

Assessment for Specific Risk: Mobile Workplace (MW)

This assessment can be useful to workplaces where workers are required to travel in a vehicle most of their workday with limited communication with their office. These workers could be salespeople, consultants, auditors contract accountants, etc., who travel to clients' premises.

Examples of activities include:

- ▶ Working on the road – a vehicle is a “mobile office”
- ▶ Working in remote or unknown areas
- ▶ Situations in which the public has access to the worker in and outside of the vehicle

You are not required to use all or any of the examples of controls. There may be other controls that are more suitable to the circumstances of your workplace and to controlling the risks of workplace violence that you identify.

Job / Department / Location:	Completed by:	Date:
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Shading indicates elevated risk

Physical Environment	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls (Identify person(s) responsible and expected completion dates (if possible))
MW1. Can workers call for Immediate help when Workplace violence occurs or is likely to occur while they are on the road?				Measures and procedures could include: <ul style="list-style-type: none"> • providing equipment to summon assistance, such as individual or fixed alarms (sounding or silent) or cell phones (pre-programmed to call an emergency number) • providing GPS tracking devices or other locating devices • providing internal and external numbers for workers to call <ul style="list-style-type: none"> ○ at all hours of operations ○ posted or otherwise readily available • establishing an internal code word or words to indicate that help is needed 		

Physical Environment	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls (Identify person(s) responsible and expected completion dates (if possible))
MW2. Are vehicles used by workers regularly maintained?				Develop procedures to ensure vehicles used by workers are regularly maintained.		
MW3. Are vehicles equipped with special security devices?				Consider the following measures: <ul style="list-style-type: none"> • Installing an alarm system in the vehicle • Installing a video camera in the vehicle • Making GPS available for those who want the system or providing GPS-equipped cell phones 		
MW4. Are workers working in remote or isolated locations?				Provide appropriate communications or individual security devices (telephone, alarm buttons, two-way radio, etc.) and ensure these devices will be available should a problem arise.		
MW5. Do workers work at times of increased vulnerability, such as late at night, early in the morning, or at very quiet times of day?				Assess higher-risk times and the need for additional measures to protect workers, such as: <ul style="list-style-type: none"> • having workers leave the building in groups • arranging for security patrols • joining with neighbouring businesses to coordinate security 		
MW6. Do you have procedures to identify, evaluate, and inform workers about specific high-risk clients, situations, or locations?				Develop and implement procedures to identify, evaluate, and inform workers about risks of violence related to specific situations or clients.		
MW7. Do you have procedures for workers to follow when dealing with strangers or intruders?				Develop and implement such procedures, which could include: <ul style="list-style-type: none"> • how to question strangers or intruders about the appropriateness of their presence in a non-confrontational manner • recommended actions and responses • when to call for help or go to a safe area 		

Physical Environment	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls (Identify person(s) responsible and expected completion dates (if possible))
MW8. Do you have procedures for workers to follow when dealing with aggressive or violent clients or members of the public?				Develop and implement such procedures, which could include: <ul style="list-style-type: none"> • recommended actions and responses • when to call for assistance or go to a safe area 		
MW9. Do you maintain regular contact with workers who are in a mobile workplace?				Maintain regular contact with workers by: providing cell phones or other communications or monitoring devices establishing regular contact times or check-in points designating a person to monitor contact with workers, and to follow up if contact is lost		
MW10. Are there other measures or procedures needed to protect workers from the risks of a mobile workplace?				Measures and procedures will depend on the specific workplace.		
MW11. Are there other measures or procedures needed to protect workers from the risks of a mobile workplace?				Training could include: <ul style="list-style-type: none"> • being observant – look and listen • not slinging purses or bags over the shoulder or around the neck • carrying keys in hand • walking around the vehicle and the checking back seat before unlocking the vehicle • locking doors and keeping windows up • how to carry and store valuables • the dangers of reading or writing in parked vehicles • maintaining a full gas tank or filling up at well-lit and busy gas stations • how to choose a safe parking spot • looking for adequate light from street lamps 		

Physical Environment	Yes	No	N/A	Examples of Controls	Existing Controls	Recommended Controls (Identify person(s) responsible and expected completion dates (if possible))
<p>MW12. Are workers trained to be aware of travel in potentially unsafe areas and of potentially violent situations?</p>				<p>Training could include:</p> <ul style="list-style-type: none"> • how workers will be informed about potentially violent people, situations, or high-risk locations • areas that are remote, isolated, and/or unsafe • knowing where phone systems do not work • characteristics of aggressive or violent people and signs of escalation • recognition of potentially violent situations, including situations of sexual violence • recommended actions and reactions, including when to leave or escape 		
<p>MW13. Are workers and supervisors trained in all relevant measures and procedures for protecting themselves from workplace violence associated with a mobile workplace?</p>				<p>Information, instruction, or training could include:</p> <ul style="list-style-type: none"> • risks of workplace violence arising from their job or location • relevant measures and procedures 		

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