

QSCU OHS&R MANAGEMENT SYSTEM

PROCEDURE 27 – Cash Handling

1. PURPOSE

This procedure defines requirements for the management of hazards associated with the handling and storage of large amounts of cash internally to the business and the transfer / transport of cash externally to the business.

2. MANDATORY REQUIREMENTS

1. Where practicable, offices that manage large amounts of cash shall only keep a minimum amount of cash at the place of work at any one time with the excess cash being held in a safe or similar system.
2. All large amounts of cash kept at the place of work shall be appropriately stored, secured and out of sight. Such storage areas shall have time delay access systems or two key systems in place.
3. All premises that manage large amounts of cash shall have security screens fitted or shall be securely separated from the customer and have 24hr security cameras (CCTV) installed.
4. Access to areas that manage large amounts of cash shall be secured at all times with access granted only to authorised staff.
5. Duress alarms shall be fitted in all places of work that manage large amounts of cash.
6. Persons in back office areas shall be able to visually see those persons who are directly involved in the handling of large amounts of cash to customers and vice versa.
7. Strict reference checks i.e. Federal Police checks, shall be performed on all prospective employees prior to them starting work in an area that manages large amounts of cash.
8. Employees that are leaving their employment in areas that are involved in the management of large amounts of cash shall return all security related items prior to their departure i.e. keys, passes etc.
9. All cash transported externally to / from the business shall be performed by an authorised, competent and licensed contractor.
10. A localised procedure shall be developed to stipulate roles and responsibilities in the event of an armed hold up or robbery and to include specific types of emergencies.
11. All staff who are directly involved in the management of large amounts of cash shall attend armed hold up training.
12. All staff that are involved in the management of large amounts of cash shall be made aware of the requirements of this procedure and any requirements as

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stipulated in any localised procedures as to what to do in the event of a hold up or robbery.

13. An incident investigation, led by a suitably qualified and experienced senior manager, shall be conducted in the event of an armed hold up, robbery or significant security breach on a QSCU work place that manages large amounts of cash.
14. Counselling shall be offered to all staff, authorised contractors, visitors and or customers who are involved in an armed hold up, robbery or significant security breach in a QSCU work place that handles or stores large amounts of cash.
15. OHS&R training records shall be retained indefinitely.
16. Regular reviews of this procedure shall be conducted to ensure compliance with the mandatory requirements.

3. RESPONSIBILITIES

Responsible Manager

Ensure that the requirements of this procedure are complied with.

4. REFERENECE DOCUMENTATION

- A. AUSTRALIAN AND NEW ZEALAND OHS&R LEGISLATION