

# CASH-IN-TRANSIT INFORMATION SHEET

## Overview

This Information Sheet provides advice for small businesses like security providers and those who engage security providers on managing risks from cash-in-transit activities—for example safeguarding cash during transport or servicing automatic teller machines (ATM). These activities are usually carried out through armoured or non-armoured vehicle operations but may also be carried out by foot.



For further information see the [General guide for managing cash-in-transit security risks](#).



If you are a business like a retailer, chemist or service station which transports and handles cash 'in-house' without using a security provider see the [Guide for handling and transporting cash](#).



## What do I need to do?

You must ensure that workers and other people at the workplace are not exposed to health and safety risks, so far as is reasonably practicable. This includes the risk of armed robbery and hold-ups.

For cash-in-transit activities think about:

- whether cash is transported in a marked armoured vehicle with uniformed workers (overt activity) or an unmarked vehicle with non-uniformed workers (covert activity)
- how many people are exposed e.g. crew levels and public activity
- the suitability and condition of vehicles and equipment like personal protective equipment (PPE) and firearms, and
- the route, time of day and environmental conditions like wet conditions and darkness.



A [Sample Risk Management Form](#) for cash-in-transit work is available on the Safe Work Australia website.

## Vehicles used to transport cash

If armoured vehicles are used to transport cash they should be easily identified, for example marked with the security provider's name and logo. These vehicles should be operated by uniformed personnel carrying firearms and be purpose built for transporting cash, for example have ballistic-rated protection and where appropriate man-trap entry systems.

Non-armoured or 'soft skin' vehicles used for covert activities should be unmarked and workers should not be in uniform—whether they carry firearms should be based on a risk assessment.

Where possible, vehicles used for cash-in-transit activities should include safety features like:

- a duress alarm and back to base voice communication equipment with an emergency override button
- an alternative communication method for reception 'black spots' like remote parts of Australia or underground car parks
- hands-free mobile telephone if the driver is required to make phone calls
- remotely activated central locking or other method to prevent unauthorised vehicle entry
- drop safe, secure container or other method of ensuring cash is secure
- engine immobiliser and engine shutdown from remote monitoring centre or base, and
- Global Positioning System or other vehicle tracking system.

## Communication systems

Workers carrying out cash-in-transit work should be provided with communication systems like back-to-base communication equipment or personal duress alarms. If a worker is isolated from the assistance of other people an effective communication system must be provided.

## Safe work procedures

Safe work procedures for cash-in-transit activities should include:

- clearly defining and communicating the roles of each worker e.g. driver, escort guard or cash carrier
- varying cash-in-transit routes, delivery and pick-up times
- reducing cash build-up
- communicating with the base including providing daily welfare checks
- procedures for vehicle collision and vehicle equipment breakdown
- inspecting and maintaining vehicles, PPE and other safety equipment regularly
- procedures to defer the work or arrange for back-up help where suspicious behaviour or other hazards are identified

- hold-up and post hold-up procedures
- procedures for maintaining confidentiality e.g. description of the work site by security code
- testing safety equipment regularly e.g. communication devices and duress alarms
- managing fatigue and stress, and
- how to report hazards and incidents.

## Personal protective equipment

PPE supplied to workers carrying out cash-in-transit activities may include:

- firearms compliant with the relevant requirements
- back-to-base voice communication equipment
- personal duress alarms
- personal body armour where approved by the relevant security authority, and
- non-slip footwear and reflective vests or stripping.

You should also think about the suitability of PPE for the work, for example whether personal body armour might affect work carried out in extremes of heat or cold or in smaller spaces where movement is restricted.

## Qualifications

Workers carrying out cash-in-transit activities and consultants providing security advice must hold qualifications relevant to their work.

The person who carries out a risk assessment of cash-in-transit activities should be a competent person who holds qualifications in Security Risk Management—for example a minimum Certificate 4 Risk Management—and has cash-in-transit industry experience.



## Information, training and supervision

Workers should be provided with information on safe work procedures, the results of risk assessments and the safe use of plant including manufacturers' instructions.

Workers must be provided with training that gives them the skills necessary to carry out their duties safely and competently.

A person who is gaining competency skills to provide cash-in-transit services should work in a 'buddy system' under the direct supervision of a person with qualifications, skills and experience until they demonstrate the skills to carry out the work safely.

Refresher programs should be provided to workers including simulated street operations for vehicle operators.

## Responding to an armed robbery

It is important to have procedures in place to address armed robberies or other incidents. These procedures should be part of the workplace's emergency plan and cover:

- How to respond when an armed robbery is taking place—it is important that people do not do anything that may put the health and safety of themselves or other people at the workplace at further risk.
- Training and practise—workers should be trained in this response and practise the response regularly. This should cover how and when workers should communicate with the security provider and emergency services.
- Medical assistance and first aid—workers must have access to first aid equipment and a suitable number of workers must be trained to administer first aid.
- Incident reporting—you must report a death, serious injury or illness as soon as you are aware of it to the regulator. A record of the incident notification must be kept for five years.
- Procedures after the incident including:
  - what workers can expect from contact with police after the incident e.g. reporting what and who they saw
  - not disturbing evidence at the incident site (see section 39 of the WHS Act)
  - contacting victims' families and other workers
  - reviewing risk assessments and control measures
  - debriefing workers
  - providing and encouraging counselling for workers involved and workers affected by the incident e.g. colleagues of the victims, and
  - contacting workers who take time off following an incident to check they are receiving medical and psychological help to minimise, so far as is reasonably practicable, the risk of mental illness.



For further information see the [Safe Work Australia](http://www.swa.gov.au) website ([www.swa.gov.au](http://www.swa.gov.au)).