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COURSE BROCHURE

# Bank Branch Accident Prevention and Investigation Training Course

12 – 16 September 2027
Amman

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Registered in the United Kingdom and Saudi Arabia

# Bank Branch Accident Prevention and Investigation Training Course

**Ref:** 2557_97237 **Date:** 12 – 16 September 2027 **Location:** Amman **Fees:** 3300 GBP

Bank Branch Accident Prevention and Investigation is a 1-week training course for bank operations, facilities and operational risk staff who keep branches and cash operations centres safe, ending with a branch accident investigation file. Branches now mix customer halls, kiosks, vaults and contractor work, so one fall or lifting injury can close a site. Jupiter Prime Training runs this course on bank branch accident prevention and investigation.

## Why Bank Branch Accident Prevention and Investigation Matters Now

Three pressures shape branch safety today: redesigned branches with self-service kiosks, glass partitions and smaller staff numbers; contractors who service cash machines, air conditioning and alarms during opening hours; and insurers and boards who now ask for evidence that physical incidents are recorded and closed. A bank that spots hazards early keeps branches open and protects customers and tellers. One that treats each fall or cash-room injury as bad luck repeats the same accident in another branch. The course rests on recognised occupational health and safety management practice, described here in general terms.

## Who Gains Most from Bank Branch Accident Prevention and Investigation

- Branch operations staff who open, close and supervise customer halls, vaults and counters
- Facilities coordinators who control contractors, building services and fire protection on bank premises
- Cash centre supervisors who oversee counting rooms, trolley movements and cash-in-transit handovers
- Operational risk analysts who record physical loss events and track corrective actions
- Health and safety representatives who carry out site inspections and talk with injured staff

Regional branch networks gain most when an area operations lead, a facilities coordinator and a risk analyst attend together.

## Bank Branch Accident Prevention and Investigation Capabilities

The focus is the physical branch: floors, doors, vaults, machines, crowds and the people who work among them.

- Inspect a branch with a hazard walk-through checklist — the area operations lead
- Rate slip, trip, manual handling and fire hazards on a risk matrix — the facilities budget
- Design a near-miss reporting route that tellers actually use — branch managers
- Secure an accident scene and collect photographs, statements and camera stills — the investigation lead
- Apply causal tree and barrier methods to a branch accident — the corrective action owner

- Specify corrective actions with owners and verification dates — the operational risk committee

## Key Bank Branch Accident Prevention and Investigation Terms

- Near miss — an unplanned event in a branch that could have injured someone or damaged property but did not.
- Hazard walk-through — a structured inspection of a site, room by room, to record conditions that could cause harm.
- Risk matrix — a grid rating each hazard by likelihood and severity to set the order of control measures.
- Hierarchy of controls — the ranking of safety measures from removing a hazard down to protective equipment.
- Causal tree — a diagram tracing an accident back through the facts that were each necessary for it to happen.
- Corrective action — a measure with an owner and deadline that removes or reduces the cause of an accident.

## Bank Branch Accident Prevention and Investigation Day by Day

### Day 1: Branch Hazard Landscape

- Branch Layout Zoning — Customer Hall, Counters, Vault and Back Office Risks
- Self-Service and Kiosk Areas — Queues, Cabling and Glass Partition Hazards
- Contractor Access for Cash Machines and Building Services — Permit Decisions
- Fire Protection, Evacuation Routes and Alarm Testing — Branch Readiness Choices
- Physical Loss Event Categories — Linking Accidents to Operational Risk Records

### Day 2: Hazard Identification and Risk Rating

- Hazard Walk-Through Checklist — Opening, Trading and Closing Routines
- Slip, Trip and Fall Surveys — Entrances, Wet Floors and Stairways
- Manual Handling of Coin Bags and Cash Trolleys — Lifting Limits
- Likelihood and Severity Risk Matrix — Ranking Branch Hazards for Budget
- Hierarchy of Controls — Engineering Fixes Versus Signs and Instructions

### Day 3: Reporting Culture and Accident Response

- Near-Miss Reporting Forms and Channels — Raising Teller Participation
- First Response and Scene Preservation — Protecting People and Evidence
- Photographs, Sketches and Camera Stills — Recording the Physical Scene
- Witness Statements From Customers, Tellers and Contractors — Interview Sequence
- Notification Paths to Insurers, Facilities and Senior Management — Escalation Choices

## Day 4: Causal Methods and Corrective Actions

- Timeline Reconstruction — Sequencing Events Before and After the Injury
- Causal Tree Diagram — Necessary Facts Behind a Branch Accident
- Barrier Analysis — Which Physical and Procedural Defences Failed
- Corrective Action Register — Owners, Deadlines and Verification Checks
- Lessons-Learned Bulletins — Spreading Fixes Across the Branch Network

## Day 5: Practising the Branch Accident Investigation File

- Customer Fall at Branch Entrance Case — Scene Evidence and Witness Accounts
- Cash Room Lifting Injury Case — Causal Tree and Barrier Gaps
- Contractor Electrical Incident at a Kiosk — Permit and Isolation Failures
- Near-Miss Trend Review — Choosing Which Branch Hazards to Fund
- Branch Accident Investigation File — Findings, Actions and Close-Out Evidence

## Applying Bank Branch Accident Prevention and Investigation After the Course

- Lead a hazard walk-through of one branch and rate every finding on the risk matrix.
- Rebuild one recent branch accident as a causal tree and update its corrective action register.

## Bank Branch Accident Prevention and Investigation Questions FAQ

### What is bank branch accident prevention and investigation, and why does it matter now?

It is the practice of finding physical hazards in branches and cash centres and investigating accidents to remove their causes. It matters now because redesigned branches and contractor visits create new injury risks.

### Which roles gain most from bank branch accident prevention and investigation?

Branch operations staff, facilities coordinators, cash centre supervisors, operational risk analysts and safety representatives gain most.

### How does bank branch accident prevention and investigation differ from an industrial safety course?

It applies safety methods to customer-facing premises rather than plants or construction sites. Evidence includes customer witnesses and branch camera footage.

## What will you bring back from bank branch accident prevention and investigation?

You bring back a branch accident investigation file with scene evidence, a causal tree, barrier gaps and a corrective action register.

## Bank Branch Accident Prevention and Investigation: The Way Forward

The branch accident investigation file first informs which corrective actions get funded after an injury or near miss. Area operations leads, facilities coordinators and the operational risk committee use it to assign owners and confirm close-out. After its first use, revisit how quickly near misses were reported, a sign of whether tellers trust the process.