



Business Security



'Practical ways to protect your business'

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A Guide to Crime Prevention for Business

Businesses can be targets for crime.

‘Crime prevention is the anticipation, recognition and appraisal of a crime risk and the taking of steps to remove or reduce that risk’.

The safety of yourself and that of your employees and customers should be of paramount importance.

The techniques described in this brochure are designed to reduce the opportunity for crime and decrease the chances of your business becoming a target. There is no security plan which has a universal application. The following will assist you in developing a plan to suit your circumstances.

The main areas covered are:

- Physical security for business premises
- Environmental design strategies
- Lines of defence
- Moving and handling cash
- What to do if a serious incident or robbery occurs.

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Planning for Security

Effective security measures will reduce the opportunity for crime. Security, however, should be adapted to suit your needs. Consider the following options as ways to make your business safer:

- Keep suspect description forms in an easy accessible place (sample on the back of this brochure) and fix height markers on exit doors. Train staff to use these tools effectively as a good description assist police in identifying and apprehending an offender.
- An Intruder Alarm (which complies with Australian Standards 2201) and such devices as cameras or monitored closed circuit television may complement other security equipment and procedures.

Externally

- Exterior lighting acts as a deterrent, allowing police, security officers and members of the public to clearly observe any unusual activities.
- Solid wooden or metal doors, or preferably security doors with double cylinder deadlocks, fitted to entrances (review/check fire regulations).
- Solid door and window frames not subject to shrinkage.
- Exposed hinges protected to prevent hinge pin removal.
- Trees and shrubs trimmed so that the view of your premises is not obscured and hiding places are not provided.

- Wheelie bins should be locked away or chained to posts away from windows.
- Items which can be used to assist in an offence (ladders, tools, cars parked next to buildings) should be stored away or immobilised.

Internally

- Installation of protective lighting designed to discourage or deter unlawful activity.
- Key operated locks, keyed alike, on all windows with ready access to the key in case of emergency.
- When replacing glass panes consider an alternative material or film (security film) protection.
- Security grilles on all accessible windows - but remember to have some hinged to permit exit in case of fire.
- Install smoke Alarms to give early warning of fire. (Australian Standards 3786)
- Mesh grills on skylights.
- Separate doors for entry and exit controlled with one-way turnstiles.
- Installation of security mirrors to improve safety and protect your property. Mirrors correctly installed extend your field of vision and protect valuable merchandise from theft or vandalism.

Environmental Design Strategies

It is possible to use Environmental Design strategies to reduce the incidence and fear of crime through three basic strategies:-

- 1) *Natural Access Control*
 - 2) *Natural Surveillance*
 - 3) *Territorial Reinforcement*
- Access control and surveillance are integral components of most crime prevention and/or security strategies. They are often applied together to reduce crime in a specific location, however, the operational thrust of each is distinctly different.
 - Access control is a design concept directed primarily at decreasing the opportunity for crime and to create a perception of risk in the minds of potential offenders. Two readily identifiable access control strategies are locks and guards. These strategies define public and private space, i.e., where certain people may or may not enter.
 - Make use of signs, colour landscaping, or natural boundaries. Surveillance is a design concept directed primarily at keeping potential offenders under observation and thereby increasing the perception of the risk of being caught. Surveillance strategies may include police patrols, guards, or closed circuit television. The environmental approach

of natural surveillance seeks to maximise the opportunities for people in and around a given location to create the perception (if not the reality) that someone is watching.

- Natural access control and natural surveillance contribute to the third environmental strategy of territorial reinforcement. Adding personal touches, elements which clearly identify the environment as being 'owned' and 'cared for' by regular maintenance, removing rubbish, quickly removing graffiti, etc. should be included as part of this strategy. All of this has the effect of promoting an even greater perception of risk in offenders.



Effective physical security is a Crime Prevention Strategy.

Security Barriers

There are three lines of defence

- 1) Perimeter security:
What are the fences made of?
Do they keep people out?
Landscaping, shrubbery, and lighting
are other forms of security.
- 2) Building exteriors:
What is the building made of?
How secure are external doors and
windows?
What are they made of?
- 3) Interior controls:
Where are the safes located?
Key control, exit points, physical and
electronic security.

Risk

Reduce risks where possible by removing potential targets (e.g., remove all cash) and take preventive measures. These risks include information, goods money or personnel.

Reduce your potential for theft by better lighting, physical or electronic security or better perimeter security (e.g. fencing). Make use of banks, or a cash-transit company to remove valuables. Reduce the avenues that a thief has to make you a victim.

Have staff members trained to be security wise and to use security systems. This includes lighting, access control, alarms and close-circuit television systems.

Safes

A safe will deter, delay and deny access to valuable property and/or information.

When choosing the type of safe it is important to 'balance the level of protection with the level of risk'.




Buy only a quality safe, but make sure you select the one that best suits your purposes. When installing a safe consider:

- Models with lockable 'post-feed' device, which does not allow cash to be removed once posted through the slot on top of the safe.
- Anchoring your safe to the floor.
- Limiting the number and control of keys and/or combinations.
- Where keys should be kept, and who has access to keys.
- Torch and drill resistant (TDR) safe.
- Time delay locks.
- Warning signs stating that safe cannot be opened by staff; and
- A dye bomb which will mark the contents inside.

Cash Handling

All businesses which handle cash, and particularly those which employ a lone attendant at night, should consider the following:

- Count and transfer cash behind closed doors and not in public view.
 - Reduce cash held on the premises to a workable minimum and advertise this prominently.
 - Implement a system whereby excess cash is removed to a secure area - perhaps a safe with a 'posting slot'.
 - Locate cash registers away from doors and keep separated from public areas.
 - Have only one entrance to the premises which can be easily observed by the attendant.
 - Remove promotional or other posters from windows which may obscure attendant's vision from inside or outside.
 - Isolate the attendant by, for example, a 120cm high counter.
 - Advertise the fact that late operators do not have the key, or combination of, your safe.
 - Place emergency numbers where attendants can easily see them.
- 
- A photograph showing a woman with blonde hair, wearing a dark brown coat, standing at a counter and operating a cash register. The register is mounted on a wall with large, light-colored marble tiles. The woman is looking down at the register, and her hands are on the keypad and the coin slot area. The background is a plain, light-colored wall.
- Train your staff to establish clear cash register procedures which include the following:
 - Open cash drawer only while actually being used.
 - Close cash drawer before merchandise is packaged.
 - Alert cashiers to avoid distractions.
 - Lock cash drawer and remove key when not in use.
 - Leave tills open and empty to avoid possible damage by intruders when leaving premises unattended overnight.
 - Before leaving check that no person has remained on the premises (check toilets, other hiding places).

Moving Cash

Money in transit is vulnerable. Where possible use a cash-transit company, particularly when moving large sums of money. Consider banding together with other small businesses in your area to hire a cash transit company for regular use.



To reduce the opportunity for crime when transporting cash consider the following:

- Assign more than one person to the task.
- Send well-trained staff.
- Avoid using public transport.
- If using a private car, keep the doors locked at all times. Do not leave the vehicle en route. Avoid quiet streets and vary the route and time of travel.

- If using taxi, order one by telephone and ask the operator to give you the number of the assigned cab.
- If walking, keep to busy streets.
- Do not advertise the fact that you are carrying cash (e.g. marked bank bag). Consider using a security case.
- Do not talk publicly about cash movements.
- Do not establish a routine for cash movements - vary both time and route taken.
- Ensure the time of return is known so an alarm can be raised if necessary.
- Be aware of drivers of vehicles or people behaving suspiciously.
- If using a night safe, do not expose cash until the safe is opened.
- If a safe or door key cannot be accounted for, change the locks.

Remember: at all times personal safety is paramount. In addition, employers have an obligation under the Workplace Health and Safety Act to provide a safe working environment.

Meeting Potential Threats

If faced with a potentially dangerous situation or threatening person:

- Try to remain calm and assess the situation.
- Activate alarm or call for help as soon as it is safe to do so.
- Obey any instructions, but do not provide money or goods not asked for.
- Move slowly but with safety.
- Advise the offending person of any movements you may have to make which could appear sudden or unexpected. Unless otherwise ordered, continually watch the offending person.
- Do not invade the space of the person committing the offence and keep your hands in view.
- Make mental notes about the offender, e.g. *Clothing, scars, tattoos, unusual features, odours, accent, speech, nicknames, and weapon if used. Check height against door markers.*
- Mentally go through a possible offence and consider what you can do. This helps your mind not go blank and you can have a more secure control of any situation which may occur.

Remember: No amount of money is worth a life.

If an offence occurs, take the following steps:

- Activate an alarm, if not already activated.
- Telephone police with the following information:
 - *Your name.*
 - *address of premises, including nearest cross streets.*
 - *number of offenders and description.*
 - *description of vehicle and direction of travel.*
- Close premises to the public and isolate area for forensic tests.
- Ensure no one interferes with the scene or any articles that may have been left behind by the offending person/s (e.g. note or weapon)
- Request witnesses to remain or get their names, addresses and telephone numbers.
- Have staff independently complete suspect description forms.
- Refrain from making statements to the media before police arrive.
- Do not discuss with anyone the amount of money or goods stolen.

- Supply police with all details, however insignificant they may appear.
- Consider victim support or counselling for your staff.

Prevention of crime must be the key to our thinking. Therefore, the techniques and options provided here endeavour to assist the small business operator develop a risk management strategy aimed at deterring offenders.

Combating Theft by Employees

A dishonest employee will cost you money. Remind staff that theft, misappropriation of money or stock will not be tolerated and will lead to instant dismissal.

Security checks, regular unannounced audits, allowing personnel to have regular holidays, rotating staff, and differing entry and dispatch personnel all assist in reducing theft.

Effective screening of employees, providing job satisfaction and establishing accountability are all forms of internal security which reduce the opportunities for theft thus improving profits.

Conclusion

You are reminded that the Queensland Police Service does not endorse any particular product, service or company. You should obtain information, or advice from various sources before committing your money and time to any of the items mentioned in this brochure.

There are many other items in relation to security to which you should obtain professional advice from qualified persons or organisations.

Some are mentioned here below:

Employees

Access/Procedural.
Controls & audits.
Employee error & waste.
Employee theft.
Merchandise theft.
Cash theft.
Malicious damage/acts.

Shop Lifting

Types of shoplifter.
Detection of shoplifter.
Shoplifting prevention.
What to do prior to detaining a suspect.
Apprehending a Shoplifter.
Police involvement.

Point-of-Sale Risks

Cheque & credit card fraud.
Price switch.
Refund fraud.

Miscellaneous Risks

Robbery.
Burglary.
Bomb threats.
Computer crime & data loss.
Civil liability & litigation.

Workplace Health & Safety

Obligations.
Documentation.

Security Planning

Types of security.
Layers of protection.
Reviewing existing security.
The security plan for your business.

Policies & Procedures for

Armed robbery.
Crime incidents.
Cheques.
Opening and closing.

Remember: All armed persons should be treated as dangerous. No amount of money or goods is worth a life.

If faced with an incident remember the following:

- Make no sudden movements.
- Remember as many details as possible of the offender and the incident (write down as soon as possible).
- Do precisely as you are told by the offender, no more, no less.
- Try to control your emotions.

Read this brochure carefully as often as you can and practise the above. Prior knowledge will make it easier if an incident does occur.

Notes:

DISCLAIMER: *'This brochure contains general guidelines only for increasing Personal Security and Security in Business. The Queensland Police Service in providing this information makes no Representations nor gives any warranty or guarantee concerning the safety of persons or property.'*

Police Telephone Numbers:

Non Emergency

Your Local Police Station

Name:

Phone:



Emergency Only

000

TTY (Tele Typewriter)
(Police HQ Brisbane)

(07) 3364 4655

Crime Stoppers

1800 333 000

Crime Stoppers TTY

(07) 3364 3681

Queensland Police Service Vision Statement

We are determined to be a professional police service, dedicated to excellence and committed to working in partnership with the people of Queensland to enhance the safety and security of our community.





Armed Robbery Report (sample)

Name: _____

Business: _____

Time: _____ Contact Phone: _____

Offender:

Sex: _____ Age: _____ Height: _____

Complexion: _____ Racial App: _____

Hair: _____ Eyes: _____ Build: _____

Clothing (Type): _____

Comments (Scars/Tattoos/Peculiarities): _____

Weapon/s Used: _____

Disguises used by Offender: _____

Words used by Offender: _____

(Names Used)

Vehicle Details:

Type: _____ Make: _____

Colour: _____ Reg No: _____

No of Occupants: _____

Other Evidence Left: _____

Locate Witnesses: _____

Every witness to write own version

DO NOT DISCUSS OR COMPARE NOTES

DO NOT TOUCH EXHIBITS