



## **Cash in transit**

In order to understand the workplace health and safety requirements for cash in transit, and your obligations under the law you must consider and understand relevant legislation and codes of practice.

### What law applies

Legal obligations, legislation, code of practice

### About the cash in transit industry

What is cash in transit?

### Planning and design

Careful planning and design, in consultation with suitably experienced and qualified people, is essential in making sure work is done safely

### Training and supervision

Workers need to have the appropriate skills and knowledge to perform their work without risk to the health and safety of themselves and others

### Injury, illness and dangerous events

What to do after a hold up, handling injuries safely, post-traumatic stress

### Personal and public protection

Employees and employers responsibilities

## What law applies

In order to understand the workplace health and safety requirements for cash in transit, and your obligations under the law you must consider and understand relevant legislation and codes of practice.

### **General health and safety obligations**

To understand your obligations and safety requirements you must be familiar with the:

*Workplace Health and Safety Act 1995* which imposes obligations on people at workplaces to ensure workplace health and safety. The *Workplace Health and Safety Act 1995* also helps you to meet your workplace health and safety obligations through:

- The *Workplace Health and Safety Regulation 2008* which describes what must be done to prevent or control certain hazards which cause injury, illness or death
- codes of practice, which are designed to give practical advice about ways to manage exposure to common risks. In particular, the *Risk Management Code of Practice 2007* should be read in conjunction with information on PPE.

Every Queensland employer must have **workers' compensation** insurance. Most employers insure with WorkCover Queensland, while a small number of large organisations have their own insurance. This insurance coverage ensures that employees injured at work receive financial support.

### **What you must do**

It is a requirement of the *Workplace Health and Safety Act 1995* that risks must be assessed and control measures then implemented and reviewed to prevent or minimise exposure to the risks.

If the *Workplace Health and Safety Regulation 2008* describes how to prevent or minimise a risk at your workplace you **must** do what the regulation says. If there is a code of practice that describes how to prevent or minimise a risk at your workplace you **must** do what the code says or adopt and follow another way that gives the same level of protection against the risk.

If there is no regulation or code of practice about a risk at your workplace you **must** choose an appropriate way to manage exposure to the risk. People must, where there is no regulation or code of practice about a risk, take reasonable precautions and exercise proper diligence against the risk. See the *Risk Management Code of Practice 2007* for further information.

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## ***Specific codes and other legislation for cash in transit***

The *Cash in Transit Industry Code of Practice 2001* provides practical advice to the cash in transit industry in reducing the potential threat of armed robbery to the safety and well-being of workers and members of the public.

Please note, from 18 November 2004 the *Workplace Health and Safety Act 1995* was amended so that:

- all advisory standards that were in force on that day were continued as codes of practice and now expire 10 years after their commencement and
- all existing industry codes of practice that were in force on that day now expire 10 years after their commencement

Other legislation relevant to the CIT industry:

- *Criminal Code Act 1899*
- *Traffic Act 1949*
- *Security Providers Act 1993*
- *Security Providers Regulation 1995*
- *Weapons Act 1990*
- *Weapons Categories Regulation 1997*
- *Weapons Regulation 1996*

## **About the cash in transit industry**

Businesses in the cash in transit (CIT) industry that carry cash, bullion, jewellery or valuables for reward are at risk from armed robbery. The CIT industry includes companies, businesses and people who use an:

- armoured vehicle
- softskin vehicle

## **Planning and design**

Careful planning and design, in consultation with suitably experienced and qualified people, is essential in making sure work is done safely.

### ***Building designers***

When designing buildings, architects and designers should think about the possibility of armed robbery. Building design features could include:

- safe access to and from the building
- dedicated vehicle parking
- vehicle loading docks
- security equipment in noticeable locations
- strong exterior and interior lighting
- open glass fronts
- automatic teller machines (ATMs) placed in safe areas

### ***Cash in transit clients (CIT)***

Clients of the CIT industry should think about the placement of ATMs and the way cash is collected and delivered on their property. The possibility of armed robbery could be reduced by:

- identifying the most secure access to and from the property and ATMs
- identifying vehicle parking and pedestrian access
- installing security equipment; for example closed circuit television (CCTV), security guards and alarms
- installing adequate lighting near ATMs
- installing duress alarms near ATMs and cash collection and delivery points
- installing ATMs in a secure enclosure or bunker

Clients should check with the CIT operator for suitable ways to do this safely.

### ***Employers and self-employed people***

Businesses and employers who contract out CIT work need to make sure that any self-employed person carries out the work in a safe way. Employers and self-employed people should prepare a health and safety management plan which describes how the work will be done safely.

The following safety issues should be considered:

- undertaking a risk assessment of the work being done
- providing standard operating procedures
- providing safe access to and from cash collection and delivery points
- providing appropriate training and instruction to people who carry out the work

- assessing the manual tasks which could cause back strain or other injuries for example weight of cash to handled
- providing personal protective equipment
- maintaining vehicles in good mechanical condition
- fitting softskin vehicles with a vehicle safe
- fitting alarms
- securing weapons when not in use
- maintaining weapons in good mechanical condition

For detailed information on how to implement a risk management process in the cash in transit industry, check Section 3 of the *Cash in Transit Industry Code of Practice 2001*.

## **Training and supervision**

Workers need to have the appropriate skills and knowledge to perform their work without risk to the health and safety of themselves and others.

### ***Training***

Groups who may require training include:

- workers who may be exposed to armed robbery
- managers and supervisors of workers who may be exposed to armed robbery
- workplace health and safety committee members and worker representatives
- people responsible for scheduling work, purchasing plant and personal protective equipment (PPE)

Training needs to be adapted for each workplace and each specific work group but should include the following topics:

- the possible effects of armed robbery on workers
- the legal responsibilities of employers and workers
- an overview of the employer's cash in transit (CIT) policy and program
- information about the risks of the work
- correct use of firearms and any other measures that will reduce the risk of armed robbery
- when and how to use PPE
- arrangements for reporting problems with machinery and equipment that may affect health and safety
- the use of machinery and equipment, including vehicles
- procedures to be used if accident, injury or other emergency happens

### ***Supervision***

Supervisors should ensure that:

- only trained workers carry out the work
- safe work practices are used
- workers regularly exercise their skills and training

## **Injury, illness and dangerous events**

### **Employers and self-employed**

Under the *Workplace Health and Safety Regulation 1997* you are required to inform Workplace Health and Safety Queensland if the following events happen at the workplace:

- serious bodily injury
- work caused illness
- dangerous event

You must complete an incident notification form and provide it to Workplace Health and Safety Queensland.

### **Workers**

You should advise your employer of:

- all workplace accidents even when you only receive minor injuries
- all workplace incidents (including near misses)

You can complete a hazard report form which will help your employer identify problems in your workplace.

### ***What to do after a hold-up***

Workplaces should have procedures to follow if a hold-up happens. The procedures may include:

- notifying the police
- request an ambulance if needed (refer to the Queensland Ambulance Service, how to request an ambulance information)
- giving first aid
- reassuring and comforting persons exposed to the armed hold-up
- leaving evidence undisturbed
- writing down a description of the offender(s) and anything they said (see the Queensland Police armed robbery report sample)
- allowing workers to contact their families
- giving professional counselling
- telling all workers about what has happened
- returning to normal business operations as soon as possible

Procedures for longer term issues after a hold-up may include:

- telling workers about worker's compensation and injury management services available
- giving workers follow-up counselling

- supporting workers in their return to work
- helping workers to get appropriate medical and psychological treatment

### ***Handling injuries safely***

Employers must:

- supply adequate first aid equipment and facilities
- reduce workers' exposure to blood and body substances

### ***Post traumatic stress***

Employers, managers, supervisors and work mates must have an awareness of the complexity of reactions to an armed hold-up. The short and long term psychological effects of being confronted with violence may be severe and in some cases debilitating.

Each person will react differently to a violent incident and may exhibit a range of symptoms, which can develop following a threat of physical violence and in some cases by working in an environment where there is a likelihood of violence.

It is important to act promptly following a hold-up to provide counselling from professionals who are experienced in post trauma debriefing and counselling.

Employers may consider the establishment of a formal peer support group within the organisation, as a method of assisting workers who are the victims of an armed robbery.

Counselling is available from organisations including:

- Lifeline – 13 11 14
- Victims of Crime Association Queensland – 1300 733 777

## Personal and public protection

Employers are responsible for:

- providing personal protective equipment (PPE)
- maintaining PPE
- ensuring workers use PPE
- training workers in the proper use of PPE
- ensuring PPE is stored in a clean and fully operational condition

Workers are responsible for:

- using PPE correctly
- maintaining and storing PPE appropriately

Workers should ensure PPE:

- is permitted by your employer
- fits you
- suits the job
- is not modified

To protect public safety:

- use armoured vehicles
- use disciplined and armed crews
- stick to safety procedures
- recognise and avoid dangerous situations