

Proudly supported by

The background of the page is a blue-tinted photograph. It shows a close-up of a metal door or gate. A heavy metal chain is wrapped around a vertical post and secured with a large padlock. In the foreground, a chain-link fence is visible, partially obscuring the door. The overall mood is one of security and protection.

## Business Security Assessment



Proudly supported by



# Welcome to the NSW Police Business Security Assessment

This Business Security Assessment is designed to help business owners, operators and staff to assess the security of their business. It covers potential areas of vulnerability, and provides suggestions for adapting your security to reduce the risk of crime against your business.

You can complete the Business Security Assessment yourself, or you can ask your local NSW Police Crime Prevention Officer to undertake a Business Security Assessment of your business.

Complete each question in the Business Security Assessment. If you answer 'No' to any of the questions, review the suggested treatment options in the back of this booklet.

When you have completed the assessment, we suggest you photocopy the booklet and send a copy of the Assessment to the Crime Prevention Officer at your Local Area Command. The Crime Prevention Officer will then contact you to discuss the outcomes of the Assessment and answer any questions you may have about improving security in your business.

NSW Police has a vital interest in ensuring the safety of members of the community and their property. By using recommendations contained within this document, any person who does so acknowledges that:

- It is not possible to make areas evaluated by NSW Police absolutely safe for the community and their property
- Recommendations are based upon information provided to, and observations made by NSW Police at the time the document was prepared
- The evaluation/report is a confidential document and is for use by the person/organisation referred to on page four of this document
- The contents of this evaluation/report are not to be copied or circulated otherwise than for the purposes of the person/organisation referred to at the start of the Assessment.

NSW Police hopes that by using the recommendations contained within this document, criminal activity will be reduced and the safety of members of the community and their property will be increased. However, it does not guarantee that all risks have been identified, or that the area evaluated will be free from criminal activity if its recommendations are followed.

# NSW Police Business Security Assessment

Date	Time
Name	
Business Name	
Address	
Suburb/Town	Postcode
Telephone	Facsimile

**Police Use**

No.	Question	Yes	No	N/A	Comments	Yes	No
-----	----------	-----	----	-----	----------	-----	----

## Business identification

1	Is the street number clearly visible to the street?						
2	Is the business name clearly displayed?						
3	Is the business identifiable from the rear?						

## Warning signs

4	Are there appropriate warning signs posted around the perimeter of the property?						
5	Are there appropriate internal signs to guide visitors?						
6	Are the signs clearly visible?						

## Landscaping

7	Is landscaping around the business free from potential hiding places?						
8	Is landscaping regularly maintained?						
9	Is the business free from landscaping that would provide offenders access to areas of the business?						

No.	Question	Yes	No	N/A	Comments	Yes	No
<b>Fences and gates</b>							
10	Are there boundary fences erected around the business?						
11	Are gates fitted?						
12	Are boundary fences and gates around the property able to restrict access?						
13	Are the boundary fences in good condition?						
14	Are the gates in good condition?						
15	Are the fences and gates of appropriate material?						
<b>Security lighting</b>							
16	Is there security lighting installed around the business?						
17	Is the security lighting operating?						
18	Is the business well lit?						
19	Are entry and exits well lit?						
20	Do you leave limited lighting inside the business on at night?						
21	Is lighting positioned in a way to reduce opportunities for vandalism?						
<b>Building design</b>							
22	Is the building of solid enough construction to restrict unauthorised access?						
23	Is the building secured to reduce the risk of vehicle ram raid?						
24	Is there adequate protection against entry via the roof?						
25	Are manholes secured?						
26	Is the height of the counter appropriate for the business?						

No.	Question	Yes	No	N/A	Comments	Yes	No
27	Can the counter be seen from outside the business?						
28	Are customers prevented from accessing the area behind the counter?						
29	Are customers prevented from accessing restricted areas?						
30	Is shelving arranged to provide good sightlines within the store?						

### Powerboard and letterbox

31	Is the powerboard enclosed in a cabinet or room?						
32	Is the cabinet or room fitted with a lock set approved by the local authority?						
33	Is this cabinet or room kept locked?						
34	Is the letterbox fitted with an appropriate lock set?						

### Doors

35	Are the business's external doors of solid construction?						
36	Are these doors fitted with quality lock sets to restrict access?						
37	Are entry/exit points clearly identified?						
38	Are all fire exit doors self-closing?						
39	Are exit doors used appropriately by staff?						
40	Are at-risk doors locked at all times?						
41	Are external door hinges mounted so they cannot be removed?						
42	Can visitors be seen before access is allowed?						

No.	Question	Yes	No	N/A	Comments	Yes	No
<b>Windows</b>							
43	Are external windows to the business of good construction?						
44	Are these windows fitted with quality lock sets?						
45	Are windows free of promotional materials?						
46	Are skylights secured?						
<b>Property identification</b>							
47	Have you recorded make, model and serial numbers of your business items (such as mobile phones, computers etc)?						
48	Is all valuable property permanently marked with a corporate identifier (such as ABN)?						
49	Is your property photographed for identification?						
50	Do you have insurance?						
51	Are your property list and photographs kept somewhere safe?						
<b>Telephones</b>							
52	Are your telephones pre-programmed with emergency contact numbers?						
53	Can the telephone line be unlawfully tampered with?						
<b>Safes</b>							
54	Do you have a safe installed?						
55	Is the safe securely anchored?						
56	Is the safe in an appropriate position?						
57	Does the safe have a drop-chute facility?						



No.	Question	Yes	No	N/A	Comments	Yes	No
58	Is the safe kept locked?						

### Key and valuables control

59	Do you maintain a key register?						
60	Are all spare keys secured?						
61	Are keys to the safe adequately secured?						
62	Have you supplied police with a current emergency contact list?						
63	Do staff have a location to secure their personal items?						
64	Does this location have restricted access?						

### Cash handling

65	Do you have established cash-handling procedures?						
66	Do you have a lockable cash drawer?						
67	Do you have irregular banking procedures?						
68	Is a company used to transport cash?						
69	Is money counted out of public view?						

### Intruder alarm systems

70	Is an intruder alarm system installed?						
71	Is the intruder alarm monitored?						
72	Does the alarm have a duress facility?						
73	Does the system work?						
74	Do you check the system on a regular basis?						



No.	Question	Yes	No	N/A	Comments	Yes	No
75	Does the alarm system need upgrading?						
76	Have LEDs (Light Emitting Diodes) been deactivated?						

### Surveillance equipment

77	Do you have surveillance equipment installed?						
78	Is footage recorded on video?						
79	Are cameras monitored?						
80	Does the business have a customer TV monitor?						
81	Is the business free of dummy cameras?						
82	Does the camera system need upgrading?						
83	Are cameras suitably positioned?						
84	Are tapes changed regularly?						
85	Are tapes kept for a minimum of seven days?						

### Occupational health and safety

86	Is management aware of its obligations under the NSW Occupational Health and Safety laws?						
87	Are staff members aware of their obligations and rights under the NSW Occupational Health and Safety laws?						
88	Have staff been provided with information and training about Occupational Health and Safety?						
89	If you have been a victim of a robbery, have you submitted the relevant paperwork to WorkCover?						

No.	Question	Yes	No	N/A	Comments	Yes	No
<b>Victim support</b>							
90	Do you have a Victim Support Policy established?						
91	Have victims of crime been referred to support services?						
<b>General</b>							
92	Do you have security services on-site?						
93	Do security services patrol your site?						
94	Are sensitive documents appropriately destroyed?						
95	Are computer passwords changed regularly?						
96	Do you have an emergency evacuation plan?						
97	Do staff understand the plan?						
98	Are garbage bins suitably located?						

## Suggested treatments

If you answered 'No' to any of the questions in the Business Security Assessment, we suggest you consider making some changes. These changes will help reduce the risk to you, your business and your staff.

If you need advice or assistance, please contact your local NSW Police Crime Prevention Officer.

### Business identification

- The street and shop number must be displayed at the front of your business
- The street number should be a minimum of 120 mm high. This will assist emergency services and visitors to locate your property. It also ensures you comply with Section 124, Order No. 8, Local Government Act, 1993
- The number could also be painted on the street kerb outside your business to assist emergency services and visitors to locate your business

### Warning signs

- Effective signage and directions will provide guidance to visitors in locating reception areas and keep visitors away from restricted areas
- Signs can also assist in controlling activities and movements throughout the premises and grounds
- Warning signs should be strategically posted around the perimeter of your property, particularly near entry/exit points to warn intruders of security measures:

**Warning: these premises are under constant surveillance**

**Warning: trespassers will be prosecuted**

**Warning: no large amounts of money kept on premises**

**Warning: monitored alarm in operation**

### Landscaping

- Landscaping should be maintained regularly with trees and shrubs trimmed away from doors and windows
- Keeping trees and shrubs trimmed can reduce concealment opportunities and increase visibility when travelling to and from the business
- Remove obstacles and rubbish from property boundaries, footpaths, driveways, car parks and buildings to restrict concealment and prevent offenders scaling your building

### Fences and gates

- The boundary of the property should be clearly defined by boundary fences preferably of an open-style construction. This allows greater visibility to and from the street, restricts unauthorised access, and clearly defines your territorial space
- Gates should be secured with quality hardened or alloy chains and padlocks
- All gates should be kept shut and locked when not in use
- Fences and gates should be regularly maintained to assist with the protection of your property
- Information regarding the different types of locks available can be obtained by contacting Australian Standards

### Security lighting

- Install security lighting in and around your business, particularly over entry/exit points to create an even distribution of light with no glare e.g. sensor lighting, floodlighting
- Consider installing sensor lighting which is cost effective as it only activates when movement is detected within the zone
- Leave a limited amount of internal lighting on at night to enable patrolling police, security guards or passing people to monitor activities within the business

## Building design

- The floors, walls and ceilings should be of solid construction
- The roof should be reinforced with mesh below the roofing to restrict unauthorised entry
- Maintain clear lines of sight between the street, neighbouring properties and buildings
- Bollards or barriers can be installed to reduce the opportunity for ram-raid attacks
- Limit the number of entry/exit points to restrict unauthorised access
- Counters should be designed to reduce the opportunity for assault of staff and unauthorised access to behind-counter areas. Consider adjustments to the width, height and location of the counter
- Shelving within the business should be limited in height, or transparent, to increase natural visibility within the business and to the outside of the business
- Shelves should be positioned so that staff behind the counter have good lines of sight

## Letterbox and power board

- The letterbox should be secured with quality lock sets to restrict unlawful access to your mail
- The power board should be housed within a cupboard or metal cabinet and secured with an approved electricity authority lock to restrict unauthorised tampering with the power supply

## Doors

- External doors and frames should be of solid construction and comply with the Building Code of Australia (Fire Regulations)
- The doors should be fitted with single cylinder lock sets which comply with the Building Code of Australia (Fire Regulations)
- A single cylinder lock set is key-operated on the external side with either a turn snib or handle on the inside to enable occupants to escape in an emergency

## Windows

- Windows and frames should be of solid construction
- Windows should be fitted with key-operated window lock sets to restrict unauthorised access
- Glass can also be reinforced to restrict unauthorised access by:
  - Applying shatter-resistant film
  - Replacing the existing glass with laminated glass
  - Installing metal security grilles or shutters
- No more than 15% of the display area of windows should be covered with promotional materials so that surveillance opportunities to and from the business are maximised

## Property identification

- Record descriptions, model information and serial numbers of all business property for easy identification
- Back up your property lists from your computer in case the computer is lost or stolen
- Engrave your property with a traceable number such as your ABN (Australian Business Number) for identification
- When you sell your property, place a neat line through your engraving to show that it is no longer valid. It is also a good idea to give the person a receipt to prove the sale of the item
- Photograph and record the details of unique items to aid in their recovery if stolen
- Ensure that you have adequate insurance for the replacement of property
- Your property list, photographs and other documentation should be adequately secured e.g. in a safe or safety deposit box
- For items that cannot be engraved, you may wish to mark them with an ultra-violet pen. This marking is only visible under an ultra-violet (black) light

## Telephones

- Telephones should be pre-programmed with the emergency number '000' and your local police number for quick reference by occupants
- Telephone lines or boxes should be secured with an approved lock to avoid unlawful tampering

## Safes

- A safe designed and installed to the Australian Standards can provide additional security for money and other valuables
- Anchor the safe to the floor to prevent easy removal
- The safe should have a drop-chute facility so that staff can 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 (or times) each day
- The safe should be locked at all times when not in use to restrict access
- The safe should be installed in an area where access is limited and away from public view

## Key and valuables control

- The control of keys and valuables is very important and should be closely monitored by management
- A key register should be used to list those staff members who have been issued with keys, the type of keys issued and the areas each staff member has access to
- The control of valuables is just as important and a register should also be used to record which staff members have been issued with valuable items such as laptop computers, mobile phones, etc
- Registers should be detailed and regularly maintained and audited
- In addition, all valuables should be clearly marked with the business details where possible and the serial numbers and other details should be recorded and stored in a safe place
- To reduce the likelihood of theft and or damage, try to limit the number of keys and valuables left unsecured or in plain sight of potential intruders

## Cash-handling procedures

- Establish clear cash-handling procedures within your business to reduce opportunities for crime
- Try to reduce the amount of cash your business deals with
- Limit the amount of money carried in the cash drawer at any time. Use as small a float as is practical for your business
- Lock cash drawers when not in use, and clear money from the cash drawer on a regular basis e.g. to a safe
- Avoid counting cash in view of the public
- Use a minimum of two staff, or security services, when personally transferring money to or from a bank
- Consider using a reputable security company to do your banking especially when transferring large amounts of money
- Where possible, limit cash amounts by installing electronic payment systems such as EFTPOS
- Don't use conspicuous bank-bags when transferring money
- Avoid wearing uniform or identification when moving money to or from the bank
- Establish a robbery prevention program

## **Intruder alarm system**

- To enhance the security of your business, you can install a monitored intruder alarm system
- If you have a system installed within your business, make sure you use it
- Ensure the system has been designed and installed to the Australian Standard (Domestic and Commercial Alarm Systems)
- Thieves have been known to cut telephone lines to prevent alarms being reported to the security monitoring company. We suggest you consider a supplementary system such as Global Satellite Mobile (GSM) or Radio Frequency (RF) systems to transmit an alarm signal
- Consider incorporating a duress facility into the system to enable staff to activate the system manually in the event of an emergency, such as a robbery
- NB Duress devices should only be used when it is safe to do so
- LEDs (Light Emitting Diodes) are red lights within the detectors. They should be deactivated so that offenders cannot test the range of the system
- The system should be tested on a regular basis to ensure that it is operating effectively
- Staff should be trained in the correct use of the system
- Consider only using companies licensed under the NSW Security Industry Act
- Alarm system controls should be concealed to restrict tampering
- Remote on/off switches should be strategically located
- Movement detection devices should be strategically located around the premises

## **Surveillance equipment**

- Surveillance equipment can enhance the physical security of your business and assist in the identification of people involved in anti-social or criminal behaviour
- Cameras should be installed both within and around the business to maximise surveillance opportunities
- Digital or video technology should be used to record images from the cameras
- Cameras should monitor the cashier's area, high cost merchandise or areas with poor natural supervision
- TV monitors should enable staff to monitor activities on the camera
- Recording equipment should be installed away from the counter area to avoid tampering
- Videotapes need to be replaced quarterly to maintain quality images
- Installed surveillance equipment should be maintained in working order and regularly tested
- If a surveillance system is installed, use it
- Staff should be trained in the correct use of the system
- Any surveillance system should be manufactured and installed by a qualified and reputable company and regularly function tested
- Ensure that the requirements of the Surveillance and Privacy Act are adhered to

## **Occupational health and safety**

### **Duties of employers**

- An employer must ensure the health, safety and welfare at work of all the employees of the employer
- That duty extends (without limitation) to the following:
  - (a) ensuring that any premises controlled by the employer where the employees work (and the means of access to or exit from the premises) are safe and without risk to health
  - (b) ensuring that any plant or substance provided for use by the employees at work is safe and without risks to health when properly used
  - (c) ensuring that systems of work and the working environment of the employees are safe and without risks to health
  - (d) providing such information, instruction, training and supervision as may be necessary to ensure the employee's health and safety at work
  - (e) providing adequate facilities for the welfare of the employees at work

## Others at workplace

- An employer must ensure that people (other than the employees of the employer) are not exposed to risks to their health or safety arising from the conduct of the employer's undertaking while they are at the employer's place of work

## Victim support

If you or your staff have:

- Experienced a situation where violence or the threat of violence has occurred
- Received an injury as a result of violence
- Suffered a loss or adverse effects as a result of experiencing violence; or
- Experienced domestic violence or sexual assault

You can contact the Victims of Crime Bureau by telephoning Sydney 02 9374 3000 or Toll Free 1800 633 063

Victims of Crime Bureau staff can provide or put you in contact with services you may require such as:

- Counselling (telephone or face to face)
- Information about other support services
- Information about legal processes
- Information about eligibility for, and applying for, victims compensation
- Resolving complaints about government services

The Victims of Crime Bureau's assistance line operates 24 hours a day, 7 days a week. The telephone counselling and referral service is operated by the Victims of Crime Bureau in conjunction with Sydney City Mission.

## General

- Some businesses or locations may require on-site security to enhance physical security
- Security services may be used to randomly patrol your business, particularly in an isolated location
- Sensitive materials, including confidential records, should be appropriately destroyed or secured, e.g. confidential records should be shredded or disposed of through security destruction services
- Computer passwords should be changed regularly to restrict access and avoid misuse by past and present staff
- Emergency evacuation plans should be implemented and maintained by your business to assist staff and emergency services in the event of an emergency. This plan should be prominently displayed
- Staff should be suitably trained in evacuation procedures

## Conclusion

NSW Police hopes that by using the recommendations contained within this document, criminal activity will be reduced and the safety of members of the community and their property will be increased.

NSW Police would like to thank you for your interest in improving the security of your business and in preventing crime in our community.

Should you need any further information on the subjects covered by the Business Security Assessment, we encourage you to contact your local NSW Police Crime Prevention Officer.







