



Designing crime out of your retail business



This checklist has been developed as a guide for assessing your retail business’s resistance to loss. Answering “No” to a question indicates areas where you could take action to improve the security of your business and it’s stock.

Retail theft prevention

Signage can be used to deter potential thieves from stealing from your business. Staff should be aware of the highest risk products in the store. High-risk products should be displayed in a secure manner. Electronic security systems can be used to ensure products do not leave the store without payment. Fitting room security is essential in order to prevent theft from clothing stores. Ensure staff are aware of suspicious behaviours.

Question	Yes	No	Comment	Date to be actioned	Completed
Do prominent signs tell customers that bag inspections may be carried out?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Do prominent signs tell customers that goods will not be exchanged without a receipt?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Do prominent signs say that thieves will be prosecuted?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Are staff advised to keep a special watch on goods which are most likely to attract thieves?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Are expensive items secured in locked display cabinets?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Are electronic bar codes, shop ID stickers or ink tags fixed to goods?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Can price tags be removed or switched?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Is the use of fitting rooms closely controlled?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Are staff told to watch customers with bags, loose-fitting clothing, etc?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>

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. It is good practice to limit the amount of money carried in the cash drawer at any time. Use as small a float as is practical for your business. 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 public view.

Use a minimum of two staff, or security services, when personally transferring money to or from the bank, and do not use obvious bank-bags when transferring the money. Consider using a reputable security company to do your banking especially when transferring large amounts of money.

Question	Yes	No	Comment	Date to be actioned	Completed
Do you have established cash-handling procedures?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Do you have a lockable cash drawer?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Do you have irregular banking procedures to prevent routine?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Is a company used to transport cash?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Is money counted out of public view?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>

Additional point of sales security

Some simple security measures at the point of sale can prevent loss of stock and money from your store. Staff should be trained on security measures relating to the acceptance of credit cards and other forms of payment.

Question	Yes	No	Comment	Date to be actioned	Completed
Are staff asked to examine price tags and items at point-of-sale for alteration or damage?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Are staff instructed to check that a customer's signature matches that on the card?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Do you ask for supporting ID (such as a driver's licence) to verify the card.	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>

Protecting your stock

The most valuable asset in your retail store is your stock. Ensure stock-takes are undertaken regularly. Develop policies and procedures that outline to staff the accepted way to receive stock into your store.

Question	Yes	No	Comment	Date to be actioned	Completed
Do you conduct a regular stocktake?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Are delivery personnel, suppliers and other visitors escorted while on the premises?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Do you check that the quantity and type of goods delivered corresponds with your order?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>

Protecting your staff

Your staff's safety is paramount. Design your store to minimise the risk to staff. Ensure staff know what to do in the event of an armed robbery. Emphasise that staff should under no circumstances physically tackle robbers or shop thieves. Staff should be aware of what to do and who to call in the event of a robbery.

Question	Yes	No	Comment	Date to be actioned	Completed
Does the layout minimise the chance of physical contact between customers and staff?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Do you tell your staff not to resist armed robbers, but to be calm and cooperative?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Do staff know not to physically struggle with a robber, or grapple for a weapon?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Do staff know not to pursue a robber, but to close the premises, touch nothing and call the police?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>

Retail store design

When designing your store consider how your design may deter potential thieves. Staff should be able to see all areas of the store. Customers should be prevented from accessing secure parts of the store such as your storeroom and office. Merchandise placed near to exits presents a risk.

Question	Yes	No	Comment	Date to be actioned	Completed
Can the counter be seen from outside the business?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Are customers prevented from accessing the area behind the counter?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Is shelving arranged to provide good sightlines within the store?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Is there stock displayed outside the store?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Do you keep attractive or expensive merchandise away from entry/exit?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>

Keys and valuables control

A record log should be kept to control keys and valuables (e.g. laptops, mobile phones). This will identify which staff have access to keys and other valuables, the type of keys and valuables, and the areas each staff member has access to. All valuables should be clearly marked with the business details to reduce the likelihood of theft or damage. You should also limit the number of keys and valuables left unsecured or in plain sight of potential intruders.

Question	Yes	No	Comment	Date to be actioned	Completed
Do you maintain a key log?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Are all spare keys secured?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Do staff have a location to secure their personal items?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Does this location have restricted access?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>

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 with professional advice to maximise surveillance opportunities. TV monitors should enable staff to monitor activities on the camera. Videotapes need to be replaced quarterly to maintain quality images. Staff should be trained in the correct use of the surveillance system.

Ensure that the requirements of the *Surveillance Devices Act 2007* (NSW) are adhered to.

Question	Yes	No	Comment	Date to be actioned	Completed
Do you have surveillance equipment installed?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Is footage recorded on video?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Are cameras monitored?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Does the business have a customer TV monitor?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Does the camera system need upgrading?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Are cameras suitably positioned?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Are tapes changed regularly?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Are tapes kept for a minimum of seven days?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Have you confirmed your practices comply with the <i>Surveillance Devices Act</i> ?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>

Business identification

It is important that your street number and business name are visible from the street to assist emergency services locate your business.

Question	Yes	No	Comment	Date to be actioned	Completed
Is your street number clearly visible from the street?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Is your business name clearly displayed?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Is your business identifiable from the rear of the shop?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>

Intruder alarm systems

To enhance the security of your business, you can install a monitored intruder alarm system. Ensure the system has been designed and installed to the Australian Standard. It is suggested that you consider a supplementary system such as Global Satellite Mobile (GSM) or Radio Frequency (RF) systems to transmit alarm signals. Thieves have been known to cut telephone lines to prevent access to security monitoring companies.

Consider installing a duress facility to enable staff to activate the system manually in the event of an emergency.

Question	Yes	No	Comment	Date to be actioned	Completed
Is an intruder alarm system installed?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Is the intruder alarm system monitored?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Does the alarm have a duress facility?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Is the intruder alarm system and duress facility regularly tested?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Do you have a sticker displayed warning of the intruder alarm?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>

Safes

Consider installing a safe for added security for your valuables. Safes should be manufactured and installed to the Australian/New Zealand standard. The safe should be concealed and securely anchored to the foundations. The safe should have a drop-chute facility so that staff can deposit money without having to open it, and the safe should remain locked at all times it is not being used. Consider a time delay lock, which means that the safe can only be opened at a particular time (or times) each day. The safe should be installed in an area where access is limited and away from public view.

Question	Yes	No	Comment	Date to be actioned	Completed
Do you have a safe installed?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Is the safe securely anchored?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Is the safe out of view?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Does the safe have a drop-chute facility?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Is the safe kept locked?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>

Windows

External windows and frames should be of a solid construction. All windows should be fitted with quality key-operated locks and locked when not in use.

Existing glass can be laminated or reinforced internally with a shatter-resistant adhesive film to restrict access. Windows can also be protected through the use of open-style security grilles or shutters. The open-style grilles or shutters enable passers-by visibility into the business, and reduce opportunities for graffiti.

No more than 15 per cent of the display area of windows should be covered with promotional materials so that surveillance opportunities to and from the business are maximised.

Question	Yes	No	Comment	Date to be actioned	Completed
Are windows solidly constructed?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Are windows fitted with quality locks?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Are windows free of promotional materials?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Are security grilles or shutters of an open-style?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>

Doors

External doors and frames should be of a solid construction and fitted with single cylinder locksets that meet the standards of the Building Code of Australia. This enables occupants to escape during emergencies such as fires.

Question	Yes	No	Comment	Date to be actioned	Completed
Are external doors and frames of a solid construction?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Are all doors fitted with quality locks?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Are entry/exit points clearly identified?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Are all fire exit doors self-closing?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Are vulnerable doors locked at all times?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>

Fences and gates

Where appropriate, fences can be used to define your property boundary and limit access into your business. Front fences should be open-style to increase visibility, this will assist identify intruders to your business.

Question	Yes	No	Comment	Date to be actioned	Completed
Are there boundary fences erected around the business?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Do you have an open-style fence?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Is your fence in good condition?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Can the gate(s) be secured?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>

Landscaping

Trees and other landscaping around your business should be maintained to increase visibility and reduce hiding places. Trees and bushes should be trimmed away from doors and windows to increase visibility around, into and out of the business. Landscaping should also be maintained to prevent intruders accessing your business.

Question	Yes	No	Comment	Date to be actioned	Completed
Does landscaping block visibility when travelling into and out of your business?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Could an intruder find a place to hide around your business?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Do trees and other landscaping provide natural ladders to access other areas of your business?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>

Lighting

Sensor lighting should be installed around the perimeter of your business, particularly over entry/exit points. Consider leaving a limited amount of internal lighting on at night to enable patrolling police, security guards or passing people to monitor activities within your business.

Question	Yes	No	Comment	Date to be actioned	Completed
Do you have sensor lighting installed?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Does the sensor lighting work?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Is the business well lit, particularly at night?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Is the lighting positioned in a way to reduce opportunities for vandalism?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>

Building design

Maintain clear sightlines between the street, neighbouring properties and buildings. Bollards or barriers can be installed to reduce the opportunity for ram-raid attacks.

The number of entry/exit points to the business should be limited to monitor who is entering or leaving.

Consider adjustments to the width, height and location of the counter to reduce the opportunity for crimes to occur, or to limit access behind the counter. The counter should be placed in a location that maximises surveillance of the store and the entry/exit points.

Shelving within the business should be limited in height, or be transparent, to increase natural visibility within, into and out of the business. Shelves should be positioned so that staff behind the counter have good lines of sight. It is recommended that stock is not displayed outside of the store to reduce opportunities for theft.

Question	Yes	No	Comment	Date to be actioned	Completed
Is the building of solid enough construction to restrict unauthorised access?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Is the building secured to reduce the risk of vehicle ram-raid?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Is there adequate protection against entry via the roof?					
Are manholes secured?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Is the height of the counter appropriate for the business?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Can the counter be seen from outside the business?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Are customers prevented from accessing the area behind the counter?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Is shelving arranged to provide good sightlines within the store?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Is shelving and stock displayed so it does not limit surveillance into and out of the store?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Is there stock displayed outside the store?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Do you keep attractive or expensive merchandise away from entry/exit points or shop blind spots?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>

Property identification

Record descriptions/model/serial numbers and photos of business property (e.g. mobile phones, computers) for easy identification. Ensure these records are secured safely. Permanently mark valuable property with a corporate identifier such as your ABN.

Question	Yes	No	Comment	Date to be actioned	Completed
Have you photographed and recorded details of your business's valuables?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Is your property permanently marked with a corporate identifier?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Do you have insurance?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Are the photographs and recorded details of valuables securely stored?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>

General business security tips

Security services may be used to randomly patrol your business, particularly in isolated areas.

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. Passwords should not be recorded and displayed near computers.

Staff should be suitably trained in evacuation procedures.

Garbage bins must be stored appropriately so that they do not act as natural ladders to areas of your business, or are easily accessible to the public.

Question	Yes	No	Comment	Date to be actioned	Completed
Do security services patrol your site?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Are sensitive documents appropriately destroyed?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Are computer passwords changed regularly?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Do you have an emergency evacuation plan?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Do staff understand the plan?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Are garbage bins suitably located?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
If you have been a victim of a robbery, have you submitted the relevant information to Police?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Do you report all suspicious or criminal activity to the Police?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>

Victim support

If you or your staff have been victims of crime, you can contact the Victims of Crime Bureau by telephoning Sydney (02) 8688 5400 or Toll Free 1800 633 063. Staff at the Bureau can provide, or put you in contact with, services you may require such as: counselling; information about other support services; information about legal processes; information about eligibility for, and applying for, victims compensation; and resolving complaints.

The Victims of Crime Bureau's assistance line operates 24 hours a day, seven days a week. The telephone counselling and referral service is operated by the Victims of Crime Bureau in conjunction with Sydney City Mission.

Question	Yes	No	Comment	Date to be actioned	Completed
Do you have a Victim Support Policy established?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Have victims of crime been referred to support services?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>

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This checklist has been prepared by the Department of Attorney General and Justice for general use. We hope that through public use of the above checklist, the likelihood of crime will be reduced and personal and community security will increase. This checklist does not guarantee that all security risks have been identified or that the area evaluated will be free from criminal activity.

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