



VICTORIA POLICE

Business Security Self Assessment

WELCOME TO THE VICTORIA 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.

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

Victoria 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 absolutely safe for the community and their property.

It is hoped that by using the recommendations contained within this document, criminal activity will be reduced and the safety of employees, 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.

Name:	
Organisation:	
Address	
Town / City:	Postcode:
Phone:	Facsimile:
Date:	Time:

Safer Communities Unit
Victoria Police Centre
637 Flinders Street,
Melbourne. VIC 3005
Ph: 03 9247 5311

No.	Question	Yes	No	N/A	Comments
Business Identification					
1.	Is the street number clearly visible when viewing from 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 (eg: Private property?)				
5.	Are there appropriate internal signs to guide visitors (eg: directional/no entry etc.?)				
6.	Are the signs clearly visible?				
Landscaping					
7.	Is landscaping around the business free from potential hiding places?				
8.	Is landscaping regularly maintained and trimmed to allow natural surveillance?				
9.	Is the business free from landscaping that would provide offenders access to areas of the business?				
Fences and Gates					
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?				
Security Lighting					
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 or other lighting inside the business on at night?				
21.	Is lighting positioned in a way to reduce opportunities for vandalism?				

No.	Question	Yes	No	N/A	Comments
Building Design					
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 (eg: bollards etc.?)				
24.	Is there adequate protection against entry via the roof?				
25.	Are manholes secured from the inside?				
26.	Is the height of the counter appropriate for the business?				
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 & 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 /customers be seen before access is allowed?				
Windows					
43.	Are external windows to the business of good construction?				
44.	Are these windows fitted with quality lock sets?				

No.	Question	Yes	No	N/A	Comments
45.	Are windows free of promotional materials (i.e. ability to see in and out ?)				
46.	Are skylights secured?				
Property Identification					
47.	Have you recorded make, model and serial numbers of your business items (such as mobile phones, computers etc)?				
48.	Is all valuable property/equipment permanently marked with a corporate identifier (such as ABN)?				
49.	Is your valuable property/equipment photographed for identification?				
50.	Do you have insurance?				
51.	Are your property lists and photographs kept somewhere safe (e.g. off-site ?)				
Telephones					
52.	Are your telephones pre-programmed with emergency contact numbers (e.g. 000?)				
52a	Can the external telephone line be unlawfully tampered with?				
Safes					
53.	Do you have a safe installed?				
54.	Is the safe securely anchored?				
55.	Is the safe in an appropriate position (i.e. concealed?)				
56.	Does the safe have a drop-chute facility?				
57.	Is the safe kept locked?				
Key and Valuables Control					
58.	Do you maintain a key register?				
59.	Are all spare keys secured?				
60.	Are keys to the safe adequately secured?				
61.	Have you supplied police with a current emergency contact list?				
62.	Do staff have a location to secure their personal items?				
63.	Does this location have restricted access?				
Cash Handling					
64.	Do you have established cash-handling procedures?				

No.	Question	Yes	No	N/A	Comments
65.	Do you have a lockable cash drawer?				
66.	Do you have irregular banking procedures?				
67.	Is a company used to transport cash?				
68.	Is money counted out of public view? (recommended not)				
Intruder Alarm Systems					
69.	Is an intruder alarm system installed?				
70.	Is the intruder alarm monitored?				
71.	Does the alarm have a duress facility?				
72.	Does the system work?				
73.	Do you check the system on a regular basis?				
74.	Does the alarm system need upgrading?				
75.	Have LEDs (Light Emitting Diodes) been deactivated?				
Surveillance Equipment					
76.	Do you have surveillance equipment installed?				
77.	Is footage recorded on video / hard drive?				
78.	Are cameras monitored?				
79.	Does the business have a customer TV monitor?				
80.	Is the business free of dummy cameras?				
81.	Does the camera system need upgrading?				
82.	Are cameras suitably positioned?				
83.	Are tapes changed regularly (if video?)				
84.	Are tapes / images kept for a minimum of seven days?				
Occupational Health and Safety					
85.	Are management aware of their obligations under the Victoria Occupational Health & Safety laws?				
86.	Are staff aware of their obligations and rights under the Victoria Occupational Health & Safety laws?				
87.	Have staff been provided with information and training about Occupational Health and Safety?				
88.	If you have been a victim of a robbery, have you submitted the relevant WorkCover claim forms?				

No.	Question	Yes	No	N/A	Comments
89.	Are all employees familiarised with personal safety strategies when faced with aggressive clients/customers or armed robbery, recommended by Victoria Police				
90.	Are all staff familiarised with personal safety and security when travelling to or from their place of employment (particularly shift workers?)				
91.	Do all employees receive education regarding how to deal with an armed robbery or violent persons possessing a weapon?				
Victim support					
90.	Do you have a Victim Support Policy established?				
91.	Have victims of crime been referred to support services?				
General					
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?				
99.	Are keys/access cards returned or cancelled when employees resign or are terminated?				
100	Do you have a height sticker visible at your front door to assess the height of any offenders as they leave the premises?				



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Suggested Business Security Measures

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 Victoria Police Crime Prevention Officer.

Business Identification

- The street/shop number must be prominently displayed at the front of your business
- The number should be a minimum height of 120 mm and be visible at night.
- The number could also be painted on the street kerb outside your business to assist emergency services & visitors to locate your business.
- This also ensures you comply with local laws specific to local councils pursuant to Local Government Act 1989.

Warning Signs

- Effective signage and/or directional signs should be considered to provide additional guidance to visitors in locating reception areas.
- It can also assist in controlling activities and movements throughout the premises and grounds.
- Post warning signs around the perimeter of the business to warn intruders of what security treatments have been implemented to reduce opportunities for crime.
- *Warning. Trespassers will be prosecuted.*
- *Warning. This property is under electronic surveillance.*
- *Warning. No large amounts of cash are kept on these premises.*
- *All property has been marked for police identification.*

Landscaping

- Keeping trees & shrubs trimmed can reduce concealment opportunities and increase visibility when travelling to and from the business. Trim low bushes down to 700 mm and tall bushes/trees up to 2 M.
- Remove obstacles & rubbish from property boundaries, footpaths, driveways, car parks & buildings to restrict concealment & prevent offenders scaling your building.

Fences & Gates

- Install quality security fences around the perimeter of your business to clearly define the property boundaries and restrict access, preferably open-style fencing and gates of similar construction to prevent an offender from using the fence for concealment.

- All gates should be kept shut and locked when not in use.
- Fences and gates should be maintained to assist with the protection of your property.
- Information regarding types of locks 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 or floodlighting. Make sure lighting doesn't interfere with CCTV surveillance.
- 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 & ceilings should be of solid construction.
- The roof should be reinforced with mesh below the roofing to restrict unauthorised entry.
- Maintain clear sightlines between the street, neighbouring property & the 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.
- Consideration should be given to the width, height and location of the counter.
- Shelving within the business should be limited in height, or transparent, to increase natural visibility of the premises.
- Shelves should be positioned to maximise supervision from counter area.

Letterbox & 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, such as fire or other life threatening situation.

Windows

- Windows and frames should be of solid construction.
- Windows should be fitted with key-operated window lock sets to restrict unauthorised access.
- Glass may also be reinforced to restrict unauthorised access with a shatter-resistant film, or replace the existing glass with laminated glass, or have quality metal security grilles or shutters installed.
- No more than 15% of display windows should be covered with promotional materials to increase surveillance opportunities to and from the business.

Property Identification

- Record descriptions/model/serial numbers of property for easy identification.
- Back up property lists from computer in case the computer is lost or stolen.

- Engrave or etch your property with a traceable number, e.g. ABN (Australian Business Number) for identification. Be sure to include the term, ABM with the number.
- 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. safe, safety deposit box.
- For items that cannot be engraved, it is suggested that you mark them with an ultra-violet pen. This marking is only visible under an ultra-violet (black) light.
- Personal items or small items it is recommended that drivers licence numbers are used preceded by the state or Territory where the license is from (e.g. Victoria = V)

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 to avoid unlawful tampering.

Safes

- A safe designed and installed to the Australian Standards should be utilised to provide additional security to money and other valuables.
- The safe should be anchored to the floor to prevent easy removal.
- The safe should have a drop-chute facility installed within the safe to enable staff to deposit money without having to open it.
- The safe should be locked at all times when not in use to restrict access.
- Further consideration should also be given to using time delay facility to restrict access to the safe.
- The safe should be installed in an area away from public view where access is limited.

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 which staff members have been issued with keys, the type of keys issued and what areas they have 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. These 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 and in plain sight of potential intruders.
- All keys should be returned or cancelled when employees leave the company.

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 (\$200.00 float)
- 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 transferring money to financial institutions, or consider using a reputable security company 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, as this can be a clear indication to the thief.
- Avoid wearing uniform or identification when transferring money.
- Establish a robbery prevention program.

Intruder Alarm System

- Install a monitored intruder alarm system which has been designed and installed to the Australian Standard – Domestic & Commercial Alarm Systems to enhance the physical security of your business.
- As a number of premises have had telephone lines cut to prevent alarms being reported to the security monitoring company, a supplementary system such as Global Satellite Mobile (GSM) or Radio Frequency (RF) systems should be used to transmit alarm signal by either mobile telephone or radio frequency.
- Consideration should also be given to incorporating 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 (red lights) within the detectors should be deactivated, to avoid offenders being able to test the range of the system.
- The system should be tested on a regular basis to ensure that it is operating effectively.
- If you have a system installed within your business, use it.
- Staff should be trained in the correct use of the system.

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 in and around the business to maximise surveillance opportunities.
- Digital or video technology should be used to record images from the cameras.
- Recording equipment should be installed away from the counter or an off-site area to avoid tampering.
- Videotapes (if used) need to be replaced quarterly to maintain quality images.
- Installed surveillance equipment should be maintained in working order and regularly tested.
- If the 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 Act 2004 - SECT 21

21. Duties of employers to employees

(1) An employer must, so far as is reasonably practicable, provide and maintain for employees of the employer a working environment that is safe and without risks to health.

(2) Without limiting subsection (1), an employer contravenes that subsection if the employer fails to do any of the following-

- (a) provide or maintain plant or systems of work that are, so far as is reasonably practicable, safe and without risks to health;

- (b) make arrangements for ensuring, so far as is reasonably practicable, safety and the absence of risks to health in connection with the use, handling, storage or transport of plant or substances;
- (c) maintain, so far as is reasonably practicable, each workplace under the employer's management and control in a condition that is safe and without risks to health;
- (d) provide, so far as is reasonably practicable, adequate facilities for the welfare of employees at any workplace under the management and control of the employer;
- (e) provide such information, instruction, training or supervision to employees of the employer as is necessary to enable those persons to perform their work in a way that is safe and without risks to health.

(3) For the purposes of subsections (1) and (2)-

- (a) a reference to an employee includes a reference to an independent contractor engaged by an employer and any employees of the independent contractor; and
- (b) the duties of an employer under those subsections extend to an independent contractor engaged by the employer, and any employees of the independent contractor, in relation to matters over which the employer has control or would have control if not for any agreement purporting to limit or remove that control.

Occupational Health and Safety Act 2004 - SECT 22

22. Duties of employers to monitor health and conditions etc.

(1) An employer must, so far as is reasonably practicable-

- (a) monitor the health of employees of the employer; and
- (b) monitor conditions at any workplace under the employer's management and control; and
- (c) provide information to employees of the employer (in such other languages as appropriate) concerning health and safety at the workplace, including the names of persons to whom an employee may make an enquiry or complaint about health and safety.

(2) An employer must, so far as is reasonably practicable-

- (a) keep information and records relating to the health and safety of employees of the employer; and
- (b) employ or engage persons who are suitably qualified in relation to occupational health and safety to provide advice to the employer concerning the health and safety of employees of the employer.

Occupational Health and Safety Act 2004 - SECT 23

23. Duties of employers to other persons

(1) An employer must ensure, so far as is reasonably practicable, that persons other than employees of the employer are not exposed to risks to their health or safety arising from the conduct of the undertaking of the employer.

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
- Employees should be trained in how to deal with aggressive clients/customers, personal safety and armed robbery prevention etc. (see Victoria Police Business Security Kit http://www.police.vic.gov.au/business_security_kit/)

Conclusion

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

Victoria 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 Victoria Police Crime Prevention Officer.

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