

Cash in Transit Industry Code of Practice 2001

Important information about the *Cash in Transit Industry Code of Practice 2001*

1. The code was made on 15 January 2001.
2. The code commenced on 5 February 2001.
3. The code was amended on 28 April 2006.
4. The code expires 10 years after it commenced.

What is this Code of Practice about?

The Cash in Transit Industry Code of Practice 2001 states ways to manage exposure to risks identified as typical in the Cash in Transit Industry.

What is a Code of Practice?

A Code of Practice is a document that states ways to manage exposure to risks typical in a part of an industry.

Workplace health and safety obligations and the Workplace Health and Safety Act 1995

The *Workplace Health and Safety Act 1995* imposes obligations on people at workplaces to ensure workplace health and safety. Workplace health and safety is ensured when persons are free from death, injury or illness created by any workplace, relevant workplace area, work activities, or plant or substances for use at a workplace. Ensuring workplace health and safety involves identifying and managing exposure to the risks at your workplace.

Obligations of a person who conducts a business or undertaking (a 'relevant person')

The *Workplace Health and Safety Act 1995* places obligations on a person who conducts a business or undertaking. The Act refers to a person who conducts a business or undertaking as a 'relevant person'. The obligation applies whether or not:

- the relevant person conducts the business or undertaking as an employer, self-employed person or otherwise; and
- the business or undertaking is conducted for gain or reward; and
- a person works on a voluntary basis.

'Relevant persons' have an obligation to ensure –

- the workplace health and safety of their workers and any other persons is not affected by the conduct of the relevant person's business or undertaking; and
- their own workplace health and safety.

The term 'relevant person' is also used in the *Workplace Health and Safety Regulation 1997*.

Where this code of practice provides advice to employers and self-employed persons on managing exposure to risks, other persons who conduct a business or undertaking may also find this advice applicable depending on their circumstances.

How can I meet my obligations?

Under the Act, there are three types of instruments to help you meet workplace health and safety obligations – regulations, ministerial notices and codes of practice.

If there is a regulation or ministerial notice about a risk, you **MUST** do what the regulation or notice says.

If there is a code of practice about a risk, you **MUST** either –

- (a) do what the code says; or
- (b) do all of the following –
 - adopt and follow another way that gives the same level of protection against the risk;
 - take reasonable precautions; and
 - exercise proper diligence.

If there is no regulation, ministerial notice or code of practice about a risk, you must choose an appropriate way to manage exposure to the risk and take reasonable precautions and exercise proper diligence to ensure that your obligations are met.

NOTE: There may be additional risks at your workplace which have not been specifically addressed in this code of practice. You are still required under the Act to identify and assess these risks and ensure that control measures are implemented and reviewed to eliminate or minimise exposure to these risks.

Contents

Cash in Transit Industry Code of Practice 2001	1
1. Introduction.....	4
1.1. What sort of Cash in Transit work does this Code cover?.....	4
1.2. Who this code applies to	4
1.3. Definitions	4
1.4. Legislative framework	6
1.5 Workplace Health and Safety obligations.....	6
2. Planning and Preparation	7
2.1 Planning by the designer.....	7
2.2 Planning by the client.....	7
2.3 Planning by the employer (including self-employed persons)	8
3. Risk Management Process.....	9
3.1 Identify hazards.....	9
3.2 Assess risk.....	12
3.3 Decide on control measures	13
3.4 Implement control measures.....	15
3.5 Monitor and review.....	16
4. Training and Supervision	16
4.1 Where does training fit into risk management?	16
4.2 Training as a control measure.....	16
4.3 Training program.....	17
4.4 Supervision	17
5. Incident/Accident Reporting.....	18
6. Post Hold-Up Procedures	19
6.1. Post hold-up procedures (longer term issues)	19
6.2 Post traumatic stress.....	20
7. Other Issues	20
7.1. Amenities	20
7.2. First aid	20
7.3 Drugs/alcohol.....	21
7.4 Thermal comfort.....	22

1. Introduction

1.1. What sort of Cash in Transit work does this Code cover?

The Cash in Transit Industry (CIT) Code of Practice 2001 (“the Code”) provides practical advice for companies, businesses and people who carry valuables for reward in any of the following situations:

- Armoured vehicle operations, or
- Softskin vehicle operations.

This code is not directed at “in-house” transport where the relevant goods are transported by workers of the owner of the goods, or the owner himself or herself.

1.2. Who this code applies to

The Code is aimed at everyone involved in the CIT industry to assist in the management of risk to workplace health and safety. It is particularly useful to:

- Employers;
- Self-employed persons;
- Designers of structures used as workplaces; and
- Workers.

1.3. Definitions

In this Code of Practice: -

Armoured vehicle operations, means the transport of valuables in purpose-designed vehicles that offer resistance to armed attack, overtly display company signage and are manned by armed, uniformed personnel.

ATMs, means automatic teller machines.

CIT, means the Cash in Transit industry.

CIT Client, means any person, partnership or company that uses the services of a licensed CIT Operator.

CIT Operator, means an employer or self-employed person engaged in the carrying of cash, bullion, jewellery and valuables for reward for CIT Clients.

Covert, means the transport of valuables in an unmarked vehicle by non-uniformed, armed/unarmed personnel.

Employer – (1) A person is an employer if –

- (a) the person conducts a business or undertaking; and
 - (b) in the conduct of the business or undertaking, the person engages someone else to do work, other than under a contract for services, for or at the direction of the person.
- (2) For subsection (1)(b), a person engages someone else to do work whether the person engaged works for gain or reward or on a voluntary basis.
- (3) For an apprentice or trainee who is employed by a group training organisation, the employer is –

- (a) when the apprentice or trainee is engaged to do work for a host employer – the host employer; or
- (b) otherwise – the group training organisation.

See the Act for definitions of 'apprentice', 'group training organisation', 'host employer' and 'trainee'.

Hazard, is something with the potential to cause harm. This can include substances, plant, work processes and/or other aspects of the work environment.

Plant, includes machinery, equipment, appliance, pressure vessel, implement and tool, personal protective equipment and a component of plant and a fitting, connection, accessory or adjunct to the plant.

Risk, is the likelihood that death, injury or illness might result because of the hazard.

Safe area refers to the location of ATMs where safe access and egress is available for those involved in CIT and to the members of the public using them.

Self-employed person – A person is a self-employed person if -

- (a) the person conducts a business or undertaking for gain or reward; and
- (b) in the conduct of the business or undertaking, the person is not an employer or worker.'

Softskin Vehicle Operations means the transport of valuables in a non-armoured vehicle.

SOPs, means standard operating procedures.

Worker – a person is a worker if the person does work, other than under a contract for services, for or at the direction of an employer. A person may be a worker even though the person is not paid for work done by the person.

Work caused illness means –

- (a) an illness contracted by a person to which a workplace, a relevant workplace area, a work activity, or plant or substances for use at a workplace was a significant contributing factor; or
- (b) the recurrence, aggravation, acceleration, exacerbation or deterioration in a person of an existing illness if a workplace, a relevant workplace area, a work activity, or plant or substances for use at a workplace was a significant contributing factor to the recurrence, aggravation, acceleration, exacerbation or deterioration.

Work injury means—

- (a) an injury to a person that requires first aid or medical treatment if the injury was caused by a workplace, a relevant workplace area, a work activity, or plant or substances for use at a workplace; or
- (b) the recurrence, aggravation, acceleration, exacerbation or deterioration of an existing injury in a person if—
 - (i) first aid or medical treatment is required for the injury; and

- (ii) a workplace, a relevant workplace area, a work activity, or plant or substances for use at a workplace caused the recurrence, aggravation, acceleration, exacerbation or deterioration; or
- (c) any serious bodily injury, if the injury was caused by a workplace, a relevant workplace area, a work activity, or plant or substances for use at a workplace.

1.4. Legislative framework

Legislation that is relevant to the CIT industry:

- *Criminal Code*;
- *Traffic Act 1949*;
- *Security Providers Act 1993* and the *Security Providers Regulations 1995*.
This Act and associated Regulation provides for the licensing of security providers which includes a security firm, a security officer, a private investigator or a crowd controller;
- *Weapons Act 1990*. This legislation provides for the licensing of persons to possess and carry a weapon, as specified in the *Weapons Regulation 1996*; and
- *Workplace Health and Safety Act 1995* and *Workplace Health and Safety Regulation 1997*.

1.5 Workplace Health and Safety obligations

Any business activity handling cash and valuables, whether large or small, is at risk from armed robbery. It is essential, therefore, that effective management systems are in place to minimise the risk and the potential threat to the safety and well-being of workers and members of the public.

Obligations under the *Workplace Health and Safety Act 1995* (“the Act”) require everyone in the workplace to be aware of the potential for armed robbery and take steps to prevent workplace accidents, injuries and illnesses.

Under the Act, the following persons have obligations:

- Persons conducting a business or undertaking (including employers and self-employed persons);
- Workers and other persons of a workplace; and
- Designers of structures used as workplaces.

Person conducting a business or undertaking

A person who conducts a business or undertaking (a ‘relevant person’) has an obligation to ensure the workplace health and safety of the person, each of the person’s workers and any other persons is not affected by the conduct of the relevant person’s business or undertaking (see section 28 of the Act).

Workers and other persons at a workplace

A worker or anyone else at a workplace has the following obligations –

- (a) to comply with the instructions given for workplace health and safety by the employer at the workplace;
- (b) for a worker – to use personal protective equipment if the equipment is provided by the worker’s employer and the worker is properly instructed in its use;
- (c) not to wilfully or recklessly interfere with or misuse anything provided for workplace health and safety at the workplace;

- (d) not to wilfully place at risk the workplace health and safety of any person at the workplace;
- (e) not to wilfully injure himself or herself.

Designers of structures used as workplaces

A person who designs a structure (the designer), or a part of a structure, intended to be used as a workplace has an obligation to ensure that, when the structure or part has been constructed and is being used as a workplace and for the purpose for which it was designed, relevant persons for the structure or part will not be exposed to risk to their health or safety arising out of the design of the structure or part.

The designer's obligation applies only to the extent that the content of the design of the structure falls under the control of the designer.

For this obligation, 'relevant persons' for a structure or a part of a structure, means the persons for whom the structure or part is a workplace, including persons who maintain or repair –

1. the structure or part; or
2. fixtures, fittings or plant included in the structure or part.

For this obligation, 'workplace' does not include a workplace to the extent it is also domestic premises.

2. Planning and Preparation

Careful planning and preparation is the first essential step in ensuring that work is done safely. Planning and preparation should involve consultation with suitably experienced and qualified personnel and include the risk assessment and control process.

2.1 Planning by the designer

When designing buildings, architects and designers should take into account the need to minimise the risk of armed robbery. Architects and designers should also collaborate with the CIT operator, supplier of equipment and the CIT client to reduce the risk of armed robbery. Reducing the risk of armed robbery can be achieved by designing the building so that:

- safe access and egress is offered to persons involved in CIT activities;
- dedicated vehicle parking has been identified;
- vehicle loading docks are considered;
- security devices are located in a prominent area;
- strong exterior and interior lighting is used in the building;
- open glass fronts are used to allow clear visibility;
- ATMs are positioned in safe areas; and
- public safety in the vicinity of CIT operations is considered.

2.2 Planning by the client

The CIT client should take into account the need to minimise the risk of armed robbery when deciding on the location of ATMs and the method by which cash collections or deliveries will be done on their premises. Client organisations should consult with the CIT operator with the view to introducing appropriate strategies to reduce the risk of armed robbery.

Reduction of the risk of armed robbery can be achieved by considering such factors as:

- the identification of the most secure access and egress routes to and from the premises and ATM locations;
- vehicle parking and pedestrian access are identified with safety and security paramount;
- the installation or position of other security features e.g. closed circuit television (CCTV), security personnel, alarms etc;
- ensuring that there is adequate lighting near ATMs and throughout access/egress routes;
- appropriate duress alarm devices are installed in or near cash collection and delivery points and ATM locations; and
- that ATMs, for safety and security purposes, are best positioned in bunkers and positioned otherwise only of extreme necessity.

2.3 Planning by the employer (including self-employed persons)

When contracting out CIT work to self-employed persons, employers should ensure the self-employed person is carrying out the work in a safe manner and in accordance with this code of practice.

To fulfill these obligations the employer and/or self-employed person should plan for the work to be done safely.

When planning a safe system of work, which may also include standard operating procedures, the employer and/or self-employed person should prepare and document a health and safety management plan. This plan should be based on the consultation with the self-employed persons and their workers or representatives and should describe how the work is to be done safely. Consultation is an important risk management strategy.

The employer and/or self-employed person should consider safe work issues such as:

- an assessment of the risks involved in carrying out the work;
- having in place a system of site review to identify and document changes;
- providing standard operating procedure/s (SOPs), where appropriate, which describe how the work is to be done safely. The SOPs should take into account an assessment of the risk involved in carrying out the work;
- providing where appropriate suitable and safe access to and from the collection points;
- providing appropriate training and instruction to all persons carrying out the work;
- consideration of the level of experience of persons when allocating specific tasks to minimise the risks;
- an assessment of manual handling tasks which could cause back strains and other injuries and providing systems of work which comply with the *Manual Tasks Code of Practice*, such as the weight of cash to be manually handled and the method of storage/stacking to reduce the amount of handling; and
- provision of generalised and/or specialized PPE as identified in health and safety management plan and site risk assessment.

3. Risk Management Process

Employers involved in the CIT industry should have clear well-documented policies and procedures for dealing with health and safety issues, setting out who is accountable for each element of the work.

Safety issues relating to the threat of armed robbery involve everyone. It is the employer's responsibility to ensure that the right policies and procedures are in place and that everyone accepts responsibility for carrying them out.

A hazard identification and risk assessment process should be carried out at the planning stage by the employer and/or self-employed person doing the work in consultation with experienced staff to determine if persons are at risk. Safe systems of work must then be put in place to control the risk.

The five basic steps involved in the workplace health and safety risk management process are:

- Identify hazards;
- Assess risks that may result because of the hazards;
- Decide on control measures to prevent or minimise the risks;
- Implement control measures; and
- Monitor and review the effectiveness of control measures.

Workplace health and safety risk management is an ongoing process and should be done at various times, including:

- NOW, if you have not done it before
- when a change to a work process or equipment occurs
- after an incident (and/or "near miss")
- at regular time intervals appropriate to the hazards and risks associated with your workplace.

Consultation between representatives of all parties involved with the workplace or work process should occur at each stage of the risk management process to help achieve better health and safety outcomes.

Adequate recording of the workplace health and safety risk management process will help demonstrate active involvement to ensuring workplace health and safety, should this need to be proved.

Keeping records will also help to keep track of what has been done and what is planned to be done to control any identified hazards.

3.1 Identify hazards

There are a number of methods that can be used to identify hazards. Simply, it is about looking for those things at your workplace or in your work processes that have the potential to cause harm.

Hazards may not always be obvious. Some hazards can result in long-term health effects rather than in an immediate injury. For example, exposure to loud noise

without adequate hearing protection over a long period can result in gradual hearing loss. Post traumatic stress can be experienced by those directly or indirectly involved in a hold up. It may disrupt the functioning of every day life and can interfere with the ability to cope or to perform the most basic of tasks. Its effects can be experienced immediately after an incident or not until months or years later.

A simple way to begin looking for hazards can be to divide your workplace into common groupings, such as:

- tasks (driving, transferring valuables, filling ATMs);
- locations (office, in traffic, client sites, ATMs); and
- roles (driver, cash escort, cash carrier).

Activities that can be used to help identify hazards include:

- site assessment;
- route assessment;
- consulting with experienced staff on any problems that might have been encountered;
- conducting safety audits;
- testing vehicles, equipment and procedures;
- consulting with industry associations, government bodies and occupational health and safety consultants; and
- acquiring information from designers, manufacturers and suppliers.

Completion of this step should result in a list of:

- hazard sources (a general health and safety checklist is provided below);
- possible risks;
- areas of the workplace or work process; and
- workers likely to be exposed.

General health and safety checklist

The following example of a health and safety checklist should be used as a guide only to focus on the risk factors associated with the CIT industry. This list is not exclusive and can be adapted to suit individual company needs.

Client Name:.....
 Client Contract Description:
 Employer:.....
 Site Location:..... Date:
 Persons completing inspection:.....

Indicate in the following manner: Acceptable X Not Acceptable N/A Not Applicable
 An indication of (X) will require a corrective action to be implemented in the time frame allocated

1. Health and Safety Management Systems

- (a) Health & safety management plan
- (b) Assigned responsibilities for W H & S
- (c) Worker induction records

- (d) Documented safe work policies and procedures covering armed hold ups
- (e) Review and monitor procedures at regular intervals
- (f) Operations manual for CIT workers
- (g) Individual client site survey records
- (h) Hazard audit records
- (i) Run scheduling and run design review records
- (j) Training/refresher records for management and workers
- (k) Events log records
- (l) Debriefing records

2. Client Site Assessment

- (a) Safe access provided
- (b) Dedicated parking provided
- (c) Security cameras in use
- (d) Strong exterior and interior lighting provided
- (e) Vehicle loading docks provided
- (f) Open glass frontage provided for clear visibility
- (g) Distress buttons connected to local police
- (h) ATMs positioned in safe areas, e.g. security bunker
- (i) Public safety considered in the vicinity of CIT operations
- (j) The incidence of crimes in the area or district
- (k) Past history of robberies of that client's site or similar sites in the area

3. Vehicles and Equipment

- (a) Vehicles maintained in good mechanical condition
- (b) Softskin vehicles fitted with vehicle safe
- (c) Alarms fitted
- (d) Weapons secured when not in use
- (e) Weapons maintained in a good mechanical condition

4. CIT Workforce

- (a) Agreed competencies
- (b) Induction
- (c) Initial education and training/refresher training on procedures and weapons handling
- (d) Initial education and training/refresher training on behaviour prior to, during and following a hold up
- (e) W H & S worker representatives elected
- (f) W H & S committee formed
- (g) Ratio of manning levels to tasks
- (h) Armed hold ups prevention audits (review of practices)
- (i) Testing of armed hold ups prevention procedures
- (j) Maintenance of events log
- (k) Communication procedures audits
- (l) Debriefing sessions
- (m) Staff performance appraisals

(n) Resources for post hold up support, e.g. trauma counselling and return to work issues

5. Hazardous Substances

- (a) Stored appropriately
- (b) Containers labelled correctly
- (c) Adequate ventilation/exhaust systems
- (d) Protective clothing/equipment available/used
- (e) Personal hygiene - dermatitis control
- (f) Waste disposal procedures
- (g) Material safety data sheets available
- (h) Chemical handling procedures followed
- (i) HazChem signage displayed

6. Personal Protection (General and specialised)

- (a) PPE maintained
- (b) Workers provided with PPE
- (c) Instruction in the use of PPE
- (d) PPE being worn by workers

7 Manual Handling

- (a) Mechanical aids provided and used
- (b) Safe work procedures in place
- (c) Manual handling risk assessment performed

8 Public Safety

- (a) Use of armoured vehicles whenever possible
- (b) Use of disciplined and armed crews
- (c) Adherence to rigid safety procedures
- (d) Recognition and avoidance of dangerous situations

9 First Aid

- (a) First aid kits provided in each work area and vehicle
- (b) Training of first aid for selected workers

10 Amenities

- (a) Washrooms clean
- (b) Toilets clean
- (c) Meal area clean and tidy

3.2 Assess risk

To assess risk you need to consider both the likelihood that death, injury or illness might result and the consequence, or severity of the risk happening.

When performing a risk assessment there are various methods and tools that can be used to help you. The following example method outlines the basic principles that should be considered when carrying out an assessment of a risk.

For each of the risks:

- determine the potential for an incident occurring at your workplace, remembering any existing control measures;
- determine the consequences of an incident occurring at your workplace; and
- combine the likelihood and consequence estimates to rate the level of risk.

The following factors can affect the potential for an incident occurring:

- how often the situation occurs e.g. regular client runs;
- how many people are exposed e.g. crew levels or public activity;
- the maintenance of skills and relevant experience of workers;
- adherence to security procedures;
- lack of surveillance techniques;
- the use of suitable vehicles and PPE;
- condition of vehicles and equipment; and environmental conditions.

The following factors should be considered when determining the consequence of an incident occurring:

- potential for factors affecting public safety;
- the time of the work;
- the route taken;
- surveillance techniques;
- cash amount;
- weights; and
- position of CIT workers and the public relative to the hazard.

Plot the estimates for the risks “potential and consequence” on the ‘Risk Priority Chart’.

LIKELIHOOD How likely could it happen?	CONSEQUENCES : How severely could it hurt someone?			
	EXTREME - death, permanent disablement	MAJOR - serious bodily injury	MODERATE - casualty treatment	MINOR - first aid only, no lost time
VERY LIKELY - could happen frequently	1	2	3	4
LIKELY - could happen occasionally	2	3	4	5
UNLIKELY - could happen, but rare	3	4	5	6
VERY UNLIKELY - could happen, probably never will	4	5	6	7

This stage of the risk assessment gives a basis for ranking risks in their priority levels. That is, it helps to establish which risks should be controlled first.

3.3 Decide on control measures

The selection of suitable control measures to either eliminate or reduce the risk associated with the hazard should take into consideration:

- level of risk;

- hierarchy of controls (see later section); and
- practicability of implementation.

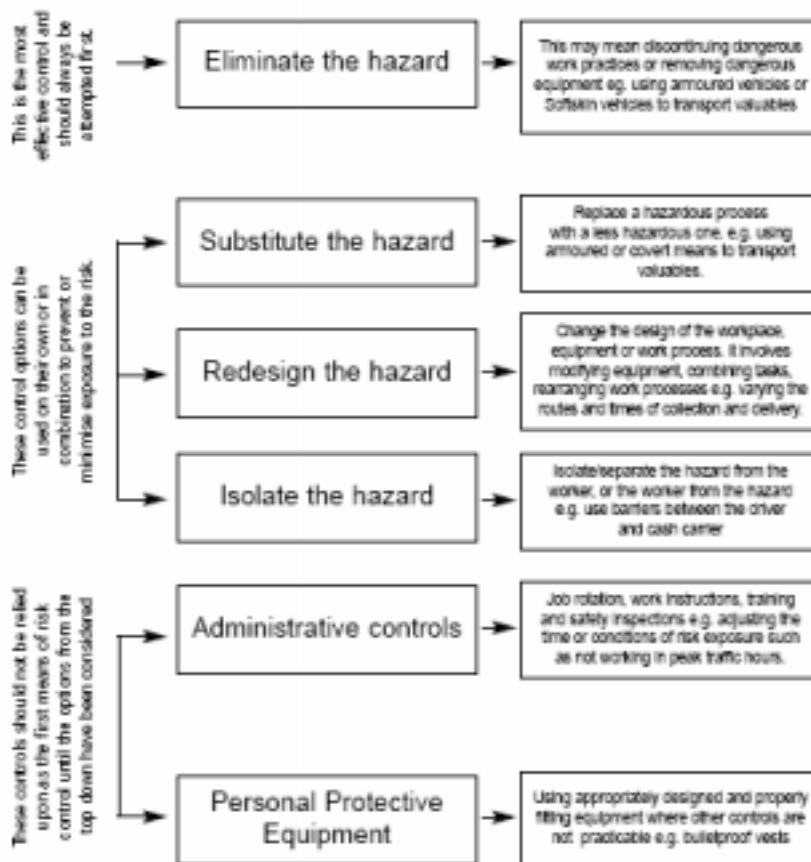
The control measures selected should:

- adequately control exposure to the risk;
- not create another hazard or new risk; and
- allow workers to do their work without too much discomfort or distress.

Some control measures could include:

- the appropriate selection of armoured vehicle or softskin vehicle operations;
- adherence to SOPs;
- carrying of weapons, particularly firearms;
- level of manning;
- change of route;
- change of time of delivery/collection;
- change of CIT crew;
- use of surveillance techniques;
- procedures in the event of hold ups; and
- use of PPE and other equipment.

Outline of Hierarchy of Controls



3.4 Implement control measures

To allow control measures to function or operate effectively it may be necessary to look beyond the control measure itself.

Implementing control measures involves:

- developing work procedures;
- communication between workers and others;
- providing training and instruction;
- ensuring effective supervision; and
- maintaining control measures and procedures.

A combination of any of the controls from the hierarchy can be used at the one time. For example, 'isolation' controls like providing a barrier between the vehicle cab and the vehicle body might be used while at the same time 'administrative' controls varying the route and providing 'personal protective equipment' controls might be used.

N.B Personal protective equipment as a control measure

If PPE needs to be worn, make sure that it:

- is permitted;
- fits you;
- suits the job; and
- is not modified.

Employers are responsible for ensuring:

- the provision of items of PPE which have been determined as being necessary;
- the maintenance of PPE which is held by the employer for the use of their workers;
- the use of PPE by all workers;
- that workers are trained in the proper use of any items of PPE which have been determined as being required; and
- that PPE is stored in a clean and fully operational condition.

Workers are responsible for:

- using PPE which their employer has provided and for which the worker has been instructed in the correct use;
- ensuring the PPE is maintained in a clean and useable condition and stored appropriately; and
- not interfering with or misusing any PPE provided.

PPE should be used to minimise exposure to workers while other controls are waiting to be implemented. For example, if it is going to take time to eliminate a noise hazard from vehicles, then hearing protectors should be worn while waiting for the noise to be eliminated or reduced, or the vehicles to be replaced.

3.5 Monitor and review

The final step in the risk management process is to monitor and review the effectiveness of any control measures implemented.

For this step, it can be useful to ask questions to determine if:

- chosen control measures have been implemented, as planned
 - are chosen control measures in place?
 - are these measures being used?
 - are these measures being used correctly?
- chosen control measures are working
 - have the changes made to control exposure to the assessed risks resulted in what was intended?
 - has exposure to the assessed risks been eliminated or adequately reduced?
- there are any new hazards
 - have implemented control measures resulted in the introduction of any new hazards?
 - have implemented control measures resulted in the worsening of any existing hazards?

If any new hazards are identified the 'Risk Management Process' should be applied to the hazard, and so on until all risks have been adequately controlled.

Therefore, the process of adopting risk management principles is an ongoing cycle of identification, assessment, monitoring and review.

4. Training and Supervision

4.1 Where does training fit into risk management?

Training is one example of an administrative control. As with the use of PPE, administrative controls are lowest on the list of control priorities and should only be used when risk cannot be minimised by other means.

The aim of training is to ensure that workers have the appropriate skills and knowledge to perform their work without risk to the health and safety of themselves and others.

4.2 Training as a control measure

Having decided to use training as a control measure:

- identify who should be trained;
- identify what training is required;
- determine how to deliver the training;
- determine how to evaluate the training; and
- maintain records of all training.

All persons involved in the CIT industry should be trained to follow systems of work and work practices that enable them to perform their work in a manner that is safe

and without risks to health. Only those persons who have received training and instruction should carry out the work.

The employer should monitor the systems of work and provide refresher training to ensure that safe systems and work practices are being followed, including the use of PPE and weapons.

The target groups requiring training are:

- workers who may be exposed to armed robbery at work;
- managers and supervisors of workers considered at risk of injury or work caused illness from armed robbery;
- workplace health and safety committees and worker representative(s); and
- staff responsible for the purchasing of plant, PPE and for designing, scheduling and organisation of work activities.

4.3 Training program

The needs of each target group are different, and the content and methods of presenting training material should be tailored to meet the specific needs of each group, including the need for confidentiality.

Topics that should be included in a training program aimed at prevention of injury and work caused illness from the threat of armed robbery include:

- the effects of armed robbery on affected workers;
- the statutory responsibilities of employers and workers;
- an overview of the employer's CIT policy and program;
- the nature and extent of hazards in the workplace associated with the work practices used by workers in the course of their work, including control measures, based on the risk assessment, to prevent injury;
- the nature of general armed robbery control measures that are in use or are planned;
- the specific control measures that are necessary in relation to each worker's own job (as appropriate, this should include instruction in the correct use of firearms and other measures that will minimise the risk of armed robbery);
- when and how to use PPE including selection, fitting, proper care and maintenance;
- the arrangements for reporting defects in plant or the workplace that are likely to increase the risk of armed robbery;
- the use of plant and associated equipment, including vehicles; and
- procedures to be adopted in the event of accident, injury or other emergency.

4.4 Supervision

Supervision should:

- ensure that only workers that have received training and instruction in relation to the work task are authorised to carry out the work;
- ensure that adequate occupational health and safety management systems are in place and operating to ensure that the safe work practices that have been adopted are adhered to. This should include the use of PPE and firearms; and
- include the regular exercise of skills and training in procedures and simulated incidents.

5. Incident/Accident Reporting

Employer's obligation to notify and record

A relevant person (including an employer) is required under part 7 of the *Workplace Health and Safety Regulation 1997* to inform Workplace Health and Safety Queensland if a serious bodily injury, work caused illness, or if a dangerous event (an incident) happens at a CIT workplace. The employer also has an obligation to record such information.

Definitions from the Act: 'incidents' at workplaces requiring notification to Workplace Health and Safety Queensland

'serious bodily injury' – means an injury to a person that causes –

- (a) the injured person's death; or
- (b) the loss of a distinct part or an organ of the injured person's body; or
- (c) the injured person to be absent from the person's voluntary or paid employment for more than 4 days.

'work-caused illness' - means—

- (a) an illness contracted by a person to which a workplace, a relevant workplace area, a work activity, or plant or substances for use at a workplace was a significant contributing factor; or
- (b) the recurrence, aggravation, acceleration, exacerbation or deterioration in a person of an existing illness if a workplace, a relevant workplace area, a work activity, or plant or substances for use at a workplace was a significant contributing factor to the recurrence, aggravation, acceleration, exacerbation or deterioration.

'dangerous event' – means an event caused by specified high risk plant, or an event at a workplace or relevant workplace area, if the event involves or could have involved exposure of persons to risk to their health and safety because of—

- (a) collapse, overturning, failure or malfunction of, or damage to, an item of specified high risk plant; or
- (b) collapse or failure of an excavation or of any shoring supporting an excavation; or
- (c) collapse or partial collapse of any structure; or
- (d) damage to any load bearing member of, or the failure of any brake, steering device or other control device of, a crane, hoist, conveyor, lift or escalator; or
- (e) implosion, explosion or fire; or
- (f) escape, spillage or leakage of any hazardous material or dangerous goods; or
- (g) fall or release from a height of any plant, substance or object; or
- (h) damage to a boiler, pressure vessel or refrigeration plant; or
- (i) uncontrolled explosion, fire or escape of gas or steam.

Employer

- You have reporting requirements to Workplace Health and Safety Queensland when an 'incident' requiring notification occurs at your workplace.
- You will need to keep a record of site accidents, incidents and dangerous events in your work diary and on an accident report form.

- You have to record the occurrence of an 'incident' requiring a record to be kept within three days of the event happening and make sure that you keep a copy for a year after first recording it.

The employer is required to keep a record if a work caused illness, a work injury or a dangerous event happens at a workplace.

Worker

You should always contact your employer immediately if a serious accident occurs at the workplace. However, workers should be encouraged to report all injury incidents to their employer, even those resulting in very minor injuries. These reports will help to identify hazards in the workplace that may need to be addressed.

6. Post Hold-Up Procedures

Following a hold-up it is important to have procedures in place so that first aid can be administered, psychologically traumatised persons can be treated quickly and appropriately, and the relevant authorities contacted.

These procedures may include:

- the staff involved or supervisory staff calling the police and if necessary ambulance on the emergency number 000 as soon as it is safe to do so;
- giving injured and/or traumatised workers first aid;
- reassuring and comforting of traumatised persons;
- leaving evidence undisturbed;
- asking workers to note down a description of the robber(s) and what the offender may have said, as soon as practicable. First impressions are vital;
- allowing workers to contact their families to advise them of the situation;
- where required, providing a professional post trauma counselling service. Make sure that all workers who were present for the hold-up have access to this service;
- informing all workers about what has occurred and update this as necessary;
- returning to normal business operations as soon as practicable.

6.1. Post hold-up procedures (longer term issues)

These procedures may include:

- informing workers of their rights and obligations in relation to worker's compensation and injury management, for any work caused illness or injury resulting from the hold-up;
- making sure workers have the opportunity to receive follow-up post trauma counselling;
- encouraging workers to resume normal duties as soon as possible once they have obtained medical clearance as being fit to return to work. Seek professional guidance to counsel workers who are reluctant to return to work. It is up to a doctor, psychiatrist or psychologist in conjunction with the worker to make a decision about returning to work;
- contacting any worker who takes time off in the days following the hold-up, to ensure that they are receiving appropriate medical/ psychological help.

Inform them about the range of local medical/psychological services available.

Advise the worker the workers' compensation insurer may also be contacting them to help;

- offering workers the opportunity to return to work in another role if they are too traumatised to resume their previous role;
- providing workers with support and guidance following the event. Workers may have to attend Court as a witness, seek compensation through the crime victim's tribunal system or make a workers compensation claim.

6.2 Post traumatic stress

Employers, managers, supervisors and colleagues must have an awareness of the complexity of reactions to armed hold-up. The short and long term psychological effects of being confronted with violence can be severe and in many 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 either in-house or external post traumatic stress counseling from professionals who are experienced in post trauma debriefing and counseling.

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.

7. Other Issues

7.1. Amenities

Responsibilities

Under Part 21 of the *Workplace Health and Safety Regulation 1997*, an employer must ensure the worker's workplace has certain workplace amenities.

An employer needs to provide the necessary information about workplace amenities to workers according to the arrangements developed for that workplace or organisation.

7.2. First aid

As an employer you are required to provide adequate first-aid equipment and facilities are readily available. The *First Aid Code of Practice* provides specific details of first aid requirements.

Workers should be advised of matters including:

- location of work site to inform any emergency services;
- availability of first aid facilities and services; and
- infection control procedures.

Infection control

Safe work practices should be in place to minimise exposure to blood and bodily substances that can cause infection.

Infectious diseases that may be transmitted by blood and bodily substances include:

- Hepatitis B;
- Hepatitis C; and
- Human Immunodeficiency Virus (HIV), the virus that causes the disease known as AIDS.

Standard precautions

It is a standard precaution to assume that *all blood and body substances* are *potentially infectious*.

If you feel you are at risk of a serious infection through contact with blood or bodily substances and sewerage you should consult your doctor about getting vaccinated against Hepatitis B, Hepatitis C etc.

Hygiene

If you come in contact with blood or bodily fluids make sure you wash the area. Using water alone is not enough, you will need to use soap or an alcoholic chlorhexidine hand wash (available from pharmacies).

Appropriate gloves should be worn when handling and or treating an injured worker.

Waste disposal

Single use disposable sterile items should be used to minimise the risk of cross infection.

N.B. Disposable items used for first aid **should not** be reused.

Any waste should be placed in a leak proof bag or container and sealed. Waste should be handled with care, to avoid contact with blood and or bodily substances. Gloves should be worn when handling contaminated waste bags and containers.

7.3 Drugs/alcohol

Legislative requirements

- Queensland *Traffic Act*. It is a breach of the Act to drive whilst under the influence of liquor or drugs or with prescribed amounts of alcohol in the blood.
- Queensland *Firearms Act*. It is a breach of the Act to be under the influence of alcohol or drugs while in physical possession of a firearm.

Using drugs and alcohol while at work can affect your health and safety as well as your co-workers.

As a CIT worker you have an obligation to make sure that you do not place at risk the health and safety of any person at the workplace, this includes your own and the public's health and safety.

It is up to you to make sure that you will not be working on the job under the effects of drugs and alcohol.

The effects that drugs and alcohol have on you can include:

- poor physical and hand-eye coordination;
- impaired judgement;
- decreased alertness, concentration and vision; and
- decreased energy levels, creating tiredness.

Any one of these effects will most certainly contribute to workplace accidents and injuries. If you work under the influence of drugs and/or alcohol it will be hard to carry out your usual tasks correctly or accurately and you will not be able to react quickly if something goes wrong.

A feeling of euphoria (excitement) can result from the use of illegal and recreational drugs resulting in you feeling indestructible and taking unnecessary risks on the job site.

The use of drugs and alcohol will limit your ability to carry out work tasks and operate machinery effectively.

Prescribed medication

Medication prescribed for you by your doctor may cause decreased mental or physical functioning of the body and drowsiness. For example anti-depressants, sleeping pills or blood pressure medication.

Taking prescribed medication that has possible side effects with other drugs (i.e. alcohol) will increase the effects on the body.

If you are involved with high-risk jobs and you are on medication that has possible side effects you should consider letting your employer and work mates know, and stop carrying out work activities that could hurt others if not operated properly (e.g. weapons handling or driving).

7.4 Thermal comfort

Excessive heat

The effects of excessive heat range from mild discomfort to life threatening illnesses such as heat stroke. Some effects of excessive heat exposure include:

- fever;
- confusion;
- nausea/vomiting;
- tiredness/weakness;
- clammy, hot skin.
- loss of concentration;
- rapid pulse;
- slurred speech
- heat stress; and

Some ill effects of excessive heat can be that:

- a worker's capacity to perform physically demanding work (including manual handling and repetitive upper limb work such as carrying coin bags etc.) is reduced by hot conditions. Alertness and mental capacity may also be affected;
- the effect of heat can increase the risk of accidents occurring; and

- the most common health problems such as fainting, fatigue and heat rash. However, with excessive exposure to heat, more serious health illnesses such as heat cramps, heat exhaustion and heat stroke may occur.

To reduce the impact of extreme heat conditions, control strategies listed that should be adopted include:

- increase air movement using fans;
- perform demanding work in the coolest part of the day;
- design work to minimise physical exertion, e.g.. minimise the need for manual handling and supply mechanical aids;
- provide regular rest breaks away from heat sources, preferably in the shade
- slow the work pace when working in hot conditions;
- allow time for new workers or those returning from illness or holidays to adapt to hot conditions;
- provide information and training to workers on the risks of working in thermal environments; and
- wear loose fitting, lightweight clothes to allow air to circulate. Heavy clothes, unless required for protective purposes, should be avoided since they limit the body's ability to lose heat.