



Violent & Aggressive Behaviour (VAB) - Retail

**GENERIC BOWTIE SAMPLE
(PREVENTATIVE & MITIGATIVE CONTROLS)**

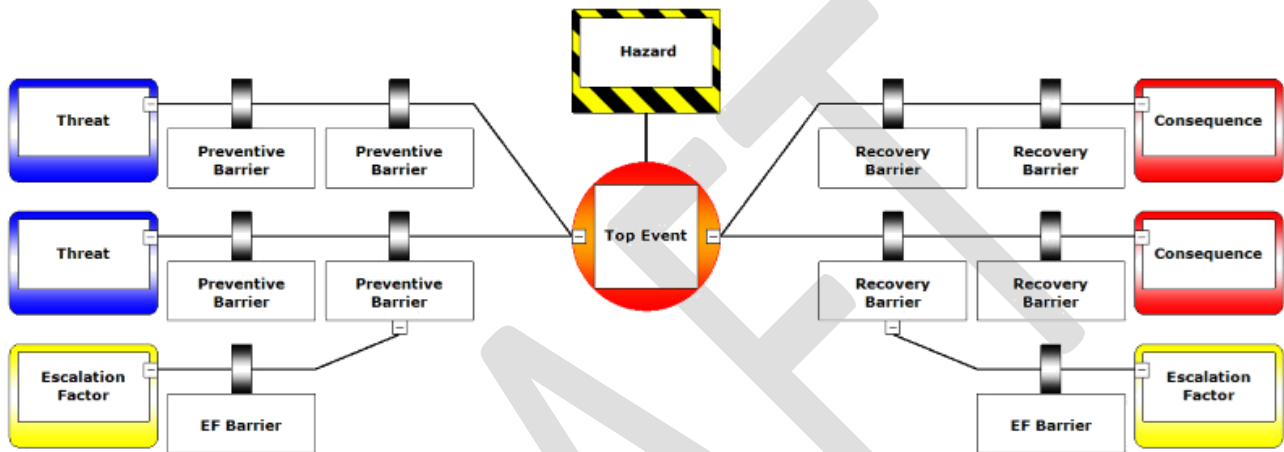
1st December 2022



Bowtie Method

Is a risk evaluation method that can be used to analyse and demonstrate causal relationships in high-risk scenarios. A 'bowtie' is a diagram that visualizes the risk you are dealing with in just one, easy to understand picture. The diagram is shaped like a bowtie, creating a clear differentiation between proactive and reactive risk management. The power of a Bowtie diagram is that it gives you an overview of multiple plausible scenarios, in a single picture. In short, it provides a simple, visual explanation of a risk that would be much more difficult to explain otherwise

The following element shows the structure of the bowtie.



We recommend that with any bowtie a Hierarchy of control is developed and used as a system for controlling risks in the workplace. Risks should be reduced to the lowest reasonably practicable level by taking preventative measures, in order of priority. Eliminating the hazard and risk is the highest level of control in the hierarchy, followed by reducing the risk through substitution, isolation, and engineering controls, and then reducing the risk through administrative controls. Reducing the risk with the use of protective personal equipment (PPE) is the lowest level of control.

Consider various control options and effective elimination controls should always be the priority. If elimination is not reasonably practicable, minimise the risk in the circumstances. Reducing the risk may involve a single control measure or a combination of different controls that work together to provide the highest level of reasonably practicable protection.

As an employer, you must consult your workers and their health and safety representatives (HSRs), if there are any when deciding on risk controls.

For simplicity, we display the bowtie in a table format to make it easier to use. The main hazard is displayed on the top left of the document. The first box starting from the left will be the "threats/ Causes" followed by preventative and mitigative (reactive) controls and lastly the potential consequence of the threat/ cause.

Cause/ Threat	Preventative Controls	Mitigative Controls	Consequences
<p>Robbery</p>	<ul style="list-style-type: none"> • Duress Alarm (Alarm at Customer Services areas calling for Local Police Office/ Security or Management help) • Team member's Communication (Key Customer Services /Local Police Office/ Security workers are connected via radio, earpieces, mobile, etc.) • Retail entry screen to display surveillance monitoring • Facial Recognition implemented with video surveillance • Video Surveillance System is operating 	<ul style="list-style-type: none"> • Medical Response (First Aid through to Ambulance) • Human Intervention (Team members or Customers assisting) • Team member's communications (Speed and response) • Higher Risk Roles may have PPE, or Team member's duress alarms • Team members able to get to a safe location 	<p>Severe Injury / Fatality</p>
<p>Customer Impairment</p>	<ul style="list-style-type: none"> • Police Intervention (Contact Police and inform) • Simulation Training (Situational Awareness Training - dealing with aggressive customers) • Deter would-be thieves with prominently placed signage and a visible presence • Trespass (Trespass issued to anyone impaired enough to cause staff concern) • Facial Recognition implemented with video surveillance • Video Surveillance System is operating 	<ul style="list-style-type: none"> • Medical Response (First Aid through to Ambulance) • Human Intervention (Team members or Customers assisting) • Team member's communications (Speed and response) • Higher Risk Roles may have PPE, or Team members duress alarms <p>Team members able to get to safe location</p>	<p>Severe Injury / Fatality</p>

IMPORTANT: All businesses should conduct a thorough risk assessment to ensure all risks and controls have been identified. This hierarchy of control document is deemed a generic guide and does not consider each business environment.

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Cause/ Threat	Preventative Controls	Mitigative Controls	Consequences
<p>Customer Service</p>	<ul style="list-style-type: none"> • Facial Recognition implemented with video surveillance • Video Surveillance System • Team member's Communication (Key Customer Services/ Local Police Office / Security workers are connected via radio, mobile, earpieces, etc.) • On-line complaints process for a quality issue - ensure customer may only visit the store once an issue has been identified and actions agreed upon. • Layout - Customer Services Area (Design of Customers Services and Check-outs to provide delay or barrier) • Duress Alarm (Alarm at Customer Services areas calling for Local Police Office/ Security or Management help.) • Return Policy that is publicised is known and understood by both customers and workers • Product Quality (High product quality limits returns) • Deter would-be thieves with prominently placed signage and a visible presence • Retail entry screen to display surveillance monitoring • Simulation Training (Situational Awareness Training) • Signage exists for video surveillance system, advising of security presence and that certain customer behaviour is not tolerated 	<ul style="list-style-type: none"> • Internal/ External Communications (How to limit the impact on the brand) • Business Continuity Planning and Crisis Management (Mitigation and recovery) 	<p>Reputational Impact</p>
		<ul style="list-style-type: none"> • Team able to get to a safe location • Higher Risk Roles may have PPE or TM duress alarms • Team member's Communications (Speed and response) • Human Intervention (Team members or Customers assisting) • Medical Response (First Aid through to Ambulance) 	<p>Minor or No injury</p>

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Cause/ Threat	Preventative Controls	Mitigative Controls	Consequences
<p>Breach of trespass</p>	<ul style="list-style-type: none"> Deter would-be thieves with prominently placed signage and a visible presence Police Intervention (Contact Police and inform) Sim Training (Situational Awareness Training - dealing with aggressive customers) 	<ul style="list-style-type: none"> Medical Response (First Aid through to Ambulance) Team members assistance programme (Clinical support for team members) Internal/ external communications (How to limit the effect on the people involved) 	<p>Mental Health/ Posttraumatic Stress Disorder</p>
<p>Intervention in Third-Party Violence</p>	<ul style="list-style-type: none"> Deter would-be assailants with prominently placed signage and a visible presence Police Intervention (Contact Police and inform) Team member communication (Key Customer Services /Local Police Officers/ Security workers are connected via radio, earpieces, mobile, etc.) Training (Situational Awareness Training - dealing with aggressive customers) 		
<p>Team Member Family/ Partner/ friend Issues</p>	<ul style="list-style-type: none"> Family Violence Policy (Policy exists with resources and tools for team members) A procedure exists that documents how to keep Team Members safe e.g. guard service escorted to the vehicle. Layout - Safe Zone (Team Member only zone with access control) Issue trespass notices to family members of concern Team member communication (Key Customer Services /Local Police Officers/ Security workers are connected via radio, earpieces, mobile, etc.) 		

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Cause/ Threat	Preventative Controls	Mitigative Controls	Consequences
<p>Theft of Product</p>	<ul style="list-style-type: none"> • Police Intervention (Contact Police and inform) • High-value items secured as a deterrent • Trespass issued to all shoplifters • Facial Recognition (Known persons identified at entry and intercepted or trespassed) • Fitting Room Policy (Limited Garments and Team Members monitoring of Fitting Rooms (Deterrent to Theft)) • Situational Awareness Training - dealing with aggressive customers • EAS (Electronic article surveillance used as a deterrent to theft,) • Deter would-be thieves with prominently placed signage and a visible presence • Video Surveillance System • Signage (Advising of Security Presence) • Team member communication (Key Customer Services/ Local Police Office/ Security staff are connected via radio, mobile, earpieces, etc.) • Facial Recognition implemented with video surveillance 		
<p>Violence Outside of Store</p>	<ul style="list-style-type: none"> • Store Closing Procedure • Duress Alarms (Provided to all staff working outside of store hours.) • Signage (Advising of Security Presence) • Lighting (On and functional) • Guard Escort After Dark (Always where risk exists) • Video Surveillance System 		

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