SafeWork NSW

Violence and aggression in the retail sector

Self-assessment tool

Workplace violence and aggression can occur in industries where people work with the public or external customers. The impact can cause serious physical or psychological injury. Retail industry workers have an increased risk of workplace violence and aggression.

Workplace violence and aggression can include:

- verbal abuse, in person or over the phone
- written abuse, including online
- harassment
- threats
- ganging up, bullying and intimidation
- physical or sexual assault
- armed robbery
- malicious damage to the property of staff, customers, or the business

If you are a Person Conducting a Business or Undertaking (PCBU), a self-employed person or a controller of a workplace within the retail industry, this self-assessment tool is designed to provide guidance for what you can do to improve safety and put in place measures to control the associated risks in your workplace to be compliant with safety legislation.

Consultation with your workers can also provide an opportunity to use the knowledge and experience of your workers to achieve a safer and healthier workplace.

SafeWork NSW offers free advice and support to help PCBUs and workers maintain a safe workplace and meet their work health and safety obligations. You can contact SafeWork NSW on 13 10 50 for safety advice. You can also apply for a free advisory visit and a SafeWork Inspector will visit your workplace and provide practical advice and guidance specific to your business.

When completing the self-assessment tool, consider your whole workplace.

Further information

For information and resources scan the QR code, visit **safework.nsw.gov.au** and search 'retail trade' or call us on **13 10 50**

Violence and aggression in the retail sector | Self-Assessment Tool	Yes	No
Have you conducted a risk assessment of the identified risks of violence and aggression in the workplace?		
Have you implemented a policy or safe operating procedure to manage violence and aggression in the workplace?		
Do you have a system in place to identify and eliminate and/or minimise risks associated with violence and aggression in the workplace?		
Do you keep evidence/records of consultation with workers when completing risk identification and determining controls for violence and aggression at the workplace?		
Do you keep evidence/records of training/induction that has been provided to all workers on violence and aggression at the workplace?		
Do you have a process in place to confirm that workers have understood their training on violence and aggression at the workplace?		
Do you have a process for communicating to your workers on high-risk customers? E.g., Persons who are banned or have a history of violence		
Is access to the workplace appropriately controlled, especially when workers work alone or at night?		
Are workers separated from the public? E.g., with protective barriers, screens or raising the height of counters		
Do workers and others have a safe place to retreat to, to avoid violence and aggression?		
Do you monitor workers when they are working alone or away from the workplace? E.g., a supervisor checks in regularly throughout the shift		
Are workers trained in de-escalating aggressive behaviour? E.g., signs of aggression, verbal, and non-verbal communication strategies		
Do you have a system in place to minimise the taking of cash? (i.e. if so, using a safe that cannot be opened by workers)		
Do you have a system in place for how cash is taken to the bank?		
Do you have a system in place to raise concerns of violence and aggression from coworkers?		
Do you prevent access to dangerous implements and/or objects that could be thrown or used to injure workers?		
If you answer 'no' to any question, this is an indication that you need to make improvements, that are reasonably practicable, to become compliant with NSW safety legislation.		

Sign-off

PCBU Representative   Signature   Date

Health and Safety Representative   Signature   Date
or worker representative