

BUSINESS SECURITY KIT



VICTORIA POLICE

AGGRESSIVE
PEOPLE

ARMED
ROBBERY

CASH
HANDLING

CLOSED
CIRCUIT
TELEVISION
(CCTV)

CREDIT
CARD
FRAUD

ELECTRONIC
CRIME
(E-Crime)

GRAFFITI

PERSONAL
SAFETY

OVERVIEW



VICTORIA POLICE

Welcome to the latest edition of the Victoria Police Business Security Kit, which includes information regarding personal safety, fraudulent activities, credit card fraud, electronic crime (E-Crime), and steps you can take to increase your safety within your business and neighbourhood.

The Victoria Police Blueprint 2012 – 2015 is the road map for Victoria Police to approach police service delivery over the next three years. This vision incorporates the primary objectives for improving community safety, effective service delivery, working with stakeholders, achieving through our people and developing our business. We will be focusing on practices and effective interventions to ensure individuals and communities feel and are safe.

This Business Security Kit has been developed to provide small business retailers with basic crime prevention advice to reduce the occurrence and cost of crime to business and the wider community.

In a society that is changing rapidly, we each have a role to play to help make our businesses, homes and communities safer.

Your support and actions will help us to achieve a safe and secure community for all Victorians.

Sincerely,

Inspector Tony Langdon
Safer Communities Unit
Victoria Police

SECURITY
OF
BUSINESS
PREMISES

TELEPHONE
THREATS
– BOMB &
OTHER

THEFT BY
EMPLOYEES

THEFT
FROM
SHOP

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AGGRESSIVE PEOPLE

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Whilst the vast majority of customers are polite and friendly to deal with, violent outbursts that occur inside a store or small business can result in physical injury to staff, customers, the offender and/or damage to stock or fixtures. It may be useful to keep photocopies of the Description Form in a convenient location within the business for quick and easy reference and use by staff.

Go to page 33 for **Description Form**

PREVENTION

Educating staff about conflict resolution can be a useful investment in avoiding customer complaints and potential risks such as those outlined above. Staff should be skilled to tell the difference between assertive, aggressive and potentially violent customers. In all instances of dealing with aggressive people, the main priority is to ensure the safety of yourself, your staff and your customers. Every situation is different and as such there is no one, absolute set of procedures in dealing with aggressive people. Following some basic steps however, may assist staff to respond to such situations.

Basic Security Tips

1. Assess the situation and remain calm at all times.
2. If store security officers are employed, ensure staff are aware of when and how to contact them.
3. If it appears that the safety of staff or customers is at risk, the police should be called immediately on **Triple Zero '000'**.
4. Do not respond to the customer's bad behaviour in the same manner.
5. Remain respectful. Try to restore a sense of justice for the person. Explain what options are available and encourage them to try one of these.
6. Patience is usually a good strategy and this can be achieved by not only listening to the person but by acknowledging their problem or situation:
 - Staff members should not take insults personally – they are being delivered by a person who appears unreasonable and may relate to business policies and procedures as opposed to the employee personally
 - Listening can be useful to allow the person to 'let off steam'
 - Remember that over a period of time anger can diminish.
7. Other staff not involved in the incident should not become an audience; however they should monitor the situation for any possible escalation.
8. If the person is not able to be calmed and they continue to be offensive or obnoxious, politely request the person to leave the store.
9. If having been politely requested to leave a store, a person refuses, contact the police and await their arrival. Do not engage in any further unnecessary dialogue.

Violent Offenders

1. Do not enter the person's physical space as this can escalate the situation. Holding your stance can appear aggressive to the offender – consider stepping back, etc.
2. Discreetly remove any items that could potentially be used as weapons.
3. Counter areas or display stands can be discreetly used to create natural barriers and distance between staff members and the other person.
4. Employees are entitled to protect themselves from violence. The amount of force used however to deter the violence, must be reasonable and proportionate to the harm that is being sought to be avoided. Excessive force is not justified and can result in a counter claim of criminal assault or civil litigation.

Go to page 33 for **Description Form**



ARMED ROBBERY

Planning may assist in reducing the risks of armed robbery to your business, thereby maximising the safety of your employees and customers. It may be useful to keep photocopies of the enclosed Description Form in a predetermined, convenient location within the business for quick and easy reference and use by staff.

The aim of any planning around armed robberies should be to:

- Prevent the business being targeted by offenders
- Increase the safety of employees and customers
- Reduce the impact of the crime on the business
- Assist police in the arrest of any offender/s.

PREVENTION

1. Advertising material, posters and curtains should be kept at a minimum to provide a clear view of the premises from both the inside and the outside.
2. Be alert to strangers or individuals who may be observing the business or who are asking questions about how the business runs.
3. Pay particular attention when opening or closing the business, including checking to make sure no intruders are hiding on the premises.
4. Ensure all back doors, side doors, windows and store rooms are kept secure at all times.
5. Do not discuss cash holdings or movements of cash in public.
6. Sales areas should only be used by staff and be monitored and secured at all times. Raised platforms and deep counters provide added safety for staff by increasing surveillance and distancing staff from a possible assault.
7. Consider installation of a safe in a secure area but within close proximity to the cash register. The safe should be secured to a sturdy fixture. Consider installing a sign that states staff do not have access to the safe.
8. Reduce cash held at counters to a workable minimum.
9. Set out escape routes and safe areas for employees to move to when required. Ensure that staff members are aware of security and armed robbery procedures and what to do in the case of such an event. This routine should be regularly practised as with any other type of emergency drill.
10. Make use of signage and stickers both inside and outside your business promoting security measures such as: locks, video surveillance and minimum cash held on premises.
11. Consider the installation of electronic methods of payment to reduce the amount of cash kept on hand.
12. Consider the installation of additional security devices such as duress/panic buttons and quality Closed Circuit Television (CCTV).

Go to page 20 for '**Security of Business Premises**' and to page 10 for information on '**CCTV**'

IN THE EVENT OF AN ARMED ROBBERY

1. Try to remain calm, assess the situation and do exactly as the offender says. Remember the number one priority is your safety, the safety of other staff and customers.
2. Activate alarm devices as soon as possible, but only if it is safe to do so.

3. Avoid sudden actions and calmly explain any necessary movements to the offender. These could pose an unintended threat to the offender, who may already be anxious and tense.
4. Speak only when spoken to as any conversation with the offender will prolong the incident.
5. Unless otherwise ordered, discreetly watch the offender/s, making a mental note of their description especially scars, tattoos, prominent or other distinguishing features.
6. Avoid direct eye contact with the offender/s.
7. Note the offender's conversation including any indecent language, accent, nicknames or speech impediments.
8. Observe and take note of any weapons that are being used.
9. If safe to do so, observe the direction of travel taken by the offender/s when they leave the premises.
10. If safe to do so, look to see if a vehicle has been used and if there are any other occupants, record the registration number, make, model and the colour of the car.
11. Never take drastic action during the robbery and do not chase the offender/s.

AFTER THE ROBBERY

1. Immediately telephone the police on **Triple Zero '000'**, even if you have activated a hold up or duress alarm. Tell the police telephone operator:
 - If anyone has been hurt at the scene
 - That an armed robbery has occurred
 - Exact location – business name/address of where the crime occurred including the closest intersecting street
 - Your name/address and contact phone number
 - Date/time/nature of offence
 - Number and description of offender/s including any vehicles used
 - Direction of travel
 - Note whether any weapons were seen and what type they were.
2. Only hang up the telephone when told to do so and stay off the phone until police arrive unless you remember additional information that may be important.
3. Close the premises to the public and keep unauthorised persons out.
4. Make sure that no person touches or moves any items where the offender/s was/were present.
5. Consider arranging someone to meet police outside, particularly in large shopping areas to make the response time more efficient.
6. Request that witnesses and customers remain until the police arrive – failing that, request their names, addresses and telephone numbers and pass them onto police when they arrive.
7. Make sure witnesses are isolated from each other or are aware not to discuss descriptions or what happened with other witnesses.
8. Witnesses should independently try to write a full description of offender/s and what actually occurred in as much detail as possible.
9. Do not make any statements to the media before discussing the matter with police.

Go to page 33 for '**Description Form**'

10. Supply to police all details no matter how insignificant they appear to you. This could include earlier suspicious customers, rude, drunk or drug affected customers, upset former employees or simply details of certain cars constantly driving past.
11. Crime affects different people in different ways and the impact may not be felt immediately. Consideration should be given to organising professional trauma counselling for employees affected by the crime.

Go to page 30 for **Victims Helpline information** located on 'Further Information/Contacts'

CASH HANDLING

The safe handling of cash within a business environment can assist in preventing crimes. Cash handling incorporates not only general cash security, but also the secure storage and transport of cash. It is important that all staff members having responsibilities involving cash are aware of cash handling procedures.

SOME CONSIDERATIONS RELATING TO CASH ON PREMISES

1. Money stored as a float on the premises should be kept to a minimum.
2. Additionally, individual floats should be kept as small as possible.
3. Advertise that only a minimum amount of cash is kept on the premises.
4. To minimise damage to cash registers by after hours thieves, leave your tills empty and open overnight. This will avoid an offender damaging the cash register to find out there is nothing inside.
5. Consider installing a safe that is securely fitted to a solid object.
6. Safe keys and combinations should be stored securely.
7. Ensure that before cash is counted the attending staff member is in a safe and secure area of the business that is out of public view. This may include checking the premises, including the toilets and other concealment locations such as large cupboards, for people who may be hidden.
8. A policy limiting entry into businesses or requests for exact change at night, prevents customers seeing cash holdings.
9. Make sure all exterior doors and windows are properly secured from the inside before counting money.
10. Ideally, money should be counted out of public view and away from windows that allow observation of the process.
11. If cash is being counted in a specific area, consider installation of a telephone or duress (panic button) alarm system at this site.
12. Don't discuss cash amounts or handling procedures in public.
13. It is not advisable to take cash home and be known to do so.

CASH REGISTER SECURITY IS CRITICAL

1. Do not leave the register drawers open longer than necessary during business hours.
2. Position the register to eliminate or restrict public view of its contents, which should not be within the reach of potential offenders.
3. Keep as little cash in the register as possible, by regularly transferring it to a more secure place. Ensure this is done at random times.
4. Ensure staff do not give change to customers or keep large amounts of cash in their pockets whilst serving.
5. Encourage staff to be alert at all times.

TRANSPORTING CASH

Be alert, use common sense and consider the following:

1. For business owners, the safety of employees is paramount. Use of a cash transporting service, especially when large amounts of monies are involved, is strongly recommended.
2. If employees are utilised to courier deposits, it is recommended that they be criminal and reference checked, suitable and able bodied, properly trained in cash carriage procedures and robbery response, be comfortable with the duty and have access to a mobile telephone.
3. Consideration may be given to the carriage of a personal safety alarm that can easily be activated in the event of an emergency.
4. Company uniforms should not be worn or if they are worn, they should be covered by other clothing items. Any badges should be removed from uniforms that could identify the courier as shop staff.
5. Use ordinary looking plastic shopping bags or a properly constructed cash carrying bag specifically designed to carry money.
6. Do not place money, cheques etc. into a handbag, bank bag or bag that identifies the shop.
7. Vary the route and times of bank deposit trips – do not follow a pattern.
8. When carrying cash try and stay in populated areas rather than deserted ones. Have two members of staff attend to the banking where possible.
9. Walk facing the oncoming traffic, remaining close to the fence line and away from the kerb.
10. Be alert at all times to persons and/or vehicles following and take note of registration and personal description details.
11. When utilising a private vehicle, ensure that it is properly maintained, the doors and windows are appropriately secured and do not make any unnecessary stops on the way to the bank.
12. Watch for suspicious persons and vehicles and report observations including descriptions, to the police on **Triple Zero '000'**.
13. Ensure co-workers know your expected time of return so an alarm can be raised if necessary.

STAFF TRAINING

1. All staff should be trained on robbery procedures and security equipment activation. This should be conducted as an integral part of all staff induction courses and then maintained and renewed annually.
2. Attendance by people to the business outside normal operating hours should be treated as suspicious and identification should be requested before entry is allowed.
3. Personal name tags should not contain surnames.
4. Seek National Name Checks (Police Checks) for all staff.
5. Staff should be attentive towards suspicious behaviour, motor vehicles or out of the ordinary incidents.
6. Observation by staff may prevent an offence from occurring. Police should be notified of any reasonable suspicions as soon as possible.
7. When a staff member leaves your employ ensure all keys and staff passes are returned or change the locks. If a staff member leaves under difficult circumstances, also consider changing cash handling procedures and security codes.
8. Review and monitor the security and safety of your business if you consider it to be at high risk. You may want to engage the services of an external consultant to undertake a security audit of your business premises.

CLOSED CIRCUIT TELEVISION (CCTV)

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WHERE TO USE

- After hours surveillance of areas which have little or no natural surveillance from passing motorists, pedestrians or employees
- Areas at risk to vandalism, graffiti or other criminal offences
- High-risk areas such as computer rooms or cash handling areas that are not adequately protected by staff surveillance
- Entrances, exits, front counter areas etc.

EQUIPMENT CONSIDERATION

- Cameras – quality digital lenses provide quality images
- Video recorders/computer hard drives – connected to camera/s, continually recording and stored in a secure room
- Copying facilities – to provide police with a copy of recorded footage
- Signage – clearly displayed reminding customers that all activity is being recorded
- Monitors – placed in a prominent position easily observable by staff.

CCTV AT NIGHT

CCTV after hours can have limited potential, due to dark images and the greater potential for disguises. Having an alarm activated and monitored CCTV system can provide confirmation of unwanted activity.

POSITIONING OF CAMERAS

- At places where the offender/s are most likely to have to pass or want to access, such as building entry/exit points, cash registers, rear storerooms or areas where high value items are kept
- Clearly visible if seeking to deter potential offenders
- Placed at a height that captures a full view of the offender's face whilst not being obscured by other interferences
- In areas where image capture will not be compromised by insufficient lighting.

For CCTV to be useful for police purposes, the largest possible facial image of an offender is required. The usefulness of facial images captured is largely dependent upon the quality of cameras used and placement of cameras. Do not position cameras at heights that only provide vision of the top of a person's head.

It is important that staff know how to operate security equipment and that it is tested and checked regularly.

PRIVATE SECURITY

When selecting a security firm, ensure that the firm is registered with the Victoria Police Licensing Services Division. To check whether a security company is registered, refer to the Licensing Services Division website at www.police.vic.gov.au. It is advisable to select a company that has an established reputation for quality service.

To check whether a company is reputable, you can enquire with them about their professional accreditations and associations with peak body regulatory agencies such as the Australian Security Industry Association Ltd (ASIAL) that offer complaint resolution processes for concerns about unsatisfactory or defective work. www.asial.com.au



CREDIT CARD FRAUD

With the reduction in the use of cash, the issue of credit card fraud has increased.

PREVENTION

Basic Security Tips

1. If using an electronic terminal, ensure printed receipts match with the printed details on the card.
2. Do not return the card to the purchaser before the sale has been processed and the signature confirmed.
3. If a manual imprint system is in use, ensure carbon sheets are destroyed.
4. Should alterations or irregularities be found:
 - Hold onto the card
 - Ask for additional photo identification
 - Call for authorisation or contact the credit card provider.
5. If the transaction is not authorised:
 - Hold onto the card
 - Listen to the instructions given to you from the credit card authorising agency
 - Call the police on **Triple Zero '000'** if required.
6. Contact the bankcard authorisation centre to obtain authorisation for credit card transactions:
 - Where the value of the transaction exceeds the floor limit
 - Where you suspect that the card presenter is not the cardholder.
7. Check that the refund limit for each EFTPOS terminal is set at an appropriate limit.
8. Ensure the EFTPOS password or PIN is changed regularly and kept confidential.
9. Make sure that there is adequate security of the EFTPOS terminal.
10. Ensure staff members are trained to identify fraudulent credit cards, cheques and currency.

For further advice about credit cards, refer to the websites of banking institutions or credit card providers such as American Express at www.americanexpress.com or Visa at www.visa.com

Customer Considerations

Be alert for the customer who acts in an unusual manner:

- Is in a hurry, nervous, blushes, talks hesitantly or is being overly chatty or friendly
- Is making a purchase without regard to price, quality or size
- Requests immediate access to the goods
- Repeatedly returns to make additional charges
- Brings the card straight out of a pocket instead of from a wallet
- Produces alternate cards when the first or subsequent cards don't work
- Produces a card with a name that does not match the customer eg: wrong gender title, physical appearance to name

- Reluctant to produce photo identification
- Orders goods over the telephone then advises that he is elsewhere but will send a friend to collect the goods. This allows the offender/s to create an excuse that avoids producing the card, which may have been previously stolen or the card number unlawfully obtained.

Card Considerations

When you get the card look at the front and check to see if:

- The card has a valid expiry date
- The card is damaged
- That the embossing has not been altered
- That the hologram does not appear to be suspicious
- The card is listed on the warning bulletin.

Signature Checks

When you check the signature:

- Has the card been signed?
- Has the signature area been altered?
- Do the signatures match?



ELECTRONIC CRIME (E-Crime)

Increasingly, small business retailers are opening their business and telephone lines to customers and suppliers through electronic trading. Coupled with the many benefits that electronic trading provides, it can however expose a business to unique methods of crime involving the business, suppliers and customers.

HOW CAN I PROTECT MY BUSINESS?

It is important to put in place some measures to reduce risk and protect business information.

PREVENTION Basic Security Tips

1. Install reputable anti-virus software and keep it up-to-date.
2. Install reputable firewall software and keep it up-to-date.
3. Keep software patched up-to-date.
4. Passwords should be confidential, complex and regularly changed.
 - Immediately remove internal/external network access of staff leaving employment for whatever reason
 - Where you suspect that your network/access password has become known to a third party, change it immediately
 - Do not leave your computer logged in to the network whilst you are not present (log off or lock your computer)
 - Where possible consider setting a short time out on your screen saver and ensure that log-in is required to recover from the screen saver.
5. Delete any suspicious emails without opening – curiosity is a tool often used to hack a computer system or send a virus.
6. Do not open email attachments which have not been scanned for viruses/malware, or have been received from an unknown source.
7. Only download software from reputable sources.
8. Backup critical data and keep it separate from your Internet connected computers. Regularly copy the data to a CD or other backup device.
9. Test that you can recover the information using that backup device.



HOW DO I KNOW IF MY BUSINESS HAS BEEN HACKED?

The following is a useful list of potential indicators which may indicate the presence of hackers within the business.

1. Your website has been changed.
2. Your computer system performance is unusually and exceptionally slow.
3. Your antivirus software does not appear to be functioning or has been disabled.
4. Secrets of your business have been exposed to the general public or to competitors.
5. Transactions have been changed eg: a client or supplier account which had a balance of \$1,000 now has \$950 without your authorisation.
6. Your web/server logs have been deleted.
7. There is odd activity in a computer log and the more it's investigated the more you suspect that something is wrong.
8. Established business procedures do not appear to have been followed and transactions are unexplainable. This may indicate that someone is operating outside of your control and using your business.
9. You are no longer receiving emails and no-one receives emails you have sent.
10. The entire system shuts down.
11. There is a new program on your computer that you didn't install. Your password has been changed and/or you can't access your network. There is an unexplained large increase in web traffic to your website.

ONLINE FRAUD

If you believe that you have been the victim of an online auction fraud, immediately report the matter to the auction company (i.e. eBay). Most online auction houses have an identified process for reporting and following-up suspect transactions and can often assist you with recovering your property and providing you with records that you will require to report the matter to the police, if a crime is identified.

If you become the victim of online fraud, report the matter to your local police. Ensure that you preserve any electronic evidence (logs, emails or other communications between yourself and the suspect) relating to the matter. If you are confident in the process, create an electronic copy of each email including all header information, and burn it to a CD or DVD. Do NOT delete the original emails. When reporting the fraud ensure that you provide a copy of the CD or DVD to the police.

USEFUL REFERRALS

To enable a business to assess its risk to hacking, you may want to engage the services of an external independent Internet security organisation specialising in Network Security.

For further advice or information on Internet fraud contact your Bank, the Australian Federal Police at www.afp.gov.au/policing or the Australian Securities and Investments Commission at www.asic.gov.au

GRAFFITI

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GRAFFITI IS NOT ART, IT IS A CRIME

Graffiti is the marking of another person's property without their consent. Spray cans and felt tipped pens or sharp objects are usually used to mark or etch graffiti on walls, fences or windows. Graffiti takes two forms. The first, known as a 'tag', is usually a quick scrawl depicting the initials or nickname of the person responsible. The second form, known as a 'piece', may be likened to a mural.

No matter how small or insubstantial the graffiti is it should be removed as quickly as possible. Continual immediate removal is the only truly successful measure. Graffiti management is a war of attrition. The most determined party will eventually win.

Your local council may have a graffiti hotline to assist in cleaning and removal. Contact your local council for more information. For a guide to the differences between Graffiti and Street Art, the City of Melbourne has a comprehensive website with an image library.

Visit the City of Melbourne website at www.melbourne.vic.gov.au for '**Graffiti and Street Art**' information

PREVENTION

Strategies to Minimise Opportunities for Vandalism and Graffiti

Some suggestions are:

- Remove rocks and any object that can be used to cause damage and clean up debris
- Clean up and remove flammable materials such as leaves and garden cuttings
- Install security cages on external lights and speakers
- Involve students in beautification programs, named gardens, murals, mosaics
- Erect clear and unambiguous warning signs about trespass and potential prosecution
- Replace glazing with damage resistant material such as polycarbonates
- Install movement activated lighting in areas at risk
- Ensure that lighting is target directed e.g. on shop fronts
- Direct foot traffic where you want it to go with fencing such as pool fencing
- Remove canvases for graffiti by planting shrubs in front of walls
- Consider closed circuit television systems
- Inform members of the local community about vandalism affecting the businesses
- Develop a close relationship with local police and council
- Report all instances of graffiti to police. A photo of the graffiti should be attached to the report to assist police in apprehending offenders. Documentation of costs incurred to remove graffiti should also be attached to facilitate claiming restitution in court or to make a claim on your insurance
- Make positive use of casual (natural) surveillance, involve neighbours, business communities, community groups
- Remove the canvas, cover graffiti prone walls with student murals or mosaics
- Prompt removal within 24 hours makes graffiti easier to clean off and deters graffiti artists from re 'tagging', reducing kudos by limiting exposure time.

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PERSONAL SAFETY

Under Occupational Health and Safety legislation, all people have the right to work in a safe environment in which risk to their health and safety is minimised. Employers have a duty to provide a safe working environment.

Below are some tips that may assist staff to satisfy their individual sense of personal safety. Additional factors may need to be considered depending upon individual circumstances.

WITHIN THE BUSINESS

1. Familiarise all staff with emergency procedures and policies on how to deal with aggressive people, armed robberies, shoplifters, cash handling etc.
2. Restrict access to employee only areas and back rooms.
3. Ensure valuables such as personal possessions belonging to staff remain locked away at all times. Items such as mobile phones, handbags and wallets should not be left unattended and in view, even for a moment.
4. Install audible door announcers to identify when customers enter the store.
5. Keep doors and windows locked if staff are working late.
6. When a staff member is temporarily leaving the premises, notify a second party and advise that person of the staff member's likely movements, expected time of return or arrival at next location.
7. Encourage staff members to move their private vehicles closer to the business during daylight hours. After hours, arrange an escort to the car park or have someone watch their safe arrival into the car.
8. Pre-program important numbers such as **Triple Zero '000'** and security into business telephones and the mobile telephones of staff members.

ON THE STREET

1. If a second person has been notified of a staff member's departure from the business, ensure that the same person is contacted and advised that the staff member has reached their intended destination safely.
2. Avoid walking alone at night unless absolutely necessary, stay on lit paths and wear visible clothing.
3. Wear comfortable clothes and footwear that allow for freedom of movement.
4. Avoid shortcuts and dark, isolated areas.
5. Walk purposefully and know where you are going.
6. Walk on the footpath facing the oncoming traffic.
7. If you feel threatened, cross the road, locate a telephone, or enter a store or place of business even if you have just left it.
8. If using a public telephone, stand with your back to the phone after dialling – maintaining a view of the surrounding area and persons approaching.
9. Carry purses and handbags close to your body.

IN YOUR CAR

1. Position vehicles as close to your work premises as allowed.
2. Have car keys in hand ready for use. Do not search for them in a handbag along the way or when standing at the car door.
3. Check inside the car by looking through the windows before getting in.
4. Consider driving with all of the doors locked and the windows wound up.
5. Do not leave valuable items visible inside the car.
6. When leaving the car, always close the windows and any glass vents, remove the ignition key and lock the doors.

NO AMOUNT OF PROPERTY IS WORTH RISKING YOUR SAFETY



SECURITY OF BUSINESS PREMISES

Addressing security issues quickly and employing some basic risk management principles can reduce the risk of crime for business, staff and customers. This section provides important security advice and information, however it is not intended to replace privately contracted security advice.

The main aim of business security is to:

- Prevent the business being targeted by offenders
- Reduce the impact that crime can have on a business
- Reduce the rewards for the offender
- Increase the effort required to access the premises and goods
- Increase the likelihood of an offender being identified and caught
- Assist police in the apprehension process of any offender/s.

Your level of security should depend on:

- The type of business or trade
- The nature of the business or stock
- The period of time that the premises is not occupied
- The location of the premises
- The history of offences on the premises/business.

PREVENTION

Basic Security Tips

1. Make sure laneways and other external areas are well-lit. Lighting should be in good working order and regularly inspected.
2. Prune all trees and shrubs around your building to enable clear visibility. Ensure that this is maintained.
3. Clear all building perimeters including fences of rubbish and potential climbing aids.
4. Maintain well built and adequately secured boundary gates and fences.
5. Fully secure all external doors and windows with good quality locking devices. Make sure they are regularly maintained. All doors should be of solid construction and well fitted.
6. Fasten steel door jamb strengtheners to door frames.
7. If padlocks are required to secure fixtures or items, confirm that selected locks meet or exceed the requirements of Standards Australia and are appropriate for their intended use. Standards Australia endorsement will be visible on product packaging.
8. Consider installation of security bars, screens, grills or roller shutters to vulnerable windows and/or skylights, subject to Metropolitan Fire Brigade (MFB) approvals.
9. Consider installation of bollards, heavy planters or large rocks to act as ram raid barriers.
10. Consider installation of a monitored security alarm system.
11. Prominently display any signs indicating the presence of a security system, the continual surveillance of the premises and any other security measures present.
12. Provide a 'No Cash on Premises' sign near entrance.

Go to page 10 for information on CCTV.

13. Consider installing electronic sensors to advise staff when customers are entering and leaving the business.
14. Install a quality surveillance camera which will act not only as a deterrent but will assist police in identifying offenders.
15. Minimise posters and curtains on shop windows (where possible) to ensure visibility to and from the street is maintained.
16. Ideally, stand alone shelves within the store should be no more than 1.6 metres high, thereby enabling clear visibility throughout the floor area by staff.
17. Secure and register all property of value including details of make, model, serial number, description etc.
18. Clearly and permanently mark all property with your Australian Business Number (ABN), store name or a driver's licence number, preceded by the letter V if the licence is Victorian, NSW for New South Wales etc.
19. Never leave large amounts of cash on premises overnight. Banking should be conducted during working hours.
20. If a safe is present on site, ensure that it is located in a secure position and affixed to a solid object. Seek advice from a specialist safe supplier and locksmith and look for a safe which meets European standards.
21. Ensure all staff understand and obey lock-up procedures.
22. Advise local police and any security provider of emergency after hours contacts for the business.

Key/Access Card Control

- Must be maintained at all times to ensure internal security
- Utilise security keys/cards that cannot be copied without authorisation
- Maintain a formal key/card register, ensuring that their issue and return is monitored
- When not in use keys/cards should be kept in a lockable steel cabinet located in a secure area
- Keys/cards should be restricted to a minimum number of people and retrieved from ex-employees.

Additional Information

Visit the Victoria Police website at www.police.vic.gov.au for **Do-It-Yourself Business Security Assessment** form

TELEPHONE THREATS – BOMB & OTHER

Although rare, telephone and bomb threats are an issue that all staff should be made aware of. It would be useful to keep a photocopied or laminated version of the Phone Threat Checklist directly beside/near the business telephone for immediate use by staff at the time, should a threatening call be received.

TELEPHONE RESPONSE

1. Stay calm.
2. Do not panic or make return threats.
3. If possible, fill out all information on the Phone Threat Checklist while you are on the phone to the caller.
4. Listen carefully for a full description:
 - Sex of the caller
 - Age of the caller
 - Any accents or speech impediments
 - Any background noises
 - Any key phrases used by the caller.
5. Ask the caller:
 - What the threat is?
 - When the threat is to be carried out?
 - Where the threat may be located?
 - Why the threat is being made?
6. Keep the person talking for as long as possible (to obtain as much information as possible).
7. Whilst not alerting the caller, have an available co-worker contact the police using a separate telephone line or mobile phone.
8. Once a call is finished **DO NOT HANG UP** – it may be possible to trace the call if the telephone line is kept open, regardless of whether the caller hangs up.
9. Ensure all information has been written down.
10. Inform management and report threat to police immediately – use a separate telephone line or mobile phone.

LOCATING AN ITEM – If an item or suspect package is located:

- Do not touch, tilt or tamper with the item
- Notify police immediately and follow the instructions given to you by them.

EVACUATION – If evacuation is deemed necessary, it should be conducted in a pre-planned manner:

- If appropriate in the circumstances, clear the area immediately within the vicinity of the package of all people, ensuring that they are not directed past the package
- Ensure people that have been evacuated are moved to a safe, designated location
- Request that people remain available at the designated location to assist police.

Alert your supervisor. If your supervisor is unavailable call Police on Triple Zero '000'.

DO NOT HANG UP – REMEMBER TO KEEP CALM

PHONE THREAT CHECKLIST

Remember To Remain Calm

Who received the call?

Name (print): Signature:

.....

Telephone number called:

Date call received: Time received:

GENERAL QUESTIONS TO ASK THE CALLER

What is it?
When is the bomb going to explode? OR
When will the substance be released?
Where did you put it?
What does it look like?
When did you put it there?
How will the bomb explode? OR
How will the substance be released?
Did you put it there?
Why did you put it there?

BOMB THREAT QUESTIONS

What type of bomb is it?
What is in the bomb?
What will make the bomb explode?

CHEMICAL/BIOLOGICAL THREAT QUESTIONS

What kind of substance is in it?
How much of the substance is there?
How will the substance be released?
Is the substance a liquid, powder or gas?

EXACT WORDING OF THREAT:

ANALYSIS OF CALLER'S VOICE

SEX	ACCENT		VOICE		SPEECH	
Male	Australian	Irish	Angry	Soft	Fast	Distinct
Female	American	Asian	Child	Giggling	Stutter	Clear
	Middle	Other	Calm	Other	Slow	Muffled
	Eastern	Obscene	Lisp	Other
	European	Loud	Slurred
	British	Distorted

THREAT LANGUAGE		BACKGROUND NOISE	
Well spoken	Message read	None	Other
Incoherent	by caller	Construction
Irrational	Other	TV/Radio
Taped	Sirens	
Abusive	Train	

Duration of Call: :

Did the caller appear familiar with the area? Yes/No Estimated Age:

Comments from person receiving the call:

.....

THEFT BY EMPLOYEES

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An unfortunate aspect of managing and owning a retail outlet is the issue of theft by staff. Theft by staff can be committed in a number of ways; direct theft of revenue, stock, other employees' or clients' property or indirectly through the help of other people.

PREVENTION

Basic Security Tips

1. Screen all applications for employment carefully. Check references provided and ensure any gaps in past employment are explained.
2. Consider use of ongoing and regular criminal history checks.
3. Develop policies that clearly identify system processes, acceptable/non-acceptable behaviour and consequences for policy breaches.
4. Develop an induction program for new employees that provide a clear understanding of policies and procedures.
5. Identify the preferred policy for dealing with the purchase of goods from the business, by employees/friends/family and communicate this to all staff.
6. Adopt a "prosecution policy" when dealing with staff. A successful prosecution in court which is widely publicised can act as an effective deterrent for others.
7. Demonstrate and provide strong and consistent supervision of all staff.
8. Immediately deal with issues of concern, such as shortfalls in daily takings.
9. Provide ongoing retail security training programs to all staff.
10. Encourage employee contribution to retail security initiatives.
11. Have an effective asset inventory control system to identify losses as they occur.
12. Provide a designated area where staff can safely lock away their personal belongings.
13. Managers need to be scrutinised carefully as they generally have more extensive access to cash handling, stocktake etc.
14. Maintain strict key control at all times to ensure internal security.
15. Utilise appropriate security provisions, like the implementation of CCTV and make staff aware they are under continued observation.
16. Regularly inspect dispatch and delivery areas to guard against potential falsification of records, theft or indications of collusion between drivers and staff.
17. Watch for customers recognised as continually returning to the same register or same staff member.
18. Recognise and reward staff loyalty and honourable behaviour.

Most staff members are loyal to their employers and will work very hard and diligently on their behalf, especially if appropriate reward and recognition processes exist within the business.

SECURITY
OF
BUSINESS
PREMISES

TELEPHONE
THREATS
– BOMB &
OTHER

THEFT BY
EMPLOYEES

THEFT
FROM
SHOP

VANDALISM

FURTHER
INFORMATION
/CONTACTS

SUSPICIOUS
INCIDENT
REPORT

DESCRIPTION
FORM



THEFT FROM SHOP

Some people refer to shop stealing as shoplifting but no matter what you call it, if somebody deliberately takes something from your store that they have not paid for, then it is THEFT.

PREVENTION

Basic Security Tips

1. Acknowledge all customers – customer service is one of the most effective crime prevention strategies.
2. Pay attention to customers who are nervous or who appear distracted around merchandise.
3. If store security or loss prevention officers are employed, familiarise staff with their identity, when they operate and how they are to be contacted.
4. Approach people who stand around staff restricted areas, restrooms, stockrooms or stairways.
5. Be aware of people wearing loose overcoats and bulky clothing, especially in hot weather.
6. Approach and query persons claiming to be tradespersons, particularly in unauthorised areas. Consider requesting to inspect trade related identification.
7. Be mindful that baby carriages, shopping trolleys, boxes and bags can be used by shoplifters to conceal the goods they are attempting to steal.
8. Check the number of items taken in and out of changing rooms.
9. Ensure empty hangers and excess stock are removed from racks and shelves.
10. Ensure staff are familiar with the items/quantities of stock on display.
11. Keep customers in view at all times and be conscious of having backs to customers.
12. Never leave sales areas or cash registers unattended.

Store Layout and Design

1. Open layout with good visibility to all areas.
2. Shelves and stock should be neatly stacked and price tickets properly secured to goods.
3. Where possible, lock expensive and easily portable goods in cabinets which are located close to staff working areas.
4. Well-lit areas are preferred, particularly around selling points.
5. Clearly display warning signs regarding possible consequences of theft and the security measures in place at your store
6. Limit number of entry and exit points to store.
7. Ideally locate cash registers close to entry/exit points of the store to prevent easy removal of money by offenders.
8. Keep staff rooms and stock rooms locked at all times.
9. Consider installation of surveillance devices such as surveillance mirrors and quality Closed Circuit Television (CCTV).

Watch For

1. Hands – they do the stealing.
2. Customers who do not appear to have a deliberate purpose to purchase items.
3. Customers who appear nervous, perspire or look agitated.
4. Organised distractions which may result in one or more persons attempting to distract staff, whilst another person commits the theft.
5. Unsupervised children who are in the store during school hours.

If You Witness an Offence

The staff member who witnesses the offence must be sure of:

- Having seen the goods being taken
- Where the person has placed or concealed the item/s
- Not losing sight of the suspect even for a moment
- That the stolen item/s is still in the possession of the suspect and hasn't been thrown away/dropped/dumped or paid for
- That the suspect has passed the last point of payment and not made any offer of payment
- Call police on **Triple Zero '000'** and await their attendance.

IF IN ANY DOUBT – DO NOT APPREHEND – REMEMBER A WRONGFUL ARREST CAN LEAD TO CRIMINAL/CIVIL LITIGATION BY THE CUSTOMER



VANDALISM

PREVENTION

Strategies to Reduce Vandalism

Many factors contribute to opportunities for vandalism. The first step in trying to manage vandalism is to understand the problem and why it happens.

It is important when trying to combat vandalism to consider:

- What areas are vulnerable?
- Do people loiter there?
- Do people play formal or informal games there?
- Is it a legitimate play area?
- What makes the area vulnerable?
- Are there seats or resting-places/telephones etc?
- Do you find empty bottles, cigarette butts or syringes?
- Can anyone outside see what happens in the area?
- Is there adequate lighting?
- Is fencing appropriate and effective?
- Does landscaping allow people to conceal themselves?
- Is there anything that can be used as a missile (e.g. rocks, star pickets, bins, concrete covers etc)?
- Is the area used as an access-way or a thoroughfare?
- What can be done to change the use of the area from illegitimate use to legitimate use?

Try to identify when vandalism occurs. Once you have identified when the vandalism occurred, look for why. Vandalism can be intentional or may result from people using the environment and adapting it to make it function better for them. Some examples include:

- Short cuts across lawns
- Broken windows near ball playing areas
- Holes in fences to create short cuts.

The offender may have had no intention of causing the damage, nor do they perceive it as damage, but others see the results as vandalism. To assist you in reducing vandalism, please complete a residential or business security assessment.

Visit the [Victoria Police website at www.police.vic.gov.au](http://www.police.vic.gov.au) to access:

- The Residential Assessment Form
- The Business Security Assessment Form

The image shows a 'Residential Security Assessment' form from the Victoria Police. It includes a header with the Victoria Police logo and the title 'Residential Security Assessment'. The form contains several sections with checkboxes and text boxes for recording information about property security, including items like doors, windows, fences, and landscaping. At the bottom, there are fields for the assessor's name, date, and a section for the property owner's details.

The image shows a 'Business Security Assessment' form from the Victoria Police. It includes a header with the Victoria Police logo and the title 'Business Security Assessment'. The form contains several sections with checkboxes and text boxes for recording information about business security, including items like premises, access points, and security measures. At the bottom, there are fields for the assessor's name, date, and a section for the business owner's details.

SECURITY
OF
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THEFT BY
EMPLOYEES

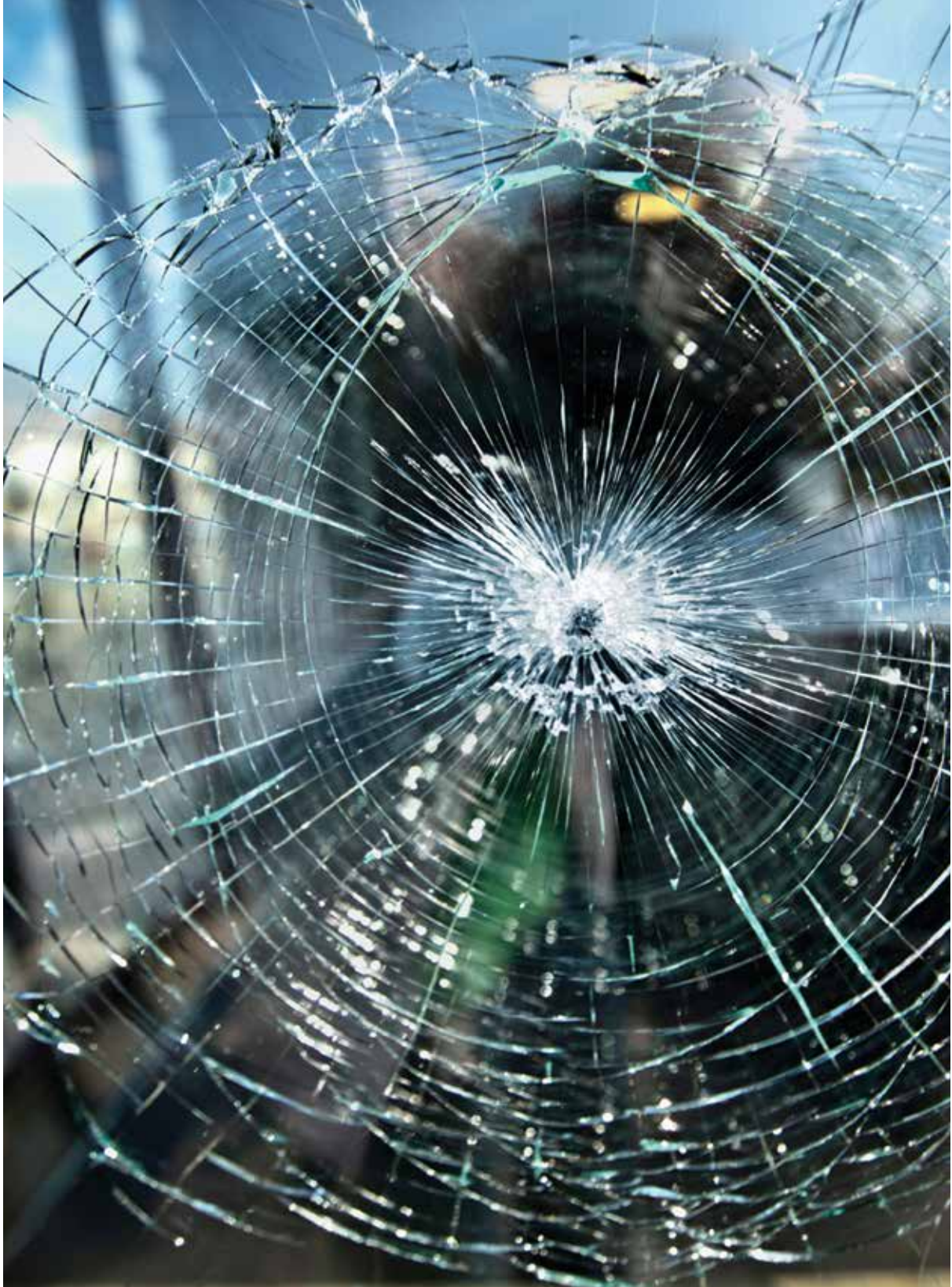
THEFT
FROM
SHOP

VANDALISM

FURTHER
INFORMATION
/CONTACTS

SUSPICIOUS
INCIDENT
REPORT

DESCRIPTION
FORM



FURTHER INFORMATION/CONTACTS

**FOR URGENT POLICE, FIRE BRIGADE
OR AMBULANCE ATTENDANCE, DIAL**



Triple Zero '000'

-  Crime Stoppers 1800 333 000 or www.vic.crimestoppers.com.au
-  WorkSafe (Advisory Service) (03) 9641 1444 or 1800 136 089 (toll free) or www.worksafe.vic.gov.au
-  Victorian Business Line (03) 13 22 15 or www.business.vic.gov.au
-  Consumer Affairs Victoria 1300 558 181 or www.consumer.vic.gov.au
-  Safe Work Australia 02 6121 5317 or www.safeworkaustralia.gov.au
-  Victims of Crime Helpline 1800 819 817 or www.victimsofcrime.vic.gov.au

It is not possible to provide an exhaustive list of specialist retail advisory and regulatory bodies, however an internet search for your relevant stream of business will provide a good starting point. Most local government councils should also be able to provide advice about Chambers of Commerce or Retail Traders Associations operating within your city council area.

For information and advice about training programs available to business operators and employees, contact the Department of Education & Training Referral Service on 1800 809 834 or visit www.tafe.vic.gov.au. A range of Certificate, Diploma and short courses are available from other industry registered and non-registered training providers.

For further crime prevention information contact your nearest police station and request contact details for the Divisional Crime Prevention Officer in your area. You can also visit the Victoria Police website at www.police.vic.gov.au or Neighbourhood Watch (Victoria) website at www.nhw.com.au

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/CONTACTS

SUSPICIOUS
INCIDENT
REPORT

DESCRIPTION
FORM



SUSPICIOUS INCIDENT REPORT

This information could help solve a crime

Time : Date / /

Location of Incident

Nature of Incident

SUSPECT PERSON (complete one page for each suspect)

Sex: M / F (circle) Height: cm

BUILD	HAIR COLOUR	HAIR STYLE	EYE COLOUR	COMPLEXION	FACIAL HAIR
Fat	Red/Ginger	Straight	Grey	Fair	Moustache
Obese	Sandy/Blonde	Balding	Brown	Pale	Beard
Muscular	Bleached	Short	Black	Olive	Unshaven
Thin	Black	Long	Green	Medium	Clean shaven
Medium	Grey	Curly	Hazel	Dark	No facial hair visible
Solid	Brown	Distinctly cut	Blue	Tanned	Distinct facial hair
Other	Other	Other	Other	Other	Other

CLOTHING

Upper Body/ Lower Body/Shoes

TATTOOS/SCARS/PIERCINGS/OTHER DISTINGUISHING CHARACTERISTICS

Location/Description

PREVIOUSLY OBSERVED OR OTHER INCIDENTS

Where/When

VEHICLE MAKE	TYPE OF VEHICLE	CAR BODY COLOUR	CAR ACCESSORIES	CAR REGISTRATION
Mazda	Sedan/Hatch	Blue (L/D)	Fawn	Roof racks
Toyota	Station Wagon	White	Brown	Spoiler
Mitsubishi	Panel Van	Grey	Silver	Rear louvre
Ford	Utility	Red	Green	Body kit
Holden	Truck	Cream	Black	Rims
Other	Other	Other	Other	Other

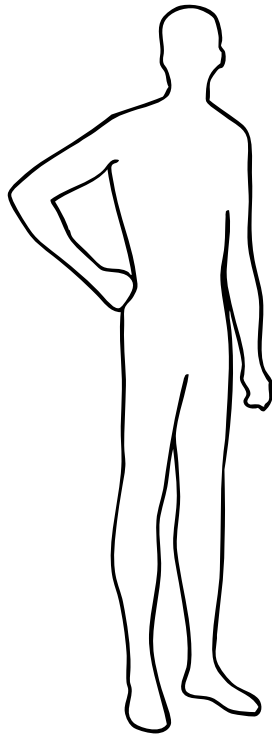
SUMMARY OF INCIDENT

ACTION TAKEN (Please include information pertaining to whether there is security footage)

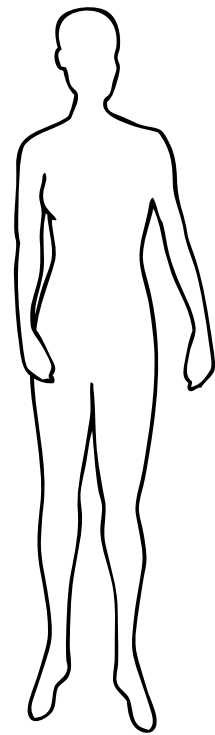
DESCRIPTION FORM

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If you are a victim of a robbery, please complete this form by yourself. If you are unsure of an answer don't guess – leave it blank. If there are other witnesses, record their names at the base of page and ask them to complete these descriptions on a piece of paper.



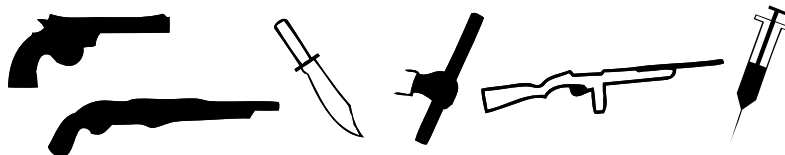
OFFENDERS	1	2	3
Gender			
Height			
Build			
Age			
Hair			
Facial hair			
Complexion			
Eyes			
Accent/race			
Disguise			
Scars/Tattoos			
Headwear			
Glasses			
Shirt/jacket			
Pants/dress			
Clothing logos			
Shoes/boots			



VEHICLE DETAILS

Make		Model		Type		Year (approx)	
Colour		Registration		Plate colour			
Number of occupants				Distinguishing features/ accessories			

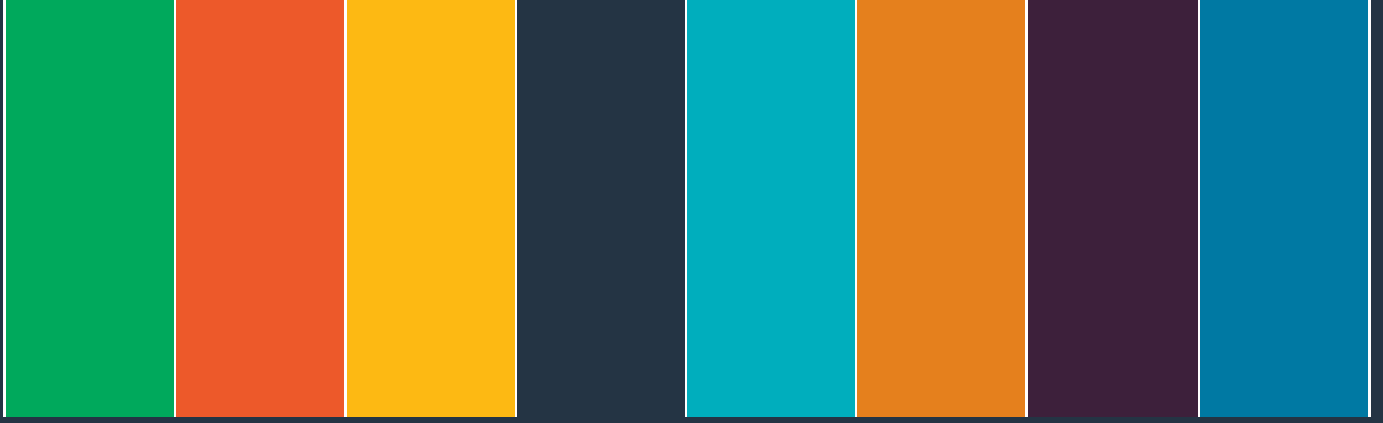
WEAPON DETAILS

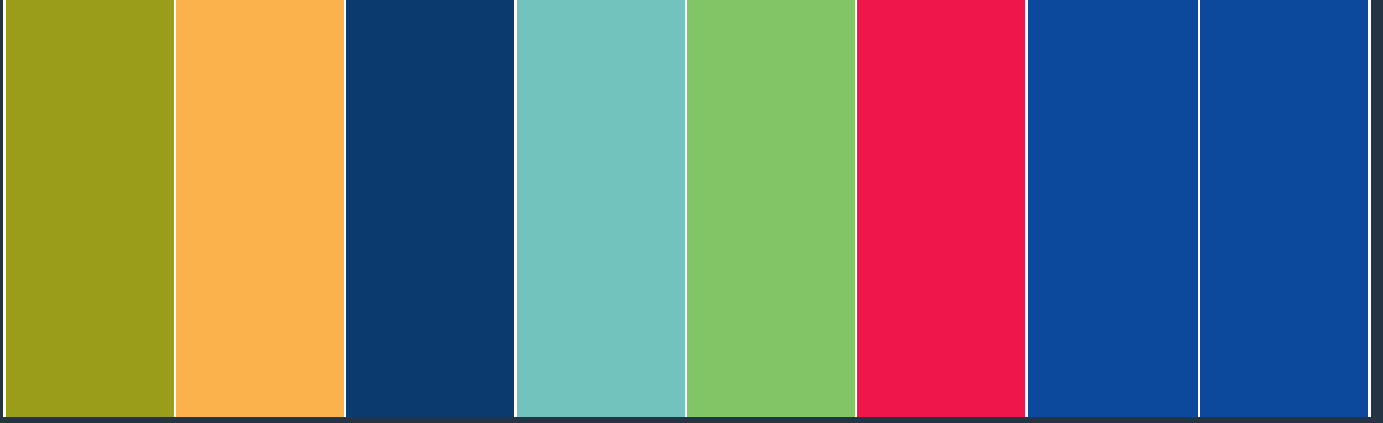


OTHER:

WITNESS DETAILS

Witness 1	
Witness 2	
Witness 3	





BUSINESS SECURITY KIT

ACKNOWLEDGEMENT

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Victoria Police acknowledges the original authors of this kit, Senior Constable Biljana Luccio, Crime Prevention Officer, and former Crime Prevention Officer David Michelson.

DISCLAIMER

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The materials provided in this kit are for guidance and information purposes only, and are up to date at time of publication. The Business Security Kit does not constitute legal advice and should not be relied upon as such.

Readers may need to obtain professional advice or assistance on specific security issues. Victoria Police expressly disclaims any liability for injury, loss or damage sustained by any person or body as a result of the reliance placed upon the information contained in this kit.



VICTORIA POLICE