



*Working in Partnership*

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This checklist has been developed as a guide for assessing your retail business's resistance to loss.

By completing this questionnaire you will contribute to creating a safer environment for retail.

Answering "No" to a question indicates areas where you could take action to improve the security of your business and its 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"/>
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"/>

## 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"/>