

Business Security Guide

Use this guide in conjunction with the Queensland Police Service 'Business Security' and 'Armed Robbery Awareness' information sheets to assist in reviewing your current security measures.

This guide is designed as a practical tool to help you review your current business security measures and identify potential security risks. Good business security can be achieved by following these key principles:

- Make it easy for an offender to be seen
- Make it difficult for an offender to gain entry
- Make it difficult for an offender to exit with your property
- Make it difficult for an offender to gain benefit from your property.

A simple and effective way to review your business security is to start from the outside of your business and work inwards, using a layered approach. For most businesses, **there are six layers that can be used to identify existing and desirable security.**

Using a layered approach to conduct your review will enable you to identify the most appropriate layer(s) to introduce additional security measures.

For example, offences that are more likely to occur during opening hours (i.e. theft, fraud, assault) may require treatment to layers inside your business that contribute to detection **L4**, access to property **L5** and staff safety **L6**. Offences more likely to occur after business hours (i.e. burglary, wilful damage) may require treatment to layers that address vehicle access **L1**, exterior security **L4** and detection **L2**.

This guide provides you with assistance in reviewing each layer to determine if risks are already addressed or if additional options should be considered. Where a specific risk to your security is identified, you are encouraged to consult with industry specialists to discuss treatment options.

Layered Security Assessment



- L1** **External perimeter** (vehicle and pedestrian access, grounds, car park, external structures)
- L2** **External walls and access** (doors, windows, roof, access points, external design)
- L3** **Internal walls** (entry and exit points, visibility, surveillance)
- L4** **Interior public and private areas** (CCTV cameras, alarms, mirrors, staff monitoring)
- L5** **Property** (security and access to cash and items of value, property identification recording)
- L6** **People** (personal safety, security behaviours, training)

This information sheet contains only general guidelines for increasing business security. The Queensland Police Service, in providing this information, makes no representations nor gives any warranty or guarantee concerning the safety of persons or property.



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Business Security Guide cont.

L1	External perimeter - make it easy for an offender to be seen	Notes
	Is your business easily identifiable by customers and emergency services? (premise signage, street address)	
	Does your business have clear sightlines from the outside in to support surveillance from CCTV cameras and passers-by?	
	Is vehicle access controlled during and/or after business hours?	
	Are business rules and security precautions clearly signed? (entry, staff only areas, CCTV and alarm systems in operation)	

L2	External walls and access - make it difficult for an offender to gain entry	Notes
	Are external doors and frames solid and fitted with adequate locks and other security features? (security screens, grills, blocker plates)	
	Are windows adequately protected (protective films, locks, grills, security screens) and outside areas free from potential projectiles? (large rocks, furniture, heavy objects, rubbish bins)	
	Are other potential access points secure? (roof, access holes, roller doors)	
	Is there signage advising of access points and existing security features? (entry/exit/delivery points, security patrols, height markers, minimum cash)	

L3	Internal walls - make it difficult for an offender to exit with your property	Notes
	Do internal work areas have clear sightlines from external areas to support casual surveillance from customers or passers-by?(stock or advertising blocking vision)	
	Are there electronic sensors to alert staff when a customer enters or leaves?	

L4	Interior public and private areas	Notes
	Are you able to monitor and detect activities within the business during opening hours? (mirrors, CCTV cameras, clear sightlines of accessible areas)	
	Are you able to detect activities within the space after hours? (CCTV cameras, alarm system, lighting)	
	Are security systems installed and of sufficient quality to detect, identify and record activities? (CCTV cameras, alarms, lighting)	
	Do CCTV cameras record to an offsite Internet Protocol (IP) address and receive regular maintenance?	
	Does the alarm system have capability to alert you immediately for follow up action? (contacting police/security company/keyholder/neighbouring businesses)	

L5	Property - make it difficult for an offender to gain benefit from your property	Notes
	Are valuable products and property secured during and after business hours and identifying features recorded?	
	Do payment points provide appropriate security for staff? (counter height and width, protective barriers, duress alarm)	
	Where a safe is installed, is it securely anchored with appropriate access and banking procedures in place?	
	Is there a cash handling system in place to minimise cash levels in store? (cashless purchasing)	

L6	People	Notes
	Are staff trained on procedures for stealing or shoplifting offences?	
	Are staff trained on safety procedures for abusive/aggressive customers and armed robbery offences?	
	Are staff trained in relevant security systems where appropriate? (CCTV cameras, alarm systems, safe, cash handling)	