

Preventing Burglary

If your business becomes a victim of burglary the following may assist:

- Contact Police immediately on 000 or 131444.
- Do not touch anywhere the offender may have been and await instruction from the attending police. Try to protect any potential evidence from the weather.
- It is important that you have your street and shop number displayed at the front of your residence so that it is visible from the street to ensure that emergency services and visitors are able to locate your property easily.
- If you arrive at your business premises before police and you suspect the burglars are still inside, do not enter the premises, and wait for police to arrive.
- If the offender/s have left the scene and you are waiting for police to arrive begin compiling a list of what you think is missing. Include brand names, model numbers, serial numbers, accurate descriptions and any engraving details.
- Please ensure that you have provided current details for our ACT Keyholder Register (please refer to ACT Keyholder Register information sheet for details)



The following are some security measures you can implement to protect your business from burglary:

Warnings

- Warning signs may act as a deterrent, including signs stating: 'trespassers will be prosecuted' and 'no large amounts of money kept on premises'.

Keys

- Never leave spare keys hidden outside your business premises. Have a duplicate set of keys in a safe place, with someone you trust or in a secure location at home.
- Don't have personal details such as your name, address and telephone number on your keys.
- If you lose your keys or move into new premises, make sure you change all the locks.
- If someone calls you to say they have found your keys, tell them to drop them off at the nearest police station.
- Do not leave keys on the counter or any other obvious place.

Landscaping

- Landscaping should be maintained regularly with trees and shrubs trimmed away from doors and windows. This limits concealment and increases natural surveillance of your property.
- Obstacles and rubbish should be removed from property boundaries, footpaths, driveways, car parks or buildings.

Fences and gates

- If applicable, the boundary of the property should be clearly defined by boundary fences, preferably of open style construction. This allows greater visibility to and from the street, restricts unauthorised access and clearly defines your territorial space.
- Gates should be secured with quality hardened or alloy chains and padlocks.

Lighting

- External night lighting will enable police, security guards or passing people to monitor activities around the premises. The lighting should be directed towards the building as observers are likely to be outside the building.
- A limited amount of internal lighting should also be left on at night.

Power and switchboards

- Restrict unauthorised access and tampering with the power supply by housing the switch board within a metal cabinet and durable lock.

Doors, windows and glass

- Most burglaries occur at the side or rear of the buildings.
- Ensure door, windows and frames to the premises are secure and of solid construction.
- Ensure that doors and windows are correctly fitted and working properly and that doors have quality deadlocks and that windows are fitted with key operated locks. Do ensure that this security does not trap occupants in an emergency.

- Glass within doors and windows can be reinforced by:
 1. reinforcing the existing glass with a shatter resistant film;
 2. replacing the existing glass with laminated glass; or
 3. installing quality metal security grilles or shutters.

Property marking

- Record descriptions, models and serial numbers of your business' property and keep this record in a safe place on and off site. **Serial numbers are essential in identifying property.**
- Property should be marked (engraved) with a number such as your ABN.
- Property which can not be marked should be photographed.

Safes and Tills

- Safes provide additional security for money, documents and other valuables.
- Safes must comply with Australian standards.
- Anchor the safe/till to the floor/counter to prevent easy removal.
- Consider a time delay style safe incorporating a drop-chute to enable staff to deposit money without having to access the safe.
- Never keep large amounts of cash on the premises, particularly overnight.
- Leave your till empty with the draw open.

Alarm systems

- To enhance the physical security of your premises install a monitored intruder alarm system.
- Alarm system controls should be concealed to restrict tampering.
- Remote on/off switches should be strategically located.
- Movement detection devices should be strategically located around the premises.

Surveillance Equipment

- Cameras should be strategically installed inside and/or outside the premises to monitor areas of concern. Overt CCTV is likely to deter some crimes.
- When placing the cameras consider the potential for breakage, manipulation, spraying or smearing of the lenses with paint or grease etc.
- Cameras should monitor the cashier area and high cost merchandise or areas with poor supervision.
- TV monitors should enable staff to monitor activities on the camera.
- Recording equipment should be secured in a locked metal cabinet away from the main console area to restrict tampering or theft of equipment.
- Ensure video footage is of good quality by replacing tapes regularly. The ability to clearly identify and record faces, shapes and colours is essential in identifying offenders.