BUSINESS SECURITY AUDIT

CRIME PREVENTION TIPS FOR YOU AND YOUR BUSINESS

COMMUNITY ENGAGEMENT DIVISION
WA POLICE

Contents

1 Business Security Audit

This Business Security Audit is designed to assist business owners and staff with assessing the security of their business. It will help to identify potential areas of vulnerability, and suggests improvements for adapting your security to reduce the risk of crime against your business.

Complete each question in the Business Security Audit by placing a tick in the relevant column. If you answer 'no' to any of the questions, it is recommended that you review the suggested treatment options.

By following the recommendations in this booklet, the risk of criminal activity targeting your business may reduce and the safety of your customers and property may increase. It does not, however, guarantee that all risks will be identified, or that the area evaluated will be free from criminal activity. Please use this resource as a guide only.

Outside

FRONTAGE	YES	NO	N/A
For suggested improvements see pages 14 - 17			
Is the business number clearly visible from the street?			
Is the business name clearly displayed?			
Do the premises have a perimeter fence?			
Does the fencing clearly define the boundary of the premises?			
Are the fences of an appropriate height to prevent trespassing?			
Are gates in the perimeter fence able to be secured?			
Are the security measures on gates sufficient to prevent forced entry (e.g. by a vehicle)?			
Are there appropriate warning signs displayed around the perimeter of the premises? e.g. • Warning: Trespassers will be prosecuted. • Warning: These premises have time locked safes. • Warning: No large amounts of money kept on premises. • Warning: Monitored alarm in operation.			
Are the fixings for the building coverings secured so that they cannot be released or removed from the outside?			
Have all potential hiding spots been identified and addressed?			

FRONTAGE *Continued*	YES	NO	N/A
Is landscaping well maintained to encourage good visibility around the perimeter of your premises?			
Is graffiti promptly removed to discourage further attacks?			
Are bins secured in or away from buildings to stop them being used as a climbing aid and to discourage arson?			
Is rubbish or waste (e.g. cardboard boxes) removed regularly to stop them being used as a hiding place and to discourage arson?			
DOORS			
Are door frames of a solid construction and to Australian Standards?			
Is each door fitted with at least one good quality lock to restrict access?			
Are all locks in good working order?			
Have all locks been tested for function within the last month?			
Are all doors locked when left unattended for long periods of time?			
Are security / screen doors installed?			
Can automatic doors be locked from the counter?			
Do staff check that all doors are closed and locked at the end of every business day?			

WINDOWS	YES	NO	N/A
Are windows of good construction and to Australian Standards?			
Are all windows fitted with at least one good quality lock to restrict access?			
Have all locks been tested for function within the last month?			
Are all locks in good working order?			
Are unused windows permanently closed or secured?			
Are windows able to be locked when in a partially open position?			
Are any skylights suitably secured?			
Are windows free of promotional materials?			
Are windows free of dark tinting that may obscure people seeing into your premises from the street?			
Can people clearly see into your premises from the street?			
Do staff check that all windows are closed and locked at the end of every business day?			

SECURITY LIGHTING

	YES	NO	N/A
Is there security lighting installed outside your premises? e.g. floodlights, sensor activated lighting.			
Does the security lighting work?			
Has the security lighting been tested for function within the last month?			
Is there enough lighting left on inside the premises, particularly after business hours to prevent hiding spaces for offenders?			

SECURITY ALARM	YES	NO	N/A
Are the premises protected by a security alarm?			
Is the security alarm system monitored?			
Does the security alarm have a duress or manual activation function?			
Has the system been tested for function within the past month?			
Does the system work?			
Is the security alarm tested on a regular basis?			
Is the security alarm system activated after hours?			
Are staff familiar with the procedures for turning the system on and off?			
Do staff know the name of your security company and their contact information?			
Do staff request to see identification from anyone (contractors / security company / utility workers) claiming to be undertaking work on the premises?			

Inside

LAYOUT	YES	NO	N/A
Are entrances and exits monitored by staff or security?			
Can staff see entrances and exits?			
Are staff visible to each other within the premises?			
Does the premises floor plan / design allow for places within the premises where customers / visitors cannot be seen by any members of staff?			
Are staff identifiable to customers and / or visitors? (e.g. uniforms and name badges)			
Are counters high enough to prevent customers from accessing the register or staff?			
Do counter widths prevent customers / visitors from reaching across and accessing the cash register or staff?			
Are customers / visitors restricted from accessing the area behind the counter?			
Are customers / visitors prevented from accessing private or staff areas or areas where cash may be counted?			
CCTV			
Do you have CCTV equipment installed?			
Is this equipment compliant with the evidential needs of the police (see treatment section)?			
Are the cameras monitored?			

CCTV *Continued*	YES	NO	N/A
Is there signage clearly indicating that CCTV is in operation?			
Do the CCTV cameras cover the entrances and exits to your building?			
Do you have CCTV cameras covering critical areas of your business such as cash offices, cash registers and sensitive stock?			
Are CCTV cameras placed so that they can capture the faces of people entering and exiting the store or waiting at the counter?			
Are images stored for more than 7 days?			
Could you positively identify an individual from the recorded images on your CCTV system?			
Does the CCTV cover the entire internal layout of the business?			
SAFES			
Do you have a safe installed?			
Does the safe operate in a time delay function?			
Is the safe in an appropriate position / location which has limited access and is away from public view?			
Is the safe securely anchored?			
Does the safe have a 'drop-chute' facility?			
Is the safe kept locked?			
Do a small number of staff members have access to the safe key or combination?			

SAFES *Continued*	YES	NO	N/A
Do you have a register of all people who have access to the safe key or combination?			
Is there signage to indicate that staff cannot access the safe?			
CASH HANDLING			
Do you have a lockable cash drawer / register?			
Is the cash drawer / register in an appropriate location to prevent customers / visitors from accessing the cash drawer / register?			
Is the cash drawer / register securely anchored?			
Do you have an established cash handling procedure?			
Are staff trained in your cash handling procedures?			
Are your banking procedures irregular enough to prevent their predictability?			
Is money counted in a secure location out of view of customers or visitors?			
Is a reputable company used to transport cash?			
KEYS AND VALUABLES			
Do you maintain a key register?			
Are all spare keys secured?			
Are keys to the safe secured at all times?			
Do staff have a location to secure their personal items?			
Does this location have restricted access?			

PROPERTY MARKING	YES	NO	N/A
Have you recorded the make, model and serial numbers of your business items (such as computers, CCTV cameras, stock)?			
Is all valuable property permanently marked with a corporate identifier (such as ABN)?			
Is your business property photographed for easy identification?			
Are your property list and photographs adequately secured?			
Do you have insurance?			
STOCK CONTROL – HIGH RISK PRODUCTS *(if applicable)*			
Do you have a process for the management of stock items which might be attractive to criminals (i.e. prescription drugs, solvents, graffiti implements, easily removable or valuable items)?			
Are sensitive stock items kept under the counter, locked in display cabinets, or kept out of sight to reduce the risk of theft?			
Are staff trained in the appropriate sale of these items and refusal of sale processes?			
Is signage displayed indicating that management has the right to refuse the sale of certain products (i.e. pseudoephedrine, solvents, graffiti implements etc)?			
The next section relates specifically to the pseudoephedrine based products			

STOCK CONTROL – HIGH RISK PRODUCTS *(if applicable) Continued*

STOCK CONTROL – HIGH RISK PRODUCTS *(if applicable) Continued*	YES	NO	N/A
Do you request photo identification from people wanting to purchase pseudoephedrine based products?			
Do you maintain a record of people who purchase pseudoephedrine based products?			
Are stock holdings minimised to a level that can be justified by turnover and supported by appropriate ordering arrangements?			
Are products stored in the dispensary out of sight and out of reach from the public?			
Is your business taking part in the Project STOP program?			
If you answered no to any of these questions you should read and implement the suggested treatments.			

2 Suggested Security Improvements – Outside

- Display the street and shop number prominently at the front of the business. This will assist emergency services and visitors to locate your property.

- Install height markers on the side of your doors. This will help you judge the height of offenders in the event of a crime. (Height markers are available from the Community Engagement Division WA Police and included in the Armed Robbery Prevention Pack provided when the training is completed).

- Clearly define the boundary of the premises by utilising changes in elevation, flooring or boundary fences. Fences of an open or "semipermeable" construction allows greater visibility to and from the street, restricts unauthorised access and clearly defines your territorial space.

- Construct fences high enough to discourage trespassing.

- Secure gates with quality hardened or alloy chains and padlocks.

- Keep all gates shut and locked when not in use.

- Bollards or barriers can be installed to reduce the opportunity of vehicle assisted crime.

- Regularly maintained fences assist with the protection of your property.

- Post warning signs in strategic positions around the perimeter of your property, particularly near entry / exit points to warn of security measures:

  – Warning: These premises are under CCTV surveillance.

  – Warning: Trespassers will be prosecuted.

  – Warning: These premises have time locked safes.

  – Warning: No large amounts of money kept on premises.

  – Warning: Monitored alarm in operation.

- Maintain landscaping regularly. Keep trees and shrubs near doors and windows trimmed to reduce opportunities for concealment and increase visibility when travelling to and from the business.

- Prompt removal of rubbish and graffiti provides an indication that the premises are cared for and that antisocial behaviour is not tolerated.

- Remove obstacles, used cardboard boxes or rubbish from around the property to restrict concealment and prevent opportunities for arson.

- Secure and restrict public access to bins to prevent offenders using them as a ladder to access your property.

DOORS AND WINDOWS

- Ensure that external doors and windows are of solid construction and comply with Australian Standards and relevant Australian Building Codes. A licensed builder can assist you in ensuring that your doors and windows are compliant - contact the Builder's Registration Board.

- Fit doors with deadlocks which comply with Australian Standards and Fire Regulations.

- Fit windows with key-operated locks to restrict unauthorised access.

- Ensure all locks are in working order. Test every month to ensure they work.

- Glass can also be reinforced to restrict unauthorised access by applying shatter-resistant film, replacing the existing glass with laminated glass or installing metal security screens or shutters.

- Being able to see into and out of the business maximises opportunities for surveillance.

- Cover no more than 15% of the display area of windows with promotional material.

- Ensure windows are free from dark tinting or obstruction that may prevent surveillance.

- Lock doors left unattended for long periods of time.

- If your business has automatic doors, consider installing a system that will allow staff to close and lock the doors from the counter.

- Reinforce the roof with mesh below the roofing to restrict unauthorised entry.

- Encourage staff to check that all doors and windows are closed and locked as part of normal end of business day processes.

SECURITY LIGHTING

- Install security lighting in and around your business, particularly over entry / exit points to create an even distribution of light and reduce glare.

- Use white light to illuminate areas, particularly those under CCTV surveillance.

- Consider installing sensor lighting which activates when movement is detected within a defined zone.

- Leave a limited amount of internal light on at night to enable patrolling police, rangers, security guards or passing people to monitor activities within the business.

- House the power board within a locked cupboard or metal cabinet to prevent unauthorised tampering with the power supply.

- Test security lighting monthly for function. Repair any damage as soon as possible.

SECURITY ALARM

- Install a monitored security alarm system. This should comply with Australian Standards (AS2201) and be done by a licensed installer. See the Security Agents Institute of Western Australia (SAIWA).

- Consider incorporating a duress facility into the system to enable staff to activate the system manually in the event of an emergency. Duress alarms may be silent and may be linked into security recording devices such as CCTV.

- The system should be tested on a regular basis to ensure that it is working properly.

- Staff should be trained in the use of the alarm system.

- Alarm system controls and remote on / off switches should be strategically located to restrict tampering.

- Movement detection devices should be strategically placed within the premises. A licensed security alarm installer will assist in the design and location of the security system.

- Staff should be familiar with the business' security company and their contact information.

- Staff should be trained to request photo identification from any technicians or contractors requesting to carry out work on the premises. Staff should be encouraged to check the authenticity of any technicians or contractors with the business / organisation that the technician / contractor claims to be working for. Requesting and checking identification prevents access to sensitive systems or stock by bogus traders.

- If you have an alarm installed, ensure that you activate it everyday.

3 Suggested Security Improvements – Inside

LAYOUT

• Monitor and control all entrances and exits.

• Greet visitors and customers as they enter the business. This emphasises that staff are aware of their presence.

• Locate cash registers away from doors.

• Ensure that staff are positioned so that they are able to see each other. This prevents staff from being isolated by offenders.

• Use the business layout to eliminate hiding areas or places where customers and visitors cannot be seen by members of staff.

• Consider installing security mirrors to enhance surveillance over difficult to see areas or valuable merchandise.

• Effective signage and directions provide guidance to customers and visitors and keep them away from restricted areas.

• Staff should be identifiable to customers and visitors. Name badges or uniforms ensure that staff are readily identifiable.

• Ensure counters are sufficiently high and wide enough to prevent offenders from accessing staff members or the cash drawer / register.

• Screens, shielding, doors or other physical impediments could be used to prevent offenders from accessing staff members, the cash drawer / register or the area behind the counter.

CCTV (CLOSED CIRCUIT TV)

• CCTV can enhance the physical security of your business and assist in the identification of people involved in criminal or antisocial behaviour.

• Cameras should be installed by a licensed installer. See the Security Agents Institute of Western Australia (SAIWA) website www.saiwa.asn.au for registered installers.

• When installing CCTV, ensure you adhere to the WA Government's Guidance and Standards for the Implementation of CCTV and comply with the WA Police minimum standard for CCTV quality.

• Place cameras so that they monitor the entrance, cashier's area, high cost merchandise and any other areas with poor natural surveillance.

• Install television screens as part of the system to enable staff to view and monitor activities captured by the cameras.

• Train staff in the correct use of the system, monitoring and recording CCTV data. Staff should check that the system is turned on and recording at the start of each business day.

• Consider incorporating casual CCTV monitoring into staff duties.

• Install CCTV equipment away from the counter area to avoid tampering.

• Retain data for at least 30 days.

• Test the system regularly for function and quality.

• Place signage indicating that CCTV is in operation and that staff, customers and visitors should expect that their activities will be monitored or recorded at the business entrance and all entrances where CCTV is in operation.

• Register your CCTV system via the CCTV Register website at blueiris.police.wa.gov.au

SAFES

• Install a quality safe designed to Australian Standards (AS/NZ3809:1998).

• Safes should be installed by a reputable and licensed installer. See the Security Agents Institute of Western Australia (SAIWA).

- Anchor the safe to the floor to prevent easy removal and install it in an area where access is limited and away from public view.

- A safe with a drop chute facility allows staff to deposit money without having to open it.

- Consider a time delay lock, which means that the safe can only be opened at a particular time each day or after a certain amount of time once activated.

- Keep the safe locked at all times when not in use.

- Use signage to advertise that staff do not have access to the safe.

- Access to the safe's combination or key should be closely monitored by management.

- Limit the number of safe combinations or keys.

- Use a written register to list those staff members who have been issued with the safe's combination or keys.

- Maintain and audit the register regularly.

CASH HANDLING

- Establish clear cash handling procedures within your business to reduce opportunities for crime. Ensure that you include the following:
  - Open the cash drawer only when being used.
  - Close the cash drawer before providing / packaging any merchandise.
  - Lock cash drawers / registers when not in use.
  - Leave tills open and empty when leaving premises unattended overnight.

- Train staff on your cash handling procedures.

- Limit the amount of cash carried in the cash drawer / register at any one time by using as small a float as is practical and clearing money to the safe on a regular basis.

- Have a secure area for handling and counting cash. This area MUST be out of sight of the public and access ways.

- Where possible, use a minimum of two staff or security services when personally transferring money to and from the bank.

- Don't use conspicuous bank bags or wear a uniform or identification when moving money to and from the bank.

- Keep your banking procedures irregular so as to not create a predictable target for an offender.

- Consider using a reputable security company to do your banking, especially when transferring large amounts of money. See the Security Agents Institute of Western Australia (SAIWA) website www.saiwa.asn.au for registered agents.

KEYS AND VALUABLES

- Control of keys and valuables should be closely monitored by management.

- Keep a written register listing those staff members who have been issued with keys, the type of keys issued and the areas that each staff member has access to.

- Maintain and audit the register regularly.

- Avoid leaving keys and valuables unsecured or in plain sight.

- Train staff on stock control and procedures for the management of shop theft.

PROPERTY IDENTIFICATION

- Record descriptions, model information and serial numbers of all business property for easy identification. Use the property marking register available from the WA Police Community Safety website.

- Permanently mark (via engraving, UV marking or other permanent property marking systems) property with a traceable unique number such as your ABN (Australian Business Number) for identification. Your insurer can provide further suggestions on property marking products.

- If you sell your property, provide the buyer with a receipt to prove the sale of the item.

- Photograph the items and keep this information with your property register.

- Keep your property register in a secure place, off site if possible.

- Ensure that you have current insurance.

STOCK CONTROL – HIGH RISK PRODUCTS

Pseudoephedrine

Pseudoephedrine is often targeted for non-therapeutic purposes. All forms (single ingredient and compound solid dose forms, liquid preparations and raw powder) can be used in the manufacture of amphetamines in clandestine laboratories for the illicit drug market. There are a number of recommendations for the safe storage and sale of the pseudoephedrine:

- Store products in the dispensary out of sight and out of reach of the public

- Where stock is displayed to the public, arrange products in a way that minimises facings. This

avoids the creation of a 'visual' promotion and minimises the likelihood of the quantity on hand attracting undue attention

- Minimise stock holdings to a level that can be justified by turnover and supported by appropriate ordering arrangements.

- Pharmacists should be satisfied that a genuine therapeutic need exists before issuing medication. The quantity dispensed should be consistent with the therapeutic use that might reasonably be expected for that condition.

- It is recommended that pharmacists request photo ID from purchasers and also maintain a record of details of the supply.

- It is recommended that pharmacies participate in Project STOP. Project STOP is an online tool which provides decision support to pharmacists who need to establish whether requests for products containing pseudoepherdine are legitimate. Project STOP is an initiative of the Pharmacy Guild and the police.

Solvents & grafitti implements

Solvent abuse can be a serious problem in the community. Solvent abuse (or chroming) involves the inhalation of solvents (such as spray paint, gas lighter refills, thinners, petrol or glues) for the purpose of substance intoxication. The majority of customers purchase solvents for legitimate reasons. The following steps may assist with the management and responsible sale of solvents;

- Identify the potential products and manage how they are stored and displayed.

- Display solvents under the counter or in locked display cabinets to reduce the risk of theft.

- Use dummy containers for display purposes.

- Train your staff on how to deal with customers who may abuse solvents.

- Display signs that indicate your support for the responsible sale of solvents and your right to refuse sales of solvents.

- Train your staff in appropriate methods for refusing sales and ways to reduce conflicts with customers.

- Familiarise yourself with the voluntary code of conduct for the sale of volatile substances.

- Identify the potential graffiti products and manage how they are stored and displayed.

- Display paints, inks or permanent markers under the counter or in locked display cabinets to reduce the risk of theft.

- Train your staff to sell potential graffiti implements only to those customers over the age of 18 who are able to produce appropriate identification.

- Display signs that indicate your support for the responsible sale of graffiti implements and your right to refuse sales.

4 Important Phone Numbers & Websites

CONTACTING POLICE

For connection to your local police station or for police attendance (in regional and metropolitan areas) **131 444**

For life threatening emergencies **000**

CRIME STOPPERS

You can report information about criminal activity by contacting the hotline **1800 333 000** or visit **www.wa.crimestoppers.com.au** to report online.

NEIGHBOURHOOD WATCH

For more information or to become a member of Neighbourhood Watch go to **www.nhw.wa.gov.au** or email **info@nhw.wa.gov.au**

GRAFFITI

If your home or property has been vandalised with graffiti, or you see graffiti you can report it on the Graffiti Hotline **1800 44 22 55** or Goodbye Graffiti website: **www.goodbyegraffiti.wa.gov.au**

USEFUL WEBSITES

Security Agents Institute of Western Australia (SAIWA):
www.saiwa.asn.au

Builder's Registration Board:
www.builders.wa.gov.au

Australian Security Industry Association (ASIAL):
www.asial.com.au

Pharmaceutical Society of Australia:
www.pswa.org.au

Small Business Development Centre:
www.sbdc.com.au

Project STOP:
www.projectstop.com.au

Community Engagement Division WA Police:
communitysafety.police.wa.gov.au

Blue Iris:
blueiris.police.wa.gov.au