

# Industry hazards and control measures

This table provides examples of hazards and risks which may lead to violence in your industry. It also provides examples of control measures for managing those risks.

Every workplace is different and the examples in this table are not exhaustive and may not be reasonably practicable for your business. You should consult with your workers to identify any additional hazards and risks of violence at your workplace. The control measures you put in place need to be tailored to your business and your workers in order to eliminate or minimise the risk of violence so far as is reasonably practicable.

Retail and Hospitality	
Potential hazards	<ul style="list-style-type: none"><li>• Frequent contact with the general public</li><li>• Workers are handling valuable or restricted items e.g. cash or medicines</li><li>• Workers are working in isolation or at night</li><li>• Workers are providing services to people who are affected by drugs or alcohol</li><li>• Stock shortages, restrictions on services, refund or returns policies do not meet expectations</li><li>• Insufficient workers available to serve customers, particularly during seasonal trading peaks</li><li>• Waiting times, delivery times or processing times do not meet expectations</li><li>• Workers do not have the information on-hand to respond to customer requests or are insufficiently trained</li></ul>
Example control measures	<ul style="list-style-type: none"><li>• Banning persons with a history of violence and aggression from the workplace</li><li>• Provide alternative methods of customer service to eliminate or minimise face-to-face interactions, such as online or click-and-collect services</li><li>• Ensure access to the premises is appropriately controlled when people work alone or at night</li><li>• Increase security measures such as security personnel, video surveillance or duress alarms</li><li>• Ensure internal and external lighting provides good visibility</li><li>• Furniture and partitions are arranged to allow good visibility of service areas and avoid restrictive movement</li><li>• Ensure the physical environment is clean and has appropriate noise and temperature controls</li><li>• Separate workers from the public, e.g. with protective barriers, screens or raising the height of counters</li><li>• Limit the amount of cash, valuables and medicines held on the premises and implement cash handling procedures</li><li>• Ensure there are no objects that could be thrown or used to injure someone</li><li>• Workers and others have a safe place to retreat to avoid violence</li><li>• Customer facing signage advising zero-tolerance of abuse and violence at the workplace</li><li>• Clearly inform customers of the nature and limits of the products or services you are providing e.g. online and using signage</li><li>• Provide information as soon as possible on the availability of services/products, processing delays or waiting times</li><li>• Avoid workers needing to work in isolation and provide sufficient workers during periods of high customer attendance</li><li>• Monitor workers when they are working alone or away from the workplace e.g. a supervisor checks in regularly throughout the shift</li><li>• Rotate workers to limit contact time with customers</li><li>• Workers are trained in de-escalating aggressive behaviour (signs of aggression, verbal and non-verbal communication strategies)</li></ul>