

# Designing crime out of your business



This checklist has been developed as a guide for assessing business's resistance to crime. Answering "No" to a question indicates areas where you could take action to improve the security of your business.

## Business identification

It is important that your street number and business name are visible from the street to assist emergency services locate your business.

| Question   | Yes | No | Comment | Date to be fixed | Completed |
|--|-----|----|---------|------------------|-----------|
| Is your street number clearly visible from the street?   |     |    |         |                  |           |
| Is your business name clearly displayed?                 |     |    |         |                  |           |
| Is your business identifiable from the rear of the shop? |     |    |         |                  |           |

## Windows

External windows and frames should be of a solid construction. All windows should be fitted with quality key-operated locks and locked when not in use.

Existing glass can be laminated or reinforced internally with a shatter-resistant adhesive film to restrict access. Windows can also be protected through the use of open-style security grilles or shutters. The open-style grilles or shutters enable passers-by visibility into the business, and reduce opportunities for graffiti.

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.

| Question   | Yes | No | Comment | Date to be fixed | Completed |
|--|-----|----|---------|------------------|-----------|
| Are windows solidly constructed?                   |     |    |         |                  |           |
| Are windows fitted with quality locks?             |     |    |         |                  |           |
| Are windows free of promotional materials?         |     |    |         |                  |           |
| Are security grilles or shutters of an open-style? |     |    |         |                  |           |

## Doors

External doors and frames should be of a solid construction and fitted with single cylinder locksets that meet the standards of the Building Code of Australia. This enables occupants to escape during emergencies such as fires.

| Question   | Yes | No | Comment | Date to be fixed | Completed |
|--|-----|----|---------|------------------|-----------|
| Are external doors and frames of a solid construction? |     |    |         |                  |           |
| Are all doors fitted with quality locks?               |     |    |         |                  |           |
| Are entry/exit points clearly identified?              |     |    |         |                  |           |
| Are all fire exit doors self-closing?                  |     |    |         |                  |           |
| Are vulnerable doors locked at all times?              |     |    |         |                  |           |

## Fences and gates

Where appropriate, fences can be used to define your property boundary and limit access into your business. Front fences should be open-style to increase visibility, this will assist identify intruders to your business.

| Question   | Yes | No | Comment | Date to be fixed | Completed |
|--|-----|----|---------|------------------|-----------|
| Are there boundary fences erected around the business? |     |    |         |                  |           |
| Do you have an open-style fence?                       |     |    |         |                  |           |
| Is your fence in good condition?                       |     |    |         |                  |           |
| Can the gate(s) be secured?                            |     |    |         |                  |           |

## Landscaping

Trees and other landscaping around your business should be maintained to increase visibility and reduce hiding places. Trees and bushes should be trimmed away from doors and windows to increase visibility around, into and out of the business. Landscaping should also be maintained to prevent intruders accessing your business.

| Question  | Yes | No | Comment | Date to be fixed | Completed |
|---|-----|----|---------|------------------|-----------|
| Does landscaping block visibility when travelling into and out of your          |     |    |         |                  |           |
| Could an intruder find a place to hide around your business?                    |     |    |         |                  |           |
| Do trees and other landscaping provide natural ladders to access other areas of |     |    |         |                  |           |

## Lighting

Sensor lighting should be installed around the perimeter of your business, particularly over entry/exit points. Consider leaving a limited amount of internal lighting on at night to enable patrolling police, security guards or passing people to monitor activities within your business.

| Question   | Yes | No | Comment | Date to be fixed | Completed |
|--|-----|----|---------|------------------|-----------|
| Do you have sensor lighting installed?                                     |     |    |         |                  |           |
| Does the sensor lighting work?   |     |    |         |                  |           |
| Is the business well lit, particularly at night?                           |     |    |         |                  |           |
| Is the lighting positioned in a way to reduce opportunities for vandalism? |     |    |         |                  |           |

## 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. Cameras should monitor the cashier's area, high cost merchandise and areas with poor natural surveillance. TV monitors should enable staff to monitor activities on the camera. Videotapes need to be replaced quarterly to maintain quality images. Staff should be trained in the correct use of the surveillance system.

| Question   | Yes | No | Comment | Date to be fixed | Completed |
|--|-----|----|---------|------------------|-----------|
| Do you have surveillance equipment installed?                          |     |    |         |                  |           |
| Is footage recorded on video?  |     |    |         |                  |           |
| Are cameras monitored?   |     |    |         |                  |           |
| Does the business have a customer TV monitor?                          |     |    |         |                  |           |
| Does the camera system need upgrading?                                 |     |    |         |                  |           |
| Are cameras suitably positioned?                                       |     |    |         |                  |           |
| Are tapes changed regularly?   |     |    |         |                  |           |
| Are tapes kept for a minimum of seven days?                            |     |    |         |                  |           |
| Have you confirmed your practices comply with the Surveillance Devices |     |    |         |                  |           |

## Intruder alarm systems

To enhance the security of your business, you can install a monitored intruder alarm system. Ensure the system has been designed and installed to the Australian Standard. It is suggested that you consider a supplementary system such as Global Satellite Mobile (GSM) or Radio Frequency (RF) systems to transmit alarm signals. Thieves have been known to cut telephone lines to prevent access to security monitoring companies.

Consider installing a duress facility to enable staff to activate the system manually in the event of an emergency. 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 regularly, and staff should be trained in the correct use of the system.

| Question   | Yes | No | Comment | Date to be fixed | Completed |
|--|-----|----|---------|------------------|-----------|
| Is an intruder alarm system installed?                             |     |    |         |                  |           |
| Is the intruder alarm system monitored?                            |     |    |         |                  |           |
| Does the alarm have a duress facility?                             |     |    |         |                  |           |
| Is the intruder alarm system and duress facility regularly tested? |     |    |         |                  |           |
| Have LEDs been deactivated?  |     |    |         |                  |           |
| Do you have a sticker displayed warning of the intruder alarm?     |     |    |         |                  |           |

## Safes

Consider installing a safe for added security for your valuables. Safes should be manufactured and installed to the Australian/New Zealand standard. The safe should be concealed and securely anchored to the foundations. The safe should have a drop-chute facility so that staff can deposit money without having to open it, and the safe should remain locked at all times it is not being used. 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 installed in an area where access is limited and away from public view.

| Question                                  | Yes | No | Comment | Date to be fixed | Completed |
|---|-----|----|---------|------------------|-----------|
| Do you have a safe installed?             |     |    |         |                  |           |
| Is the safe securely anchored?            |     |    |         |                  |           |
| Is the safe out of view?                  |     |    |         |                  |           |
| Does the safe have a drop-chute facility? |     |    |         |                  |           |
| Is the safe kept locked?                  |     |    |         |                  |           |

## 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.

It is good practice to 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 public view.

Use a minimum of two staff, or security services, when personally transferring money to or from the bank, and do not use obvious bank-bags when transferring the money. Consider using a reputable security company to do your banking especially when transferring large amounts of money. Establish a robbery prevention program.

| Question  | Yes | No | Comment | Date to be fixed | Completed |
|---|-----|----|---------|------------------|-----------|
| Do you have established cash-handling procedures?           |     |    |         |                  |           |
| Do you have a lockable cash drawer?                         |     |    |         |                  |           |
| Do you have irregular banking procedures to prevent routine |     |    |         |                  |           |
| Is a company used to transport cash?                        |     |    |         |                  |           |
| Is money counted out of public view?                        |     |    |         |                  |           |

## Keys and valuables control

A record log should be kept to control keys and valuables (e.g. laptops, mobile phones). This will identify which staff have access to keys and other valuables, the type of keys and valuables, and the areas each staff member has access to. All valuables should be clearly marked with the business details to reduce the likelihood of theft or damage. You should also limit the number of keys and valuables left unsecured or in plain sight of potential intruders.

| Question  | Yes | No | Comment | Date to be fixed | Completed |
|---|-----|----|---------|------------------|-----------|
| Do you maintain a key log?                                      |     |    |         |                  |           |
| Are all spare keys secured?                                     |     |    |         |                  |           |
| Have you supplied Police with a current emergency contact list? |     |    |         |                  |           |
| Do staff have a location to secure their personal items?        |     |    |         |                  |           |
| Does this location have restricted access?                      |     |    |         |                  |           |

## Building design

Maintain clear sightlines between the street, neighbouring properties and buildings. Bollards or barriers can be installed to reduce the opportunity for ram-raid attacks.

The number of entry/exit points to the business should be limited to monitor who is entering or leaving.

Consider adjustments to the width, height and location of the counter to reduce the opportunity for crimes to occur, or to limit access behind the counter. The counter should be placed in a location that maximises surveillance of the store and the entry/exit points.

Shelving within the business should be limited in height, or be transparent, to increase natural visibility within, into and out of the business. Shelves should be positioned so that staff behind the counter have good lines of sight. It is recommended that stock is not displayed outside of the store to reduce opportunities for theft.

| Question   | Yes | No | Comment | Date to be fixed | Completed |
|--|-----|----|---------|------------------|-----------|
| Is the building of solid enough construction to restrict unauthorised          |     |    |         |                  |           |
| Is the building secured to reduce the risk of vehicle ram-raid?                |     |    |         |                  |           |
| Is there adequate protection against entry via the roof?                       |     |    |         |                  |           |
| Are manholes secured?  |     |    |         |                  |           |
| Is the height of the counter appropriate for the business?                     |     |    |         |                  |           |
| Can the counter be seen from outside the business?                             |     |    |         |                  |           |
| Are customers prevented from accessing the area behind the counter?            |     |    |         |                  |           |
| Is shelving arranged to provide good sightlines within the store?              |     |    |         |                  |           |
| Is shelving and stock displayed so it does not limit surveillance into and out |     |    |         |                  |           |
| Is there stock displayed outside the store?                                    |     |    |         |                  |           |
| Do you keep attractive or expensive merchandise away from entry/exit           |     |    |         |                  |           |

## Property identification

Record descriptions/model/serial numbers and photos of business property (e.g. mobile phones, computers) for easy identification. Ensure these records are secured safely. Permanently mark valuable property with a corporate identifier such as your ABN.

| Question   | Yes | No | Comment | Date to be fixed | Completed |
|--|-----|----|---------|------------------|-----------|
| Have you photographed and recorded details of your business's valuables? |     |    |         |                  |           |
| Is your property permanently marked with a corporate identifier?         |     |    |         |                  |           |
| Do you have insurance?   |     |    |         |                  |           |
| Are the photographs and recorded details of valuables securely stored?   |     |    |         |                  |           |

## Victim support

If you or your staff have been victims of crime, you can contact the Victims of Crime Service by telephoning Toll Free 1300 300 238. Staff at the Service can provide, or put you in contact with, services you may require such as: counselling; information about other support services; information about legal processes; information about eligibility for, and applying for, and victim's of crime assistance.

The Victims of Crime Service assistance is a free service and the line operates 24 hours a day, 7 days a week.

| Question   | Yes | No | Comment | Date to be fixed | Completed |
|--|-----|----|---------|------------------|-----------|
| Do you have a Victim Support Policy established?         |     |    |         |                  |           |
| Have victims of crime been referred to support services? |     |    |         |                  |           |

## General business security tips

- Security services may be used to randomly patrol your business, particularly in isolated areas.
- 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. Passwords should not be recorded and displayed near computers.
- Staff should be suitably trained in evacuation procedures.
- Garbage bins must be stored appropriately so that they do not act as natural ladders to areas of your business, or are easily accessible to the public.

| Question  | Yes | No | Comment | Date to be fixed | Completed |
|---|-----|----|---------|------------------|-----------|
| Do security services patrol your site?                                  |     |    |         |                  |           |
| Are sensitive documents appropriately destroyed?                        |     |    |         |                  |           |
| Are computer passwords changed regularly?                               |     |    |         |                  |           |
| Do you have an emergency evacuation plan?                               |     |    |         |                  |           |
| Do staff understand the plan?   |     |    |         |                  |           |
| Are garbage bins suitably located?                                      |     |    |         |                  |           |
| If you have been a victim of a robbery, have you submitted the relevant |     |    |         |                  |           |
| Do you report all suspicious or criminal activity to the Police?        |     |    |         |                  |           |

You may freely deal with this work for any purpose, other than for profit.

This checklist has been adapted by Tasmania Police with permission from the NSW Attorney General's Department for general use. We hope that through public use of the above checklist, the likelihood of crime will be reduced and personal and community security will increase. This checklist does not guarantee that all security risks have been identified or that the area evaluated will be free from criminal activity.

