



Bathurst
Business
Chamber



Bathurst Business Safety

You can play an important role in maintaining the safety of you and your business.

You don't have to do it alone – there is assistance available to enhance your business' security.

TIPS FOR BUSINESS SECURITY

1. INSTALL SECURITY DEVICES

Install security devices such as deadlocks and intruder alarms, movement detection devices and CCTV. Consider electronic door sensors to alert you to the entry and exit of individuals to the premises.

2. MINIMISE CASH KEPT ON THE PREMISES

Keep a maximum of \$200 in the register at any time and empty cash drawers regularly. Payment methods such as EFTPOS can help minimise money kept on the premises.

3. INSTALL A SAFE

A safe allows for secure storage of cash. Installation should comply with the Australian Standards. If you have a safe, use a time delay lock (install signage indicating time delay locks) or a drop chute facility to reduce access to it. Safes should remain locked when not in use.

4. IMPLEMENT STRATEGIES FOR SECURE CASH HANDLING

Cash should be counted in private and cash handling procedures should not be discussed within earshot of the public. Cash drawers should be locked.

5. IMPLEMENT STRATEGIES FOR SAFE BANKING

Banking should be conducted frequently, but times and routes should be altered to avoid patterns of behaviour. Consider devising a safe bank strategy. At least two staff members should conduct banking activities. Cash should be carried in an unmarked bag.

6. UTILISE LIGHTING AS A DETERRENT

Lighting increases visibility and should be used, particularly over entry and exit points. All areas should be well lit and comply with Australian Standards. Ensure you can still see outside activity.

7. MAXIMISE VISIBILITY

Ensure that the shop front has a clear line of sight to the street, and the service area can clearly be seen from outside. Avoid plastering shop windows with too many posters and advertising materials.

8. RESTRICT ACCESS TO KEY AREAS

Cash drawers should be inaccessible to customers. Reduce the number of entry/exit points. Staff rooms, storage rooms and the area behind the counter should be off limits to all customers.

9. KEEP A RECORD OF KEYS AND VALUABLE ITEMS

The names of staff possessing valuable items should be recorded along with the types of items. A key register should be used to record the names of individuals with access keys and areas to which they have access.

10. DEVELOP A PLAN

Develop a plan that covers emergency procedures (including fire, bomb threats, injury to staff and customers and serious crimes). Familiarise all staff with the plan.

FAST FACTS

Shop lifting is the most common offence experienced by businesses in Bathurst.

Liquor outlets experience the highest percentage of crimes against small business followed by service stations, general stores and pharmacies.

The Crime Prevention Officer at Bathurst Police (6332 8699) can assist with information about business security.



Working together to keep your business safe

Access Control

Ensure Solid Construction Ensure solid construction of elements such as external doors and frames, windows and frames, floors, walls, ceilings and the roof. Some of these should adhere to the Building Code of Australia (BCA).

Modify Glass Within the Building Prevent unauthorised access by using laminated glass, shatter-resistant film, and by installing metal, open style security grills.

Consider Whether You Have Adequate Lighting Security lighting in and around a business should minimise glare and evenly distribute light. Sensor lighting is a less expensive option as it only activates as a response to movement. Some internal lighting should be maintained at night to enable monitoring of the building interior.

Robbery Prevention

Carefully Plan Your Cash Register Area Position your cash register so that it is affixed to the counter and beyond reach of customers (ie. under the counter or behind a partition). The area should be well lit and able to be seen clearly from the exterior of the premises.

Minimal Cash Advertise (with a sticker on the door) that only minimum cash is kept on the premises.

Install Mirrors Consider the use of mirrors to increase visibility and deter offenders.

Night Safety Roster at least two adult staff to cover late night shifts. Implement night-time security measures (ie. night counter, restricted access and safety grills).

Investigate Legitimacy of New Staff Members In order to verify the identity of potential new staff, request original documents and check authenticity of the information.

Make Use of Closed Circuit Television (CCTV) The installation of CCTV cameras on the interior and exterior of a business, with particular focus on key areas such as the entry/exit points and the counter area, can increase security and aid in identifying offenders. Register your CCTV with the Police.

If A Robbery Should Occur Do precisely as you are told. Do not activate alarms unless it is safe to do so. Avoid eye contact, speak only when spoken to, and make no sudden movements. Stay calm. Remember details about the robber (ie. facial features, height, complexion, hair colour, clothing, weapon, vehicle, and in which direction they left the scene). Call the Police as soon as possible. Close the premises, ask any witnesses to stay or leave contact details for the Police.

Preserve the crime scene. Do not allow anyone to touch anything that the robber may have come into contact with (ie. door, counter, weapon, cash register or merchandise).

Reducing Vandalism

Vandalism is an opportunistic offence. Generally it is not planned or very well thought through You can reduce the threat of vandalism by removing objects that can be used to cause damage (ie. garbage bins, shopping trolleys or signs). Consider installing shatter-proof glass, increasing outside lighting or display security signage to deter offenders.

Protect High Value Goods Don't leave valuable goods in windows or highly visible areas when the business is closed. Replace with dummy goods or advertising material.

Your Rights

What you can or cannot do in relation to bag checking: Customers are entitled to refuse a bag check. Ensure there is adequate signage for bag checks at entry/exit points of the premises. Use courtesy at all times. Do not touch the bag or the customer.

Power to Arrest All members of the public have a power of arrest under Section 100, Law Enforcement (Powers and Responsibilities) Act 2002. Business owners and staff can make an arrest if the person is in the act of committing an offence under the Act or statutory instrument, or the person has just committed the offence. Contact the Police immediately.

Use Common Sense!

Do not get hurt, or hurt others, trying to arrest someone.

Staff Safety

Staff Look Out For Staff If a member of staff is faced with an unruly customer do not let them deal with them alone. Sometimes just standing by your fellow employees in these situations helps to back them up and gives the customer less control.

Personal Belongings Provide your staff with a safe place for personal belongings – lockers, drawers or locked store rooms.

Staff Parking Reduce the risk of robbery or assault by parking in well lit, busy areas, parking in a similar position to other staff members and considering the finish time of staff members. Instigate a buddy system to escort employees back to their vehicles.

HELP AND ASSISTANCE

All business crimes should be reported directly to Bathurst Police Station on 6332 8699 or call POLICELINK 131 444 for non-emergencies.



FOR ALL EMERGENCIES CALL 000.

Report all crime or suspicious activity.

Find your local Police on Facebook. Become a member of Chifley Local Area Command Eyewatch.

This tip sheet can also be downloaded from the following websites:

www.bathurstbusiness.com.au and www.bathurst.nsw.gov.au