Violence at work

Work environment

	Yes	No	N/A
Is there good visibility to and from the workplace?			
In the workplace, is visibility to different areas good enough for employees to make eye contact with other employees and customers?			
Does your work environment have good lighting (indoors, at entrances, exits and yards, and in parking areas?			
Could furniture provide employees with some degree of protection if there was a violent incident?			
Do you have measures in place that prevent outsiders from getting access to your cash?			
Do you restrict outsiders to customer areas only?			
Do you monitor outsiders' movements within your premises?			
In potentially violent situations, could employees easily escape from their work posts?			
In potentially violent situations, could employees easily open locked exits?			
Do you keep back doors locked during the daytime?			
Do back doors have a doorbell, as well as a 'peephole' or camera surveillance?			

Surveillance and alarms

	Yes	No	N/A
Do you control access at all entry and exit routes?			
Is your CCTV surveillance comprehensive?			
Do you have taped video surveillance in at-risk areas?			
Do your premises and service points have alarm buttons, or do employees have personal portable alarms?			
Do you have a phone with important numbers on display/quick dial keys that employees can access quickly?			
Do you clearly display notices telling people that you have security systems?			
Do you have security guards in customer areas?			

Money handling

	Yes	No	N/A
Do you keep the minimum amount of cash that you need on your premises?			
Do cash boxes at cash desks have safety glass screens above or in front of them?			
Do your cash boxes lock automatically?			
Do your cash desks have time-delay locks for banknotes?			
Does money counting take place in a locked area that outsiders can't see into?			
Is your money transported securely?			

Violence at work

Preventive measures

	Yes	No	N/A

Do you have clear procedures on how to deal with violent and threatening situations and have you communicated them to employees?

Do you have a 'responsible person' who's in charge of safety and do all employees know who they are?

Do you keep keys secure?

Are all violent and threatening situations reported and investigated?

Do you use information from reports and investigations to improve security?

Are your security plans based on the hazards you've identified and the risks you've assessed?

Are all your security devices checked and tested regularly?

Do you arrange support and counselling for those who've been exposed to violent situations?

Do you discuss violent incidents with your employees with a view to preventing them happening again?

Procedures and training

	Yes	No	N/A

Do you have procedures and provide training to employees on how to handle, store and transport money?

Do you have procedures and provide training to employees on the security measures to take when entering and leaving the premises?

Do you have procedures and provide training to employees on how to raise an alarm, call for help and make notes that may be of use in identifying people who've been violent?

Do you have procedures and provide training to employees on how to use safety or security equipment?

Do you have procedures and provide training to employees on the actions to take if there's been a robbery?

Do you have procedures and provide training to employees on the actions to take in a bomb scare or other similar situations?

Do you have procedures and provide training to employees on who to talk to and who can be contacted about different violent situations?