

WHS008 Response to Holdup and Violent and Aggressive Situations

Legal Application: As per WHS Act 2011 s.27(5)(b) the 'officer', as part of their due diligence requirement should gain an understanding of the business operations to minimise the associated hazards and risks. WHS Act 2011 s.19 contains the primary duty of a 'person conducting a business or undertaking' (PCBU) to ensure so far as is reasonably practicable the health and safety of workers and others in the workplace. ch.3 of the WHS Regulation 2017 and s.17 of the WHS Act 2011 address Risk Management.

Reference Documents:

- SafeWork Australia: How to Manage Work Health and Safety Risks - Code of Practice
- SafeWork NSW: Managing Psychosocial Hazards at work – Code of Practice

Purpose

To ensure that all workers and customers are safe and exposure to risk is minimized in the event of a holdup, violent or aggressive situation. To ensure that workers are trained and capable of responding in accordance with that training.

Scope

This procedure addresses the foreseeable risk of holdup, violent attack and dealing with aggressive customers.

Responsibilities

Management have the responsibility to:

- ensure a comprehensive risk assessment has been undertaken in consultation with workers to determine the likely risk of holdup and potentially violent situations.
- ensure the most effective control methods are put in place to minimize the risk.
- provide relevant training to workers, including induction.
- provide access to counselling services to address the potential of workers stress that may occur following an incident.

Workers have the responsibility to:

- to understand and act on the procedures established.
- actively participate and consult with management through the risk assessment process, and the development of the relevant procedures.
- following an incident, request access to counselling services, if required.

Procedure

Risk assessment to determine the likelihood of holdup and potentially violent situations

The Goulburn Club commenced in 1877 in Goulburn, NSW. It is small with only around 250 members, and normally only small amounts of cash are held on the premises. It is open on Thursday, Friday nights and Sunday afternoon, and intermittently on Saturday nights. In the history of the Club there has never been a holdup. The risk of a hold up is low.

Standard control measures will include the following:

- Minimising cash held on the premises.
- Varying times and routes when cash may be taken off premises.
- CCTV.
- Ensuring adequate lighting particularly around car parks and access /exit routes.
- Employing additional security workers, particularly on the busier shifts.
- Rostering workers to ensure no-one works alone at high risk locations or times.
- Providing workers with deterrents such as 'panic' alarms or sprays.

The Goulburn Club Board is responsible for both strategic and operational management of the club. Therefore the Goulburn Club Board covers all roles covered by the following terms: a Person Conducting a Business or Undertaking ('PCBU'), Officers and Directors, Managers as well as workers.

All workers should be made aware of the control measures at induction training.

Procedure:

1. Armed Hold Up

- Hand over cash – do not argue
- Call Police on 000 after they have left

Also:

- DO NOT BECOME CONFRONTATIONAL. If they are argumentative, do not antagonise.
- Observe the person closely, taking note of clothing, method of travel, any weapons displayed or implied.
- Take note of whether the threats are verbal or physical.
- Contact your Manager and fellow workers.
- Remain as calm and collected as possible, avoiding panic.
- Immediately after the incident write down as much as you can remember of the episode. Record the threats in as much detail as you can remember.
- Manager should inform Board who should advise Advise Hospitality Industry Insurance, Workers Compensation insurer.
- All workers are to be offered access to counselling services after the event; Hospitality Industry Insurance will be able to assist with organising these services.
- An incident investigations/report incident risk assessment should be conducted to determine if more could be implemented to reduce the risk of any further incidents.

Recording

All incidents and drills should be recorded in the “Hazard and Incident Reports” module within HIISafe.

All incidents resulting in an injury to a worker should follow:

- WHS010 First Aid Procedure and
- WHS011 Workers Compensation and Return to Work procedure