



Workplace Health and Safety Queensland

# **Guide to Personal Security in the Retail Industry**

February 2004

# Contents

<b>1. INTRODUCTION.....</b>	<b>3</b>
1.1 WHAT IS THIS GUIDE ABOUT? .....	3
1.2 WORKPLACE HEALTH AND SAFETY.....	3
<b>2. WHEN IS CASH-RELATED ASSAULT LIKELY TO OCCUR? .....</b>	<b>4</b>
2.1 BARRIERS TO PREVENT UNLAWFUL ACCESS TO CASH.....	4
2.2 VISIBILITY OF THE POINT OF SALE OPERATOR .....	6
2.3 ENTERING THE RETAIL WORKPLACE UNDETECTED .....	6
2.4 VISIBILITY WITHIN THE RETAIL WORKPLACE.....	7
2.5 OPENING AND CLOSING FOR BUSINESS .....	8
2.6 WORKING DURING THE HOURS OF DARKNESS.....	9
2.7 WORKING ALONE.....	10
2.8 SURVIVING A ROBBERY OR VIOLENT INCIDENT .....	11
<b>3. CONTROL MEASURES – FURTHER INFORMATION .....</b>	<b>12</b>
3.1 STAFF TRAINING .....	12
3.2 DOORS AND WINDOWS.....	12
3.3 SURVEILLANCE EQUIPMENT.....	13
<b>4. DISCHARGE OF OBLIGATION IN AREAS BEYOND THE RETAIL WORKPLACE .....</b>	<b>14</b>
<b>FURTHER INFORMATION .....</b>	<b>15</b>

*"Personal Security in the Retail Industry - Managing the risk of cash-related assault"* was developed as an initiative of the former Workplace Health and Safety Council; the Retail and Wholesale Trade Industry Committee and the Finance, Property, Business Services and Public Administration Industry Committee.

This document has been revised by a working party of representatives from the Retail and Wholesale Sector Standing Committee. The committee wish to acknowledge the assistance of the following organizations:

- Motor Trades Association of Queensland
- Queensland Retail Traders and Shopkeepers Association
- Shop Assistants Union
- Qld Police Service

# 1. Introduction

## 1.1 What is this guide about?

This guide is about personal security in the retail industry. It will help you minimise the risk of assault from people who are seeking to unlawfully **access cash at your workplace**.

The control measures suggested in this guide may also help minimise the risk of injury arising from non-cash related assault (eg. robbery of property other than cash, sexual assault). This guide does NOT deal with the risk of injury<sup>1</sup> to retailers<sup>2</sup> which arises from other forms of violence at the workplace (such as violence between co-workers or verbal abuse)<sup>3</sup>.

## 1.2 Workplace Health and Safety

The *Workplace Health and Safety Act 1995 (the "Act")* imposes obligations on various people (eg employer, self-employed person) to ensure workplace health and safety. This Act defines workplace health and safety as -

- Freedom from disease or injury to persons caused, and risk of disease or injury to persons created, by workplaces, workplace activities or specified high risk plant.

### THE ACT IMPOSES OBLIGATIONS ON A NUMBER OF PERSONS, INCLUDING:

#### Persons who conduct a business or undertaking are obliged:

- to ensure the health and safety of each person who performs a work activity for the business or undertaking.

#### Employers are obliged:

- to ensure the health and safety of each of their workers at work;
- to ensure their own health and safety;
- to ensure the health and safety of other people who are not workers.

#### Self-employed persons are obliged:

- to ensure their own health and safety
- to ensure the health and safety of other people who are not workers

#### Persons in control of a workplace are obliged:

- to ensure that people can come to work at the workplace with minimum risk of injury or illness;
- to ensure safe access to the workplace for all people, including those who are not workers

#### Persons in control of a relevant workplace area are obliged:

- to ensure that people can come to work at the relevant workplace area with minimum risk of injury or illness;
- to ensure safe access to the relevant workplace area for all people, including those who are not workers

<sup>1</sup> In this guide, the term "injury" refers to physical and/or psychological injury.

<sup>2</sup> Retailer refers to any person working in the retail industry.

<sup>3</sup> Refer to workplace health and safety guide entitled "Violence at Work".

## 2. When is cash-related assault likely to occur?

The risk of cash-related assault increases:

- when there appears to be inadequate barriers to prevent unlawful access to cash;
- when the point of sale operator is not visible to people outside the workplace;
- when a person can enter the workplace undetected;
- when the point of sale operator cannot see other people in the workplace;
- during opening and closing times;
- during the hours of darkness;
- when a person is working alone.

**You will need to determine which of these apply at your own workplace.**

### 2.1 Barriers to prevent unlawful access to cash

Your retail workplace is likely to be more attractive to a potential offender if cash is, or appears to be, easily accessible. Implementing measures to impede unlawful access to cash will make your workplace a less attractive target and minimise this risk.

#### Suggested control measures

The following control measures are suggested ways to minimise the accessibility of cash. Some of these measures may be applicable to your workplace.

Measures have been grouped under the following headings:

- staff training
- cash management procedures
- visual deterrents
- design of the point of sale area.

#### (i) Staff training

Staff should be trained in cash management procedures that have been established specifically for your workplace. Staff should be aware that they are vulnerable when they are handling cash and should be trained in appropriate behaviour in the event of a robbery. **Staff should NOT be put in a position where their safety is compromised. They should be instructed that, in the event of a robbery, they should always hand over the cash.**

Section 3.1 of this guide (page 12) provides

details about staff training.

#### (ii) Cash management procedures

In general, cash management should make cash both less visible and less accessible. It involves cash handling, storage and transfer.

#### Cash handling procedures

Following are some general cash handling procedures: (if a safe is used do not alert customers or potential offenders to the location and the fact a staff member has the ability to access the safe) For example, if you require change do not walk into the room with the safe open it and get the correct money so that the customers either can see or can determine what you have just done. So ensure this process is completed during low risk times.

- open cash drawer only when in use, ie when the customer is paying for the merchandise;
- close cash drawer before merchandise is packaged;
- where practical, lock cash drawer and remove key when not in use;
- use the audible device which indicates the opening of the cash drawer;
- clear excess cash from the cash register frequently and randomly;
- put excess cash into a safe;
- lock the safe at all times when not in use;
- change the combination to the safe frequently and in response to staff changes;
- count cash in a secure room;
- use and encourage cashless purchasing (credit cards and EFTPOS);
- pay staff by cheque or direct credit.

#### Cash storage

A cash storage facility, such as a safe, seeks to deter, delay and deny access to cash. It may be appropriate to use a cash storage facility at your workplace to restrict access to cash.

You should seek expert advice about the installation of a cash storage facility. Some options to consider include:

- a lockable 'post-feed' device which does not allow cash to be removed once posted;
- a limited number of keys and/or combinations;
- time delay locks or two key opening systems.

**Note, the cash register should NOT be used to store cash when the workplace is unattended.**

#### *Cash transfer*

The following practices are likely to reduce the opportunity for crime when transporting cash:

- use a professional cash collection service;
- assign more than one person to the task and/or rotate the task so that it is not always done by the same person(s);
- send well-trained staff;
- make frequent random bank deposits throughout the day;
- use a bank close to your workplace to deposit takings;
- avoid using public transport;
- if using a private car<sup>4</sup>, keep the doors locked, do not leave the vehicle *en route*, avoid quiet streets and vary the route and time of travel;
- if using a taxi, order one by telephone and ask the operator to give you the number of the assigned cab; if walking, keep to busy streets;
- do not advertise the fact that you are carrying cash (eg don't carry a marked bank bag and/or wear your workplace uniform), consider using a security case and changing out of or disguising your uniform;
- do not talk publicly about cash movements;
- do not establish a routine for cash movements – vary both the time and the route;
- ensure that the time of return is known so an alarm can be raised, if necessary;
- be aware of vehicles or people behaving suspiciously;
- use security devices available, such as a mobile phone or a personal alarm;

<sup>4</sup> Note, there may be implications for vehicle insurance cover when a private vehicle is used for work purposes.

- if using a night safe, do not expose cash until you have opened the safe.

#### **(iii) Visual deterrents**

Using visual deterrents can reduce the attractiveness of your workplace to a potential offender.

Effective visual deterrents include:

- *surveillance* of the main public entrance and the point of sale area which will facilitate identification of potential offenders. Height markers at the exit points also facilitate identification. (For further advice about surveillance equipment, see Section 3.3 - page 13);
- *advertising* security measures in use, such as cash management procedures and facilities (eg. "No cash kept on this premise", "Time delay safe in use"), surveillance equipment and security patrols.

#### **(iv) Design of the point of sale area**

The major target for criminal activity is the point of sale area. Measures can be directed at this area to minimise the accessibility of cash. (It is preferable and more cost effective to consider these measures at the design stage of the premises.) Measures directed at the point of sale area are physical measures which may or may not be appropriate for the level of risk at your workplace.

Measures to minimise the accessibility of cash include:

- siting the point of sale area away from entrances and exits;
- minimise the visibility of the cash drawer, especially when it is open;
- raising the floor of the point of sale area;
- installing physical barriers at the point of sale area, such as:
  - anti-vault facilities;
  - security glazing, such as bullet proof enclosures (which provide the greatest protection);
  - staff-controlled rising screens;
  - wide point of sale counters;
  - cash transfer recesses under fixed screens.
- in the case of the point of sale area being a "drive thru"<sup>5</sup> window, placing speed bumps in the exit lanes to reduce the chance for a quick escape.

<sup>5</sup> This is a reference to the particular style of retailing where the customer drives through an area to make a purchase.

## 2.2 **Visibility of the point of sale operator**

Point of sale operators are often targets for assault because they handle cash. Offenders do not wish to be seen during an attack. Your retail workplace will represent a more attractive target if the point of sale area is "hidden" from the view of outsiders and offenders believe that they will not be observed. Ensuring that the view of the point of sale operator from outside the workplace is not obstructed will minimise this risk.

### **Suggested control measures**

The following control measures are suggested ways to make the point of sale operator more visible to people outside the workplace. Some of these measures may be applicable to your workplace.

#### **(i) External measures**

Evaluate the building surrounds (including landscaping features) to determine whether any physical elements hide the point of sale operator from view.

Things to consider include:

- unnecessary temporary objects, such as rubbish and bins;
- trees and shrubs;
- earth mounds or large objects, such as boulders.

#### **(ii) Internal measures**

Lighting<sup>6</sup> which is brighter *inside* than *outside* enhances the visibility of the workplace. However, the level of lighting should not be so high that it impedes the point of sale operator's view to the outside.

Remove promotional material and other posters from windows and around the point of sale area to ensure that visibility into the premise is as good as possible.

## 2.3 **Entering the retail workplace undetected**

Your workplace is likely to be more attractive to a potential offender if that person is able to enter the workplace without being detected.

<sup>6</sup> Australian Standard 1680 covers interior lighting and Australian Standard 1158 covers public lighting (exterior lighting). The local electricity authority may also be a useful source of advice in this regard.

This is because their risk of being identified may be minimised and the likelihood of successfully carrying out the robbery is greater if the retailer has not been alerted to the offender's presence on the premise. Implementing measures which alert you to people entering your retail workplace will make it a less attractive target and therefore minimise this risk.

### **Suggested control measures**

The following control measures are suggested ways to maximise detection of people entering the retail workplace and to restrict unauthorised entry. Some of these measures may be applicable to your workplace.

Measures have been grouped under the following headings:

- staff training
- lighting
- other external measures
- detection devices
- restricting unauthorised access.

#### **(i) Staff training**

Potential offenders will be deterred if it is obvious that staff have been trained to be alert to the comings and goings of customers. Section 3.1 of this guide (page 12) provides details about staff training.

#### **(ii) Lighting**

Lighting<sup>7</sup> at the main public entrance to the workplace should be sufficiently bright to enable retailers to see people approaching and to note the details of vehicles.

#### **(iii) Other external measures**

Assess the building surrounds, particularly near the main public entrance, to determine if there are any physical elements which could be used by an offender as hiding places while they gain access to the building. You will find a list of things to consider in the previous section.

#### **(iv) Detection devices**

There are various methods available to detect people entering your retail workplace. Some of these may be appropriate for the level of risk at your workplace.

<sup>7</sup>

Australian Standard 1680 covers interior lighting and Australian Standard 1158 covers public lighting (exterior lighting). The local electricity authority may also be a useful source of advice about effective lighting.

### *Surveillance equipment*

If surveillance equipment is used to detect people entering your retail workplace, it should be monitored by either the point of sale operator or by someone in another area of the building. Staff on duty should be immediately alerted to suspicious people entering the building.

Section 3.3 of this guide (page 13) provides further details about surveillance equipment.

### *Mirrors*

Security mirrors may also facilitate the detection of people entering your workplace.

### *Alarm systems*

Alarms systems provide a way of alerting you to the people entering the workplace who may otherwise be unseen.

There are a number of alarm component options available, such as:

- movement detectors (typically infra-red and microwave) which react to movement and/or heat;
- duress buttons, either portable or fixed; and
- Magnetic Reed Switches, which are electro-mechanical devices that activate the alarm when the electronic circuit is broken i.e. when a door or window is opened.

You should seek expert advice about the installation of such equipment.

### *Other devices*

Other devices (such as a bell on the door of the main public entrance) may be appropriate for detecting people entering your retail workplace.

### **(v) Restricting unauthorised access**

The following measures are designed to prevent or restrict unauthorised people from entering your workplace:

- ensure that potential access points outside the view of the retailer, such as the back door and windows, are secure at all times when not in use;
- install a device which allows the point of sale operator to remotely close the public entrance doors, thereby preventing access by any suspicious person (Note, in some cases, power loss has resulted in the doors opening automatically. If considering such doors, this possibility should be

investigated).

You should refer to Queensland Fire Service regulations about the fortification of building access points, such as doors, windows and glass areas. Further details are provided in Section 3.2 of this guide.

## **2.4 Visibility within the retail workplace**

Your retail workplace is likely to be more attractive to potential offenders if it offers places where they can conceal themselves while preparing for an assault (for example, while disguising their appearance and/or taking out a weapon). Implementing measures which maximise the point of sale operator's view of people within your retail workplace will make it a less attractive target and therefore minimise this risk.

### **Suggested control measures**

The following control measures are suggested ways to ensure that people within the retail workplace are visible to the point of sale operator. Some of these measures may be applicable to your workplace.

Measures have been grouped under the following headings:

- staff training
- lighting
- surveillance equipment
- layout of the workplace.

#### **(i) Staff training**

Potential offenders will be deterred if it is obvious that staff have been trained to be alert to the whereabouts and activities of customers. Section 3.1 of this guide (page 12) provides details about staff training.

#### **(ii) Lighting**

Adequate lighting<sup>8</sup> of the public areas within a retail workplace will ensure visibility of these areas and minimise possible cover for offenders.

<sup>8</sup>

Australian Standard 1680 provides advice about interior lighting. The local electricity authority may also be a useful source of advice in this regard.

### ***(iii) Surveillance equipment***

Surveillance equipment used to view people within your retail workplace should be monitored, so that staff can be alerted to suspicious activity. Section 3.3 of this guide (page 13) provides further details about surveillance equipment.

### ***(iv) Layout of the workplace***

Visibility within your retail workplace will be enhanced by:

- wide, uncluttered aisles;
- low shelf height;
- removing promotional material in lines of sight; and
- security mirrors placed to allow observation of hidden areas.

## **2.5 Opening and closing for business**

Your retail workplace is more likely to be targeted by a potential offender when it is either opening or closing for business. There are a number of reasons for this:

- there are usually fewer people around to provide assistance to the victim and/or to witness the crime;
- the retailer may be carrying cash;
- it may be dark, providing cover for potential offenders;
- the retailer may be alone.

Special personal security measures should be in place to minimise this risk.

### **Suggested control measures**

The following control measures are suggested ways to minimise the vulnerability of people working at these times. Having regard to the size of your business and the risks involved, some of these measures may be applicable to your workplace.

Measures have been grouped under the following headings:

- staff numbers
- staff training
- opening and closing procedures
- personal alarm
- security services.

### ***(i) Staff numbers***

Having more than one staff member working at any time represents a deterrent to potential offenders. Where possible, more than one staff member should be involved with opening and particularly closing the workplace.

### ***(ii) Staff training***

Staff should be alerted to their own vulnerability while opening or closing the workplace. This should be addressed in staff training, together with the following:

- established opening and closing procedures;
- appropriate behaviour at these times; and
- the use of additional facilities, such as a personal alarm, available at these times.

Section 3.1 of this guide (page 12) provides details about staff training.

### ***(iii) Opening and closing procedures***

At opening and/or closing times, staff may be required to carry cash, work alone and/or work during the hours of darkness. These circumstances expose the retailer to a high personal safety risk. This should be considered when developing opening and closing procedures. Procedures which focus on personal safety, will help in minimising this risk.

For example:

- Before entering the workplace:
  - look for anyone loitering around;
  - check for any signs of attempted entry; and if unsure or the workplace is not secure, do not enter, but advise police immediately.
- Before leaving the workplace:
  - take note of any person loitering outside the workplace; and
  - if suspicions are aroused, use panic assistance systems if provided, or else inform the police.

### ***(iv) Personal alarm***

It may be appropriate to provide staff who open or close the business with a personal duress alarm. A personal duress alarm can be either audible or silent. An audible personal duress alarm, when activated, can act as a deterrent to would-be offenders. A silent personal duress alarm, must be monitored. (Seek advice as to which would be most suitable for your business)

either audible or silent) Training staff in appropriate use is essential. Audible would be more suitable in an assault situation and silent in an armed robbery situation as the motivation of the offenders is different. Either the organization, and/or preferably an accredited security monitoring station can monitor it. (Note, these alarms are not monitored by the police).

#### **(v) Security services**

Additional security measures should be in place when the retailer is required to carry cash while opening or closing the business. This may involve employing security services.

Sections 2.6 and 2.7 respectively provide advice about how to minimise risk when the retailer is working during the hours of darkness and when the retailer is working alone.

## **2.6 Working during the hours of darkness**

The risk of assault increases during the hours of darkness. This is because darkness provides cover for potential offenders and there are likely to be fewer people around to witness a crime and/or to provide assistance.

### **Suggested control measures**

The following control measures are suggested ways to minimise the vulnerability of people working when it is dark. Having regard to the size of your business and the risks involved, some of these measures may be applicable to your workplace.

Measures have been grouped under the following headings:

- staff numbers
- staff training
- networking
- retreat
- procedures
- personal alarm
- security services
- lighting

#### **(i) Staff numbers**

Having more than one staff member working at any time is a deterrent to a potential offender. An assault may be more difficult to complete and the likelihood of positive identification of the offender increases when the retailer is not working alone.

Where possible, more than one staff member should be rostered on to work during the hours of darkness. In addition when it is dark, staff should leave the workplace in pairs or groups.

#### **(ii) Staff training**

Staff should be alerted to their own vulnerability during the hours of darkness. This should be addressed in staff training, together with the following:

- details of procedures established for working during the hours of darkness;
- appropriate behaviour at these times; and
- the use of additional facilities in place at these times.

Section 3.1 of this guide (page 12) provides details about staff training.

#### **(iii) Networking**

For night traders, it may be worthwhile to encourage other night workers, such as taxi drivers and the police, to visit the retail workplace. This will help create the impression that people are around. It will also facilitate the early detection of an incident and the provision of assistance.

#### **(iv) Retreat**

It may be appropriate to provide staff working during the hours of darkness with access to a safe retreat or secure location. To maximise their safety, this retreat should meet the following specifications:

- not able to be easily penetrated (refer to section 3.2);
- has a one-way lock which is able to be opened from the inside only; (Self latching fast closing)
- is fitted with adequate lighting and ventilation; and
- contains an independent communication link, such as a mobile phone on charger programmed with emergency numbers and land line

- Further points to consider would be another alarm button (duress) and Emergency exit in case offender starts a fire or manages to break the door. This can be achieved by another door or a fire safety window security screen. This room may be a good point to place security recording equipment to include screen so staff member can still have vision of external area. If not a door viewer would suffice.

#### **(v) Procedures**

It may be appropriate to establish specific procedures for retailers working during the hours of darkness, for example:

- staff should be allowed to leave the workplace in groups;
- staff should be allowed to move their vehicles closer to the workplace. This process should be undertaken in groups;
- staff should take note of any person loitering outside the workplace and if unsure, they should inform the police.

#### **(vi) Personal alarm**

It may be appropriate to provide staff who work during the hours of darkness with a personal duress alarm. A personal duress alarm can be either audible or silent. An audible personal duress alarm, when activated, can act as a deterrent to would-be offenders. A silent personal duress alarm, must be monitored. Either the organization, and/or preferably an accredited security monitoring station can monitor it. (Note, these alarms are not monitored by the police).

It may be appropriate to issue staff with a portable duress alarm if it is dark when they leave the workplace.

#### **(vii) Security services**

Employing security services provides a significant deterrent to potential offenders.

The extent to which this measure is implemented may vary, as follows:

- random security patrols while a person is working during the hours of darkness;
- security officer present at the end of a shift to escort the retailer to their vehicle;
- a security officer present continuously during the hours of darkness.

#### **(viii) Lighting**

Lighting<sup>9</sup> which illuminates the interior and the exterior of the retail workplace may be considered an elementary security technique. Adequate lighting should be provided in car parks to allow good visibility and eliminate possible hiding places.

## **2.7 Working alone**

A retail workplace with a person working alone is a more attractive target to a potential offender. Lone workers are likely to have less access to assistance. Special personal security measures should be in place to minimise this risk.

It is not recommended that a person under 18 years be employed to work alone at night.

#### **Suggested control measures**

The following control measures are suggested ways to minimise the vulnerability of a lone worker. Having regard to the size of your business and the risks involved, some of these measures may be applicable to your workplace.

Measures have been grouped under the following headings:

- staff training
- personal alarm
- retreat
- security services.

#### **(i) Staff training**

Staff should be alerted to their own vulnerability when working alone. This should be addressed in staff training, together with the following:

- details of specific procedures established for working alone;
- appropriate behaviour when alone; and
- the use of additional facilities provided for lone workers.

Section 3.1 of this guide (page 12) provides details about staff training.

#### **(ii) Personal alarm**

Refer to pages 8 and 9 on "Personal Alarm"

<sup>9</sup> Australian Standard 1680 covers interior lighting and Australian Standard 1158 covers public lighting (exterior lighting). The local electricity authority may also be a useful source of advice in this regard.

### **(iii) Retreat**

It may be appropriate to provide staff working alone with access to a safe retreat or secure location. Specifications for a safe retreat are provided in Section 2.6 of this guide (page 9).

### **(iv) Security services**

Employing security services provides a significant deterrent to potential offenders.

The extent to which this measure is implemented may vary, as follows:

- random security patrols while the retailer is otherwise working alone;
- security officer present at the end of a shift to escort the retailer to their vehicle;
- a security officer present continuously so that the retailer is not alone.

## **2.8 Surviving a robbery or violent incident**

**SURVIVAL** is the number one priority during a robbery or violent incident.

Everyone in the retail industry should follow a number of simple rules to reduce the likelihood of injury if an incident occurs.

### **(i) Survival Rules for a Robbery or Violent Incident**

- **Follow instructions:** Do exactly what the offender says. **(No more no less)**
- **Stay calm and quiet**
- **Avoid eye contact**
- **Do not make a sudden movement**
- **Remain inside the workplace:** Do not chase the offender
- **Show your Hands:** If you have to move, keep your hands where the offender can see them and tell them what you are going to do.
- **Do not attack the offender.**
- **Mental notes:** Note as much information about the offender as possible, if it is safe to do so. Look at things like height, hair colour, eyes, physical condition and tattoos/special marks

### **(ii) What to do after a robbery or violent incident**

After a robbery or a violent incident, employers and the person in charge at the time of the incident should follow a number of steps to help them deal with the situation.

### **AFTER THE ROBBERY OR VIOLENT INCIDENT**

#### **Person in charge at the time of the incident:**

- Make sure that victims receive **prompt medical attention** if injured
- **Raise the alarm when safe to do so**
- **close the premises**
  
- Notify your employer – if they are not on site.
- Prepare an incident report

#### **Employer:**

- Notify the **Police (If not done)**
- Arrange counselling for the victim(s) because they may suffer from 'post traumatic stress'. The symptoms of post traumatic stress include increased heart rate, insomnia, muscle tension, hypersensitivity, fear of returning to work, depression, grief, guilt and anxiety
- Notify Workplace Health and Safety Queensland if the incident results in:
  - (i) Serious bodily injury, or
  - (ii) Work-caused illness  
(as defined in the WHS Ac 1995).
- Attend to WorkCover notification requirements.

## 3. Control measures – Further information

### 3.1 Staff training

Training is an important element in minimising the risk of assault to retailers. It can be used to inform staff about policies and procedures, and to deliver advice about prevention.

Training should make staff aware of the risks they could face in their job, of the potential for danger and of the need to be prepared. Training needs to be designed to increase staff confidence and ability to respond by providing them with strategies. Training needs to leave staff feeling safer within the workplace not fearful. Adequate preparation for a traumatic event lessens its impact.

#### Timing of training

Training should be provided:

- when the worker commences employment;
- regularly throughout their career as refresher training;
- when new procedures are adopted; and
- when new technology is introduced.

#### Structure and content of training

The structure and content of the training program should be tailored to meet the needs of the target group. Consider the specific needs of workers of non-English speaking backgrounds.

Training objectives should include ensuring workers are safe and ensuring workers understand and use safe work practices and procedures.

A range of training should be available to workers. The subjects covered should include:

- operating procedures and facilities available for:
  - opening and closing times,
  - cash management,
  - emergencies,
  - security (including confidentiality about procedures and equipment),
  - working during the hours of darkness, and
  - working alone;

- use and maintenance of security equipment and devices;
- being alert to people entering the retail workplace and to the behaviour of people within the retail workplace;
- how to identify offenders and how to identify suspicious behaviour (stocks of description forms should be maintained);
- what to do during and after a robbery or assault; and
- post incident trauma and the arrangements for post-incident support.

Supervisors or managers should receive additional instruction in:

- security considerations in building planning and design;
- how to recognise trauma, to acknowledge its emotional impact on staff and to assist with debriefing after incidents; and
- liaising with the police and the media. (Cooperation should be sought from the media regarding the limited reporting of incident details).

#### Review and evaluation

The employer, in conjunction with workers, workplace health and safety officers and workplace health and safety representatives, should regularly review training to ensure training objectives are met.

Training should also be reviewed when there is:

- a change in work practices, for example cash management procedures;
- a change in workplace layouts, task design or organisation; and
- the introduction of new or modified equipment.

### 3.2 Doors and windows

Refer to Queensland Fire Service regulations in relation to the fortification of building access points, such as doors, windows and glass areas.

## Doors

Issues to consider when installing doors<sup>10</sup> include:

- All external doors, whether for regular or emergency use, should be fitted with appropriate quality hinges, bolts and either manual or electronic locks. (Note: If electronic key-pad locks are used to secure doors, the pads may become worn over time due to continual use.)
- Fire regulations require that at least one external door must have a single opening lever.
- If locks are not visible on external doors, intruders may be less likely to drill through the lock to gain access.
- A peephole on external door(s) allows some visibility to outside without opening the door.

## Windows/Glass areas

Glass may be broken or removed by an offender. To minimise unauthorised access, consider installing:

- a grille<sup>11</sup> behind or in front of glass in windows and doors, and/or behind display areas;
- security films;
- toughened glass;
- barriers (such as bollards, large flower pots, rocks and/or concrete seats) between the glass area and the foot path, to prevent "ram raids"<sup>12</sup>.

## Roofing

The roof of a building is also a vulnerable area. Metal grilles above the ceiling, can help to fortify this part of the building.

### 3.3 Surveillance equipment

Surveillance equipment<sup>13</sup> which allows continuous monitoring of a workplace can:

- ensure that assistance is received in an emergency;
- aid in identification of offender(s); and
- act as a deterrent to potential offender(s).

An assessment of the security risk will determine whether surveillance equipment is warranted. Expert advice should be sought regarding the type and the installation of surveillance equipment.

The use of surveillance equipment should be prominently advertised to staff and customers, but should not be used in areas where it would breach an employees privacy e.g. Dressing rooms, toilets or shower areas.

---

<sup>10</sup> Australian Standards AS -NZ 2803.1 and AS 2804, respectively, provide advice about the construction and fitting of aluminium hinged security screen doors. Australian Standard AS - NZ 2803.2 provides advice about sliding screened security doors.

<sup>11</sup> Australian Standards AS – NZ 4604 and AS – NZ 4605 provide advice about the design, construction, performance and installation of security grilles. This refers to a method of forced entry in which a vehicle is used.

---

<sup>13</sup> Australian Standard 2201 provides technical advice about the installation of this equipment.

## 4. Discharge of obligation in areas beyond the retail workplace

In certain circumstances, a retail worker may be exposed to risk in areas beyond, but adjacent to, the retail workplace. Control measures may need to be implemented in relation to such areas.

### Obligation of the retail worker's employer

Retail workers, whose work requires them to access or traverse places such as car parks and bin areas, may be exposed to a greater risk of injury from assault when such work is done during the hours of darkness, particularly when they are alone. **(roster high risk activity during low risk periods)**

The employer of this retail worker should implement control measures to manage this risk. Appropriate control measures may include installing additional lighting, contracting security personnel, and/or providing training and instruction on safe procedures (such as a "buddy" system).

### Obligations of other persons

The *Workplace Health and Safety Act 1995* was amended in 2003 to ensure it continues to be effective and relevant to Queensland workplaces.

The new law includes obligations on:

1. A person in control of a relevant workplace area; and,
2. A person in control of fixtures, fittings or plant included in the relevant workplace area.

### What are the new obligations?

The Act now outlines the following obligations:

*Obligation of person in control of relevant workplace areas:*

1. The person in control of a relevant workplace area has an obligation to ensure the relevant workplace area is safe and without risk to health.
2. This section does not apply to a relevant workplace area to the extent that the relevant workplace area is also the domestic premises of the person in control of the relevant workplace area.

*Obligation of person in control of fixtures, fittings or plant included in the relevant workplace area:*

1. The person in control of fixtures, fittings or plant included in the relevant workplace area has an obligation to ensure the fixtures, fittings or plant are safe and without risk to health.
2. This section does not apply to a relevant workplace area to the extent that the relevant workplace area is also the domestic premises of the person in control of the relevant workplace area.

### What is a relevant workplace area?

A relevant workplace area is:

1. any building or other structure, or a part of a building or other structure, used as a workplace; and
2. any area adjacent to the building or other structure or part associated with the use of the building or other structure or part as a workplace.

Examples of areas that could be adjacent to a building or other structure or part associated with its use as a workplace include:

- (i) shopping centre car park
- (ii) common area in shopping centre

### Who is a person in control of relevant workplace area?

A *person in control* of a relevant workplace area is the person who is the owner of the relevant workplace area.

However, if there is a lease, contract or other arrangement in place that provides, or has the effect of providing, for another person to have effective and sustained control of the relevant workplace area, the other person, and not the owner, is the *person in control* of the relevant workplace area.

In other words, the person in control of the relevant workplace area is considered to be the owner except in instances where arrangements have been made with another person whereby they take control of the workplace area (eg where a retail or hospitality business owner leases a shop including the use of a public arcade area as part of its business).

The business owner becomes the person in control of the relevant workplace area where this is stipulated in the lease – including the public arcade area used as part of the workplace activities. However, this should be considered in conjunction with the person in control of fixtures, fittings or plant included in the relevant workplace area – see below.

### **Who is a person in control of fixtures, fittings or plant included in the relevant workplace area?**

The same meaning is applied to a person in control of fixtures, fittings or plant included in a relevant work area as applied to a person in control of relevant workplace area (see above). Essentially the person in control of fixtures, fittings or plant is the owner of the relevant workplace area except where other arrangements have been made.

For instance, where a business leases a building from the building owner but installs

his/her own plumbing, lighting etc, the business owner is then considered to be the person in control of those fixtures, fittings or plant included in the relevant workplace area.

### **For further information:**

See the *Workplace Health and Safety Act 1995*

*Section 15(A) Meaning of “relevant workplace area”*

*Section 15(B) Meaning of “person in control” of relevant workplace area*

*Section 15(C) Meaning of “person in control” of fixtures, fittings or plant*

*Section 22.(1) Ensuring health and safety*

*Section 34 (C) Obligation of person in control of relevant workplace area*

*Section 34(d) Obligation of person in control of fixture, fittings or plant included in the relevant workplace area*

## **Further Information**

The following bodies may be useful sources of additional information:

- Queensland Police Service, Crime Prevention
- Queensland Fire Service
- Standards Australia
- Building Code of Australia
- Administrative Services Department, Neighbourhood Safety Audit Unit
- Department of Industrial Relations
- local electricity authority
- private consultancies
- security providers