

HEALTH AND SAFETY AT WORK



Guidelines for the Cash-in-Transit Industry

HEALTH AND SAFETY AT WORK

GUIDELINES FOR THE CASH-IN-TRANSIT INDUSTRY

WorkCover Authority of NSW
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FOREWORD & ACKNOWLEDGEMENT

These guidelines have been published by the WorkCover Authority of NSW to provide employers, self-employed persons, contractors and employees with practical advice on the provision of occupational health and safety practices to persons engaged in the Cash-in-Transit Industry.

Occupational health and safety issues raised in Justice Peterson's Inquiry Report, The Transport and Delivery of Cash and other Valuables Industry have been considered and addressed in the preparation of these guidelines.

This guideline has been developed by WorkCover NSW and has involved extensive consultation with industry and other special interest groups.

(Signature)

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CONTENTS

1. **Introduction**
 - 1.1 Title
 - 1.2 Purpose
 - 1.3 Scope
 - 1.4 Commencement
 - 1.5 Authority
2. **Consultation**
 - 2.1 OHS Committees and Representatives
 - 2.2 Provision of Information
3. **Planning and Preparation**
 - 3.1.0 Planning by designer
 - 3.1.1 Planning by the client (location of ATMs)
 - 3.2 Planning by the employer (including contractors)
 - 3.3 Risk assessment
 - 3.4 Hierarchy of control measures
4. **Personal Protective Equipment**
 - 4.1 Inspection and maintenance
5. **Training and Supervision**
 - 5.1 Training
 - 5.2 Supervision
6. **Post hold-up procedures**
 - 6.1 Post hold-up procedure (longer term issues)
7. **Post traumatic stress**
8. **Legal requirements**
 - 8.1 Occupational health and safety - Duty of Care
 - 8.2 Employers' responsibilities
 - 8.3 Employees' responsibilities
 - 8.4 Self - employed persons' responsibilities
 - 8.5 Manufacturer/supplier responsibilities
 - 8.6 Statutory Provisions
9. **Definitions**

INTRODUCTION

1.1 Title

These guidelines may be cited as the Health and Safety at Work - Guidelines for the Cash-in-Transit Industry.

1.2 Purpose

These guidelines provide practical guidance to prevent injury or work-related illness to persons engaged in work in the Cash-in-Transit and Valuables Industry.

1.3 Scope

These guidelines cover the planning, preparation and conduct of work in the Cash-in-Transit and Valuables Industry.

1.4 Commencement

These guidelines take effect on 21 July 2000

1.5 Authority

These guidelines have been approved by the Security Industry Council and have been adopted as part of the NSW Security Industry - Code of Practice.

CONSULTATION

Employers, self-employed persons, contractors and employees engaged in cash-in-transit work should consult with each other when observing the recommendations of these guidelines and determining the provision of safe systems of work.

The Occupational Health and Safety Act 1983 (OHS Act) requires that all instruction and information necessary to ensure the health and safety of employees must be provided by employers. The consultation process should be undertaken with the employees or with employee representatives and be used to determine safe systems of work based on an assessment of the risk and may also assist in identifying appropriate training needs.

The consultation process should consider at least the following:

- nature of the work,
- existing policies and procedures,
- operational requirements of the CIT operator and employees
- operational requirements of the CIT client
- the identification of hazards and assessment of risk,
- the development and implementation of risk control strategies,
- evaluation of control measures

2.1 Occupational Health and Safety (OHS) Committees

Workplace OHS committees can be very useful to both employees and employers to encourage better communication and relations between persons carrying out the work and management when identifying and resolving occupational health and safety matters. OHS committees may also assist during the consultation process when employers are determining what safeguards will be provided for persons carrying out the work.

The OHS Act requires that a committee must be established at a

CONSULTATION

place of work where there are 20 or more employees and the majority of employees request it or if WorkCover NSW requires it.

A committee may:

- review the measures taken to ensure health and safety at the workplace. This may include assisting in the development of safe systems of work and recommending appropriate training and education.
- investigate health and safety matters at the place of work and make recommendations to the employer.
- carry out inspections and obtain relevant information
- request a WorkCover NSW inspection

OHS Committee members must be provided with accredited training that assists them to exercise their functions.

An employer may not dismiss an employee because they make a complaint about a matter they consider to be a health and safety risk or because they are a member of an OHS Committee or carry out any functions as a member of that committee.

2.2 Provision of information

Information should be provided to employees, taking language and literacy into account, to familiarise them with:

- (a) the specific control measures which are necessary in relation to each employee's job;
- (b) the employer's policies, programs and timetable for future improvements;
- (c) the arrangements for reporting defects to vehicles or equipment likely to increase the risk to employee safety;
- (d) when and how to use personal protective equipment provided and their proper care and maintenance;
- (e) statutory responsibilities of employers and employees.

PLANNING & PREPARATION

Careful planning and preparation is the first essential step in ensuring that work is done safely. Planning and preparation should involve consultation with all those engaged in the work and include the risk assessment and control process. (refer 2.)

3.1.0 Planning by 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 cash-in-transit
- 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
- Automatic Teller Machines (ATMs) are positioned in safe areas.

3.1.1 Planning by the client (location of ATMs)

The cash in transit client should take into account the need to minimise the risk of armed robbery when deciding on the location of free standing or off site ATMs. Client organisations should consult with the CIT Operator with a view to introducing appropriate strategies to reduce armed robbery.

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

- safe access and egress is offered to persons involved in servicing the ATM
- pedestrian and vehicle access
- is the ATM to be freestanding or placed into a wall of the building
- security devices are located in a prominent area
- provision of adequate lighting near the ATM

3

PLANNING & PREPARATION

- provision of a duress alarm near the ATM
- ATM's are positioned in safe areas, eg; security bunker.

3.2 Planning by the employer (including contractors)

The employer and/or contractor doing the work has a statutory duty under the Occupational Health and Safety Act. This duty is to provide and maintain, in relation to those matters over which they have control, a workplace that is safe and without risks to health for their employees and other persons present at the workplace who maybe affected by the work.

Employers when contracting out CIT work to sub-contractors should ensure the sub-contractor is carrying out the work in a safe manner and in accordance with these guidelines.

To fulfil these obligations the employer and/or contractor 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 contractor should prepare and document a health and safety management plan. This plan should be based on the consultation with the contractors and their employees or representatives and should describe how the work is to be done safely.

The employer and/or contractor should consider safe work issues such as:

- a) an assessment of the risks involved in carrying out the work (refer 3.4)
- b) the most appropriate methods of controlling any risk of injury.
- c) providing standard operating procedure/s (SOPs), where appropriate, describing 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.

PLANNING & PREPARATION

- d) providing where appropriate suitable and safe access to and from the collection points.
- e) that all persons carrying out the work have received appropriate training and instruction (refer 6).
- f) an assessment of manual handling tasks which could cause back strains and other injuries and providing systems of work which comply with the provisions of the Occupational Health and Safety (Manual Handling) Regulation 1991 and the Code of Practice for Manual Handling, such as the weight of cash to be manually handled and the method of storage/stacking to reduce the amount of handling.
- g) provision of general PPE for footwear, sunlight, eye protection, heat and cold.
- h) provision of specialised PPE
- i) considering the level of experience of persons when allocating specific tasks to minimise the risks.

3.3 Risk assessment and control

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

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 contractor doing the work in consultation with employees to determine if persons are at risk. Safe systems of work must then be put in place to control the risk.

3

PLANNING & PREPARATION

The process of risk assessment and control is made up of the following steps:

1. Identify the hazards.
2. Assess the risk(s) from the hazards.
3. Use appropriate control measures to eliminate or reduce the risk.
4. Control measures should be reviewed from time to time as appropriate.

3.4 Hierarchy of control measures

Use the following hierarchy of control in order to develop each control measure:

1. Eliminate the risk (eg. Discontinue the activity)
2. Minimise the risk by:
 - substituting the system of work (with something safer)
 - modifying the system of work (to make it safer)
 - isolating the hazard (eg. Introduce a restricted work area)
 - introducing engineering controls (eg. guarding, fencing).
3. Other controls include:
 - using personal protective equipment
 - adopting administrative controls such as specific training and work instructions.

The control measures at Level 1 give the best results and should be adopted. The measures at the lower levels are less effective and they require more frequent reviews of the hazards and systems of work. In some situations a combination of control measures may need to be used.

Control measures recommended by contractors doing the work should also be considered by the employer as part of the health and safety management plan. Any new control measures should be evaluated to ensure that they are effective and safe and that no new hazards are created by them.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

Before commencing any work, the employer and contractor doing the work should assess any conditions likely to affect the health and safety of the employees, as identified during the risk assessment procedure, and following consultation with employees and their representatives arrange for the provision and use of appropriate PPE.

Individual selection of PPE should be based on:

- (a) the degree of protection required in the employees' environment;
- (b) suitability for use in the type of working environment and the job involved;

4.1 Inspection and maintenance

Employers should ensure that PPE is regularly inspected and maintained and ensure that adequate provision is made for clean storage of equipment when not in use. Employees should also inspect PPE regularly to detect and report damage or deterioration.

For further information on inspection, maintenance and storage of any issued PPE, refer to the supplier's specifications and user manual.

TRAINING & SUPERVISION

Under Section 15.2 (c) of the OHS Act employers must provide training, instruction, information and supervision to ensure the health and safety at work of their employees.

All persons involved in the cash-in-transit 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.

The target groups requiring training are:

- (a) employees who may be exposed to armed robbery at work;
- (b) managers and supervisors of employees considered at risk of injury or work-related illness from armed robbery;
- (c) workplace health and safety committees and employee representative(s)
- (d) staff responsible for the purchasing of plant, personal protective equipment and for designing, scheduling and organisation of work activities.

5.1 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-related illness from the threat of armed robbery include:

TRAINING & SUPERVISION

- (a) the effects of armed robbery on affected employees.
- (b) the statutory responsibilities of employers and employees.
- (c) an overview of the employer's cash-in-transit policy and program.
- (d) the nature and extent of hazards in the workplace associated with the work practices used by employees in the course of their work, including control measures, based on the risk assessment, to prevent injury.
- (e) the nature of general armed robbery control measures which are in use or are planned.
- (f) the specific control measures which are necessary in relation to each employee's own job. (As appropriate, this should include instruction in the correct use of firearms and other measures which will minimise the risk of armed robbery).
- (g) when and how to use PPE including selection, fitting, proper care and maintenance.
- (h) the arrangements for reporting defects in plant or the workplace which are likely to increase the risk of armed robbery.
- (i) the use of plant and associated equipment.
- (j) procedures to be adopted in the event of accident, injury or other emergency.

5.2 Supervision

Supervision should:

- (a) ensure that only employees that have received training and instruction in relation to the work task are authorised to carry out the work.
- (b) 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.

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 may include:

1. As soon as it is safe to do so the most senior available staff member should ring the Police and if necessary the Ambulance Service on the emergency number 000.
2. Injured and/or traumatised employees should be given first aid.
3. Evidence must be left undisturbed.
4. Ask employees to note down a description of the robber(s) and the words used in the crime as soon as practicable. First impressions are vital.
5. Allow employees to contact their families to advise them of the situation.
6. Where required, provide a professional post trauma counselling service. Make sure that all employees who were present for the hold-up have access to this service.
7. Inform all employees about what has occurred and update this as necessary.
8. Return to normal business operations as soon as practicable.

6.1 Post hold-up procedures (longer term issues)

1. Inform workers of their rights and obligations in relation to workers' compensation and injury management, for any work-related illness or injury resulting from the hold-up.
2. Make sure employees have the opportunity to receive follow-up post trauma counselling.

POST HOLD-UP PROCEDURES

3. Encourage employees to resume normal duties as soon as possible. Seek professional guidance to counsel employees who are reluctant to return to work. It is up to a doctor, psychiatrist or psychologist in conjunction with the employee to make a decision about returning to work.
4. If any employee takes time off in the days following the hold-up, make contact to ensure that they are receiving appropriate medical/psychological help. Inform them about the range of local medical/psychological services available. Advise the employee the workers' compensation insurer may also be contacting them to help.
5. Offer employees the opportunity to return to work in another role if they are too traumatised to resume their previous role.
6. Provide employees with support and guidance following the event. Employees may have to attend Court as a witness, seek compensation through the crime victim's tribunal system or make a workers compensation claim.

7

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 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 employees who are the victims of an armed robbery.

LEGAL REQUIREMENTS

8.1 Occupational health and safety - “Duty of care”

All employers are required under the Occupational Health and Safety Act 1983 to accept a duty of care for the health and safety of all people in the workplace. 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 employees and members of the public harmed from the threat of armed robbery.

Implementing duty of care requires everyone in the workplace to be aware of the potential for armed robbery and take steps to prevent workplace accidents, injuries and illnesses.

8.2 Employers’ responsibilities

Employers have an obligation to ensure the health, safety and welfare of employees and other persons at the place of work to comply with the OHS Act and Regulations.

Employers should ensure that:

- (a) statutory requirements are complied with;
- (b) all levels of management and employees are aware of the control measures to reduce the potential for armed robbery;
- (c) all employees are encouraged to cooperate in using agreed safe work practices;
- (d) information on armed robbery, the risks involved and appropriate control measures are disseminated in a manner appropriate to the workplace conditions;
- (e) a comprehensive personal protective program is implemented; including the selection, and instruction of employees in the correct use and maintenance of the PPE.
- (f) employees receive appropriate training and education when it is required.
- (g) employees are not required to pay for anything done or

LEGAL REQUIREMENTS

provided to meet specific requirements made under the Act or associated legislation.

8.3 Employees' responsibilities

Employees have an obligation to take reasonable care for the health and safety of other persons in the workplace and to cooperate with their employer in the interests of health, safety and welfare. They have an obligation to comply with all statutory requirements and established workplace procedures and notify any safety concern or hazard with the employer.

8.4 Self-employed persons' responsibilities

Self-employed persons have an obligation to ensure that the conduct of their undertakings at a place or work does not expose persons who are not in their employment to risks to their health and safety.

8.5 Manufacturers'/suppliers' responsibilities

Manufacturers and suppliers have an obligation which requires them to ensure the health and safety as regards to plant or substances used at places of work. They are required to carry out research, testing and examination, as may be necessary, and make available adequate information about the safe use of the plant or substance and of any conditions necessary to ensure the plant or substance will be safe and without risks to health.

8.6 Statutory provisions

The following Act and Regulations apply in relation to occupational health and safety in the Cash-in-Transit Industry:

- Occupational Health and Safety Act, 1983
- Occupational Health and Safety (Committees in Workplaces) Regulation
- Occupational Health and Safety (Manual Handling) Regulation
- Occupational Health and Safety (First-aid) Regulation

LEGAL REQUIREMENTS

- Occupational Health and Safety (Notification of Accidents) Regulation

The provisions of the OHS Act and Regulations mentioned above are mandatory provisions in legislation and must be complied with. They have been mentioned in these guidelines to provide assistance with directing the reader to other legislative requirements which may have some application. The list is not exhaustive and is included in this guideline by way of assistance only.

DEFINITIONS

In these guidelines:

ATMs means automatic teller machines

CIT means the transport and delivery of cash and other valuables industry.

CIT Client means any person, partnership or company that uses the services of a licensed CIT Operator and includes financial institutions such as a bank, building society, credit union or insurance company.

CIT Operator means a person, partnership, company or contractor engaged in the delivery, collection and storage of cash and other valuables from CIT Client.

Consultation means the sharing of information and exchange of views between employers, employees and/or employee representative(s) on health and safety issues. It includes the opportunity to contribute to decision making in a timely fashion to minimise the risk(s) of the threat of armed robbery.

Contractor means the person responsible for carrying out the work. Depending on the contractual arrangements which are in place, the contractor doing the work may be an employer, self-employed person or a person in control within the terms of the OHS Act.

Employee means an individual who works under a contract of employment or apprenticeship.

Employee representative(s) includes an employee member of a health and safety committee where established in the workplace, or a person elected to represent a group of employees on health and safety matters.

Employer means a corporation or an individual who employs persons under a contract of employment or apprenticeship.

Hazard means anything that may result in harm to a person.

Plant means any machinery, equipment, appliance, implement or tool, and anything fitted or connected to them.

Risk means the probability of harm occurring to a person.

Self-employed person means a individual who works for gain or reward otherwise than under a contract of employment or apprenticeship, whether or not he/she employs others.

Should means a recommendation.

SOPs means standard operating procedures.

Work-related illness means:

- (a) a disease which is contracted by an employee in the course of employment at a place of work and to which the employment was a contributing factor; or
- (b) the recurrence, aggravation, acceleration, exacerbation or deterioration of any existing disease contracted by an employee, where any such employment was a contributing factor to the recurrence, aggravation, acceleration, exacerbation or deterioration.

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