- ✓ Install security devices to monitor people in high risk areas in the store (eg. mirrors in corners or ceiling to monitor hidden corners)
- ✓ Display emergency numbers on phones.

Follow safety procedures that protect you and your staff

- ✓ Avoid opening and closing the store alone and establish emergency communication system for those who have to work alone (e.g. opening up for deliveries in a newsagent)
- ✓ Keep counters clear of heavy or sharp items that could be used as weapons
- ✓ Roster more staff and more experienced staff at high risk times (eg. night)
- ✓ Minimise cash levels and use cash handling procedures that make cash less visible
- ✓ Transfer cash to bank at regular intervals, at irregular times, by different routes and where possible with two people or use professional security services
- ✓ Work with neighbouring businesses to reduce risks in your area.

Provide training and information so everyone is prepared

- ✓ Provide training that shows employees how to deal with customers politely, how to deal with complaints and to be aware of signs of anger and tension
- ✓ Inform staff that their own safety is paramount and that they should not put their own safety at risk to order to protect goods or property
- ✓ Train staff in non-violent responses to threatening situations
- ✓ Train staff in what they should do in the event of a robbery or shoplifting incident
- ✓ Make sure staff are familiar with cash handling procedures and credit checks
- ✓ Make sure staff know how to raise the alarm and how to operate security equipment.

Personal protection devices such as personal duress alarms may be required as an additional safe guard to the measures above.

WHERE CAN I GET FURTHER INFORMATION AND SERVICES?

- WORKCOVER NSW
WorkCover Information Centre 13 10 50
or visit our website
www.workcover.nsw.gov.au

- INDUSTRY ASSOCIATIONS
Shop Assistants and Warehouse Employees Association
Phone: 02 4961 4694
Web: www.sdan.org.au
Shop, Distributive and Allied Employees Association
Phone: 02 9281 7022
Web: www.sdansw.asn.au

- Australian Retailers Association
Phone: 02 9290 3766
Web: www.ara.com.au
Check the Australian Banking Association guide *"Armed Robbery: Minimising the Risks and Effects for Small Business"*

- POLICE
Assistance is available from local police through Crime Prevention Officers. These officers can help you make your business and your local community safer and more secure places to live and work.



FACTSHEET

MANAGING THE RISK OF ROBBERY AND VIOLENCE IN BOTTLE SHOPS

1. WHAT IS THE PROBLEM?

This Fact Sheet is aimed at assisting employers manage robbery and violence risks. The steps recommended here should be read in conjunction with requirements set out in the OHS Act 2000 and OHS Regulation 2001.

Licensed grocers and bottle shops attached to hotels and clubs are exposed to the risk of violence and robbery because of cash handling, working at night and because alcohol is often the target of robberies. Incidents could be robbery or threats of violence from an intoxicated or abusive customer. The results of such incidents include:

- impact on the health and safety of you or your staff
- impact on trading levels and the image of your business
- possible increases in workers compensation and general insurance premiums.

2. WHAT IS THE RISK OF ROBBERY OR VIOLENCE IN YOUR BUSINESS?

OHS legislation requires you to identify any violence related hazards in your workplace. You then need to assess any violence related risks and take action to minimise any identified problems. Some simple steps can be taken to work out how likely the risk of violence is to your business:

- find out from your industry association or local police what types of incidents are common in your type of business and in your local area
- consult with your employees about their experience and concerns
- list possible hazards (eg night work, cash handling, working alone)
- Check these hazards against common factors that might increase the risk of violence using the five-point checklist.

Five-Point Checklist	YES	NO
1. Do you have any form of security system (eg electronic sensors, CCTV)? Is it advertised to customers? Is it working effectively?		
2. Is there a clear view of the service area and cash register from outside that is not obstructed by signs or window displays?		
3. Do you have alarms and back up staff procedures for staff working alone in drive-thrus or separate bottle shops?		
4. Do you minimise cash levels and have procedures to manage and bank cash?		
5. Have you or your employees been trained to detect warning signs of violence or robbery and how to react if there is an incident?		

If you checked **NO** to any of the points above follow the recommended actions in the next section.
If there are other risks not mentioned above make sure you assess them and take appropriate action.
Consult with your employees as you work through your plan of action.

3. WHAT CAN BE DONE TO MANAGE VIOLENCE AND ROBBERY RISKS?

- design and layout your store to discourage robbery and violence
- use electronic sensors to alert staff that customers are entering or leaving the premises
- locate Cash Registers or POS terminals so they are clearly visible from the outside
- display minimum amounts of goods that are often targeted in robberies
- maintain a well lit interior and exterior to minimise hiding places
- secure rear and side external doors to restrict access and escape
- use physical means of reducing quick escapes in drive-thru areas (eg speed humps)
- use drop safes and time delay safes
- install security devices to monitor people in high risk areas in the store (eg mirrors in corners or ceiling to monitor hidden corners).

WorkCover. **Watching out for you.**

Follow safety procedures that protect you and your staff. For example:

- avoid opening and closing the shop alone
- keep counters clear of heavy or sharp items that could be used as weapons
- roster more staff and more experienced staff at high risk times (eg at night)
- encourage electronic forms of payment
- display signs to advise customers that minimal cash is held and time delay safes used
- minimise cash levels and use cash handling procedures that make cash less visible
- transfer cash to bank at regular intervals, at irregular times, by different routes and where possible with two people or use professional security services
- work with neighbouring businesses to reduce risks in your area.

Provide training and information so everyone is prepared:

- provide training that shows employees how to deal with customers politely, how to deal with intoxicated customers and to be aware of signs of anger and tension
- inform staff that their own safety is paramount and that they should not put their own safety at risk to protect goods or property
- train staff in non-violent responses to threatening situations
- train staff in what they should do in the event of a robbery or shoplifting incident
- make sure staff are familiar with cash handling procedures and credit checks
- make sure staff know how to raise the alarm and how to operate security equipment.

Personal protection devices such as personal duress alarms may be required as an additional safeguard to the measures above.

WorkCover. **Watching out for you.**

WHERE CAN I GET FURTHER INFORMATION AND SERVICES?

WorkCover NSW

WorkCover Information Centre 13 10 50

www.workcover.nsw.gov.au

Industry Associations

Australian Hotels Association (NSW) Phone: 1800 100 047

Web: www.ahansw.com.au

Email: training@ahansw.com.au

Australian Retailers Association

Phone: 02 9290 3766

Web: www.ara.com.au

Shop Assistants and Warehouse Employees Association

Phone: 02 4961 4694

Web: www.sdan.org.au

Shop, Distributive and Allied Employees Association

Phone: 02 9281 7022

Web: www.sdansw.asn.au

Check the Australian Banking Association guide

“Armed Robbery: Minimising the Risks and Effects for Small Business”

POLICE Assistance is available from local police through Crime Prevention Officers. These officers can help you make your business and your local community safer and more secure places to live and work.

Disclaimer

This publication contains information regarding occupational health, safety, injury management or workers compensation. It includes some of your obligations under the various Workers Compensation and Occupational Health and Safety legislation that WorkCover NSW administers. To ensure you comply with your legal obligations you must refer to the appropriate Acts.

This publication may refer to WorkCover NSW administered legislation that has been amended or repealed. When reading this publication you should always refer to the latest laws. Information on the latest laws can be checked at www.nsw.gov.au or contact (02) 9238 0950 or 1800 463 955 (NSW country only).



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FACT SHEET

MANAGING THE RISK OF ROBBERY AND VIOLENCE IN SERVICE STATIONS

1. WHAT IS THE PROBLEM?

This Fact Sheet is aimed at assisting employers manage robbery and violence risks. The steps recommended here should be read in conjunction with requirements set out in the OHS Act 2000 and OHS Regulation 2001.

High cash flow and high customer traffic businesses such as service stations are exposed to the risk of violence or robbery. Incidents could be robbery or threats of violence from a dissatisfied or abusive customer. The results of such incidents include:

- Impact on the health and safety of you or your staff
- Impact on trading levels and the image of your business
- Possible increases in workers compensation and general insurance premiums.

2. WHAT IS THE RISK OF ROBBERY OR VIOLENCE IN YOUR BUSINESS?

OHS legislation requires you to identify any violence related hazards in your workplace. You then need to assess any violence related risks and take action to minimise any identified problems. Some simple steps can be taken to work out how likely the risk of violence is to your business.

- Find out from your industry association or local police what types of incidents are common in your type of business and in your local area
- Consult with your employees about their experience and concerns
- List possible hazards (e.g. night work, cash handling, working alone)

- Check these hazards against common factors that might increase the risk of violence using the 5-point checklist.

Five-Point Checklist	YES	NO
1. Is there good visibility both inside and from outside to discourage robbery?		
2. Do you have any form of security system (e.g. electronic sensors, CCTV)? Is it advertised to customers? Is it working effectively?		
3. Do you minimise cash levels and have procedures to manage and bank cash?		
4. Have you or your employees been trained to detect warning signs of violence or robbery and how to react if there is an incident?		
5. Do you have any arrangements for when you or a staff member have to work alone (e.g. telephone call-ins, personal duress alarm)?		

If you checked **NO** to any of the points above follow the recommended actions in the next sections. If there are other risks not mentioned above make sure you assess them and take appropriate action. Consult with your employees as you work through your plan of action.

3. WHAT CAN BE DONE TO MANAGE VIOLENCE AND ROBBERY RISKS?

Design and layout your service station to discourage robbery and violence

- ✓ Clear visibility of the shop area from outside and clear visibility and line of sight within the store and to forecourt
- ✓ Cashier or console operator located for maximum visibility
- ✓ Counters wide enough and high enough to make physical contact between staff and public difficult
- ✓ Use drop safes and time delay safes and advertise fact to customers
- ✓ Well lit interior and exterior to minimise hiding places
- ✓ Rear and side external doors secured to restrict access and escape
- ✓ Designate safe areas or escape routes for you and your staff
- ✓ Install security devices to detect people entering and to monitor their movement.

Follow safety procedures that protect you and your staff

- ✓ Avoid opening and closing the shop alone
- ✓ Keep counters clear of heavy or sharp items that could be used as weapons
- ✓ Encourage electronic forms of payment
- ✓ Minimise cash levels and use cash handling procedures that make cash less visible
- ✓ Transfer cash to bank at regular intervals, at irregular times, by different routes and where possible with two people or use professional security services
- ✓ Use systems such as two key safes and advise customers that safes cannot be opened
- ✓ Regularly check your alarm systems to make sure they are working
- ✓ Work with neighbouring businesses to reduce risks in your area.

Provide training and information so everyone is prepared

- ✓ Provide training that shows employees how to deal with customers politely, how to avoid queues, how to deal with complaints using positive listening and to be aware of signs of anger and tension.
- ✓ Inform staff that their own safety is paramount and that they should not put their own safety at risk to order to protect goods or property.
- ✓ Train staff in non-violent responses to threatening situations
- ✓ Train staff in what they should do in the event of a robbery or shoplifting incident
- ✓ Make sure staff are familiar with cash handling procedures
- ✓ Make sure staff know how to raise the alarm and to operate security equipment

Personal protection devices such as personal duress alarms may be required as an additional safe guard to the measures above.

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or visit our website
www.workcover.nsw.gov.au
- **INDUSTRY ASSOCIATIONS**
Service Station Association
Phone: 02 9808 4188
Web: www.ssa.org.au
Motor Traders Association of NSW
Phone: 02 9213 4222
Web: www.mtansw.com.au
Australian Manufacturing Worker's Union
Phone: 02 9897 2011
Web: www.amwu.asn.au
Check the Service Station Security Guidelines produced by the Australian Institute of Petroleum.
- **POLICE**
Assistance is available from local police through Crime Prevention Officers. These officers can help you make your business and your local community safer and more secure places to live and work.