

Violence Control Measures Checklist

► A checklist for the management of risks related to physical violence. Violence or the threat of it can be prevented using various methods. Control measures to be taken are selected according to the needs of each workplace. This card is best suited for small workplaces in fixed premises where customer service work is carried out.

Company:	Assessors:
Department, unit, etc:	Date:

Assess the level of control at your workplace. The more common and serious the occurrence of violence, the more important it is to take preventative action. The assessment indicators are: yes=satisfactory, no=action required e.g. examination or control measures. Use the Risk Management Control Measures Summary Sheet (included in the Toolkit) to record all the issues that require examination or control measures. Think about the causes of hazards, consequences, required control measures and the responsibilities for implementation.

Work environment

	Yes	No	Does not concern us
Is there good visibility to and from the workspace?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Within the workspace, is visibility to different areas good and can eye contact be made with other employees or customers?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is lighting good: indoors, at entrances/exits, yards, parking areas, etc?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does furniture act as protection in violent and threatening situations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is access to money by outsiders prevented?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is outsiders' access to areas other than customer areas prevented?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are movements of outsiders within the premises monitored?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Can employees easily escape from their work posts in threat situations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Can locked exits be easily opened by employees in threat situations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are backdoors locked during the daytime?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have backdoors got a doorbell and a 'peephole' or camera surveillance?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Surveillance, alarms, etc.

	Yes	No	Does not concern us
Is there access control on all entry/exit routes?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is your CCTV surveillance comprehensive?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is taped video surveillance used in at-risk areas?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do your premises and service points have alarm buttons i.e. fixed alarms or do employees have personal portable alarms?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is a phone nearby with important numbers on display/quick dial keys?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are there stickers warning of security systems clearly visible?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do customer areas have a security guard or janitor?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Money handling

	Yes	No	Does not concern us
Is the minimum of cash kept on the premises?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do cash boxes at cash desks have a safety glass screens above or in front of them?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do your cash boxes lock automatically?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do your cash desks have time-delay boxes for banknotes?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does money counting take place in a locked area and in a way that isn't visible to outsiders?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is money transported securely?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Preventative and other measures

	Yes	No	Does not concern us
Have actions to be taken in violent and threatening situations been clearly defined and communicated to employees?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Has a 'responsible person' been named for safety and do all employees know who they are?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is key security taken care of?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are all violent and threatening situations reported and investigated?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is information from reports and investigations used to improve security?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are identified hazards and assessed risks the basis of security development plans?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are all devices checked and function-tested regularly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is support and counselling arranged for those who have been exposed to violent situations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are previous violent incidents and lessons learned for prevention discussed regularly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Training and instructions

	Yes	No	Does not concern us
Are instructions and training provided on the handling, storage and transportation of money?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are instructions and training provided on the security measures to be taken when leaving/arriving?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are instructions and training provided on raising the alarm, summoning help and making notes that may be of use in identifying the culprit?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are instructions and training provided on using safety/security equipment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are instructions and training provided on actions to be taken in robbery and theft situations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are instructions and training provided on actions to be taken in bomb threat or other difficult situations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are instructions and training provided on who to inform and who can be contacted about different situations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>