

AMHERSTBURG Clerks Department	Title: KIOSK SAFETY	
Policy & Procedures Manual	Policy No.:	Pages: 2
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1.0 PURPOSE

The purpose of this procedure is to establish a policy with respect to proper and safe conduct with regards to the Kiosk workstation.

2.0 SCOPE

This procedure addresses the steps to be followed with regards to when the emergency button should be pressed.

3.0 DEFINITIONS – Not Applicable

4.0 LABOUR AND EQUIPMENT REQUIREMENTS – Not Applicable

5.0 PERSONAL PROTECTIVE EQUIPMENT – Not Applicable

6.0 PROCEDURE

5.1 EXTERNAL VIOLENCE

Defined as robbery, aggressive or angry customers that have the potential to turn violent if not handled correctly.

6.1.1 When a customer comes follow customer service guidelines, cash handling, voids, refunds, and credit card transactions.

6.1.2 If the customer should become loud or aggressive then the clerk will stay calm and allow space between them and the customer as well as a

natural barrier like a desk between them. Assess the customer and assign a severity rating for the customer.

- 6.1.3 If the customer is a low severity, try to calm the customer by listening and not interrupting them as they are speaking. Try to reason with the customer without misleading them.
- 6.1.4 If the customer is a medium severity, where the clerk cannot handle the customer notify the customer that you will be calling a supervisor to assist them. Once the customer has been advised continue to call the supervisor for back-up. Continue to keep communication open.
- 6.1.5 Follow the conflict resolution procedures (Located in Policy No.: ALL-ALL-001).
- 6.1.6 If the customer is labeled as a high severity which they would be violent or unmanageable then the emergency button will be pressed. At anytime if the clerk feels personally threatened or their safety is in jeopardy hit the emergency button, and remove yourself immediately from the situation when possible.
- 6.1.7 Once the emergency button has been sounded, if the customer does not retreat or settle then a person of authority will be called. The treasury department will make a decision from behind the window whether the situation is severe enough to call the police or to just call somebody of authority within the building such as the fire department.

6.2 BACK-UP PROCEDURES

- 6.2.1 In the case that assistance is needed then the first person to enter the area would be the supervisor.
- 6.2.2 If further back up is needed then other staff will be called upon for back up. The Fire Chief or Deputy Fire Chief should be the first called since they are trained to deal with aggressive situations. If the fire department does not respond then employees of the male gender should respond.

7.0 DOCUMENTATION AND RECORD KEEPING

Any incident should be reported on an employee incident report (Form HS003)
If the police are contacted a police report is required.

8.0 REVISION HISTORY

<u>Revision No.</u>	<u>Effective Date</u>	<u>Prepared By</u>	<u>Description of Revision</u>
1	November 22, 2007		