

CUSTOMER AGGRESSION CHECKLIST

For Store Managers / WHS Officers / Team Leaders

Use this checklist to ensure your workplace environment is set up to support staff safety in the event of customer aggression or violence.

1. SAFE PHYSICAL ENVIRONMENT

- ☐ Is there a designated safe retreat area staff can access if they feel threatened?
- ☐ Is the safe area easily accessible and unlocked during trading hours?
- ☐ Is the safe area able to be locked to prevent access to outsiders, if necessary?
- ☐ Do staff know where keys are kept in the event the store needs to be locked in an emergency?
- ☐ Are exits and escape routes clearly marked and unobstructed?
- ☐ Are high-risk zones (e.g. POS counters, complaint desks) positioned to allow safe withdrawal?
- ☐ Are customer service counters equipped with screens/barriers, if appropriate?

2. EMERGENCY SYSTEMS AND ALARMS

- ☐ Are duress/panic alarms installed in appropriate locations (e.g. under counters)?
- ☐ Are all staff trained in how and when to activate duress alarms?
- ☐ Are alarms tested regularly to ensure functionality?
- ☐ Is there a clear emergency communication protocol (e.g. code words, internal alert systems)?
- ☐ Is there easy access to a phone or emergency contact system in every area?
- ☐ Do staff know the correct numbers to call in the event of an emergency/is there a laminated contact card?

3. POLICIES, PROCEDURES AND REPORTING

- ☐ Is there a written procedure for managing aggressive or violent customers?
- ☐ Is there a process for reporting incidents, and is it clearly understood by all staff?
- ☐ Are incident reports reviewed by management/WHS regularly for patterns or risks?
- ☐ Are staff debriefed and supported after an aggressive incident (e.g. given access to an Employee Assistance Program)?

4. TRAINING AND AWARENESS

Have all team members received training on:

- ☐ Identifying early warning signs of aggression
- ☐ De-escalation strategies
- ☐ Personal safety protocols
- ☐ Are new staff trained on customer aggression response as part of onboarding?
- ☐ Are refresher sessions held regularly for all staff?

5. CONTINUOUS IMPROVEMENT

- ☐ Are WHS risk assessments conducted regularly and updated to include risks of customer aggression?
- ☐ Are physical layouts and procedures adjusted when risks are identified?
- ☐ Is feedback from staff used to improve safety measures and response procedures?
- ☐ Are incidents involving aggression discussed in team or WHS meetings as learning opportunities?