

Workplace Health and Safety Queensland

Takeaway food retailing industry - Personal security

Violence in the workplace includes verbal abuse, threats, harassment and physical assault. Sources of violence in the takeaway food industry include dissatisfied customers and criminal activity (eg robbery).

Possible solutions

- Change the work environment, for example:
 - install security lighting
 - put in video surveillance
 - improve workers' ability to see potential offenders
 - reduce background noise
 - put locks on doors and windows
- Change work systems, for example:
 - improve cash handling processes
 - roster enough staff to handle cash (especially, do not allow young workers to close up the business alone at night)
 - provide information, training and supervision to help workers deal with security issues such as bomb threats, shoplifting, armed hold-up
- Roster enough staff to keep delays to a minimum, reducing customer aggression (this may also help to improve customer satisfaction)
- Get workers to report incidents of violence
- Give workers training and clear instructions about how to deal with aggressive/violent customers
- Provide workers with access to support services if they have been involved in a violent incident.

Managing cash safely

- Make cash less visible and less accessible
- Open cash drawer only when in use
- Use audible device to indicate opening of the cash drawer
- Count cash in a secure room
- Encourage cashless purchasing (eg credit cards, EFTPOS)
- Remove cash from the till on a regular basis
- Store cash in a safe (look at getting a time delay mechanism installed on it, look at installing a chute on the safe so money from tills can be directly put into it)
- Go to the bank at different times or make frequent random deposits
- Use a bank that is close to the workplace
- Avoid using public transport when carrying money
- When you go to the bank, let someone know when you are expected to get back
- Use signs such as "No cash kept on premises"
- Make sure that the point of sale worker is visible from the outside
- Minimise visibility of, and accessibility to cash
- Locate point of sale so they are not near entrances and exits
- Limit the chance of a quick escape for a robber
- Develop procedures and train workers in security procedures such as:
 - Opening and closing the store
 - Working alone or at night
 - What to do if there's an incident

- Put up different coloured tape at various heights at the exit points. This can be used as an indicator to gauge the height of an offender.

For more information on workplace health and safety issues call 1300 369 915 or visit www.worksafe.qld.gov.au

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