

TELEPHONE THREATS - BOMB & OTHER

Although rare, telephone and bomb threats are an issue that all staff should be made aware of. It would be useful to keep a photocopied or laminated version of the Bomb Threat Checklist (**located on rear of this card**) directly beside/near the business telephone for immediate use by employees at the time, should a threatening call be received.

TELEPHONE RESPONSE

1. Stay calm.
2. Do not panic or make return threats.
3. If possible, fill out all information on Bomb Threat Checklist while you are on the phone to the caller.
4. Listen carefully for a full description:
 - Sex of the caller
 - Age of the caller
 - Any accents or speech impediments
 - Any background noises
 - Any key phrases used by the offender
5. Ask the caller:
 - What the threat is?
 - When the threat is to be carried out?
 - Where the threat may be located?
 - Why the threat is being made?
6. Keep the person talking for as long as possible (to obtain as much information as possible).
7. Whilst not alerting the caller, have an available co-worker contact the police using a separate telephone line or mobile phone.
8. Once a call is finished DO NOT HANG UP – it may be possible to trace the call if the telephone line is kept open, regardless of whether the caller hangs up.
9. Ensure all information has been written down.
10. Inform management and report threat to police immediately - use a separate telephone line or mobile phone.

LOCATING AN ITEM

If an item or suspect package is located:

- Do not touch, tilt or tamper with the item
- Notify police immediately and follow the instructions given to you by them

EVACUATION

If evacuation is deemed necessary, it should be conducted in a pre-planned and organized manner:

- If appropriate in the circumstances, clear the area immediately within the vicinity of the package of all people, ensuring that they are not directed past the package
- Ensure people that have been evacuated are moved to a safe, designated location
- Request that people remain available at the designated location to assist police

**Alert your supervisor.
If your supervisor is unavailable call Police on 000
DO NOT HANG UP**

PHONE THREAT CHECKLIST

REMEMBER TO KEEP CALM

WHO RECEIVED THE CALL

Name (print): _____ Signature: _____
 Telephone number called: _____
 Date call received: / / Time received: / /

GENERAL QUESTIONS TO ASK THE CALLER

What is it?	
When is the bomb going to explode? OR When will the substance be released?	
Where did you put it?	
What does it look like?	
When did you put it there?	
How will the bomb explode? OR How will the substance be released?	
Did you put it there?	
Why did you put it there?	

BOMB THREAT QUESTIONS

What type of bomb is it?	
What is in the bomb?	
What will make the bomb explode?	

CHEMICAL / BIOLOGICAL THREAT QUESTIONS

What kind of substance is in it?	
How much of the substance is there?	
How will the substance be released?	
Is the substance a liquid, powder or gas?	

EXACT WORDING OF THREAT

ANALYSIS OF CALLER'S VOICE

Sex:	Male	Female			
Accent:	Australian American	Middle Eastern European	British Irish	Asian	Other Specify: _____
Voice:	Angry Child	Calm Obscene	Loud Soft	Giggling	Other Specify: _____
Speech:	Fast Stutter	Slow Lisp	Slurred Distorted	Distinct Clear	Muffled Other: _____
Threat Language:	Well Spoken Incoherent	Irrational Taped	Abusive	Message read by caller	Other Specify: _____
Background Noise:	None Construction	TV/Radio Sirens	Train Aircraft	Traffic Voices	Music Other: _____

Duration of Call Did the caller appear familiar with the area? Yes No
 Estimated Age:

Comments from person receiving the call: _____

**Alert your supervisor.
 If your supervisor is unavailable call Police on 000
 DO NOT HANG UP**

ARMED ROBBERY

A small amount of planning may assist in reducing the risks of armed robbery to your business thereby maximizing the safety of your employees and customers.

It may be useful to keep photocopies of the Description Form **(located on the rear of the 'Aggressive People' card)** in a predetermined, convenient location within the business for quick and easy reference and use by staff. Ensure staff members are familiar with its location and use.

The aim of any planning around armed robberies should be to:

- Prevent the business being targeted by offenders
- Maximise the safety of employees and customers
- Reduce the impact of the crime on the business
- Assist police in the apprehension process of any offender/s

PREVENTION

1. Be alert to strangers or individuals who may be observing the business or who are asking questions about how the business runs.
2. Ensure all back and side doors and windows are kept secure.
3. Do not discuss cash holdings or movements of cash in public.
4. Consider installation of a safe in a secure area but within close proximity to the cash register. The safe should be secured to a sturdy fixture.
5. Reduce cash held at counters to a workable minimum.
6. Predetermine and designate escape routes and safe areas for employees to move to when required.
7. Ensure that staff members are aware of security and armed robbery procedures and what to do in the case of such an event. This routine should be regularly practiced as with any other type of emergency drill.
8. Make use of signage and stickers both inside and outside your business promoting security measures such as: time delay locks, video surveillance and minimum cash held on premises.
9. Consider installation of electronic methods of payment to reduce the amount of cash kept on hand.
10. Consider the installation of additional security devices such as duress / panic buttons and quality Closed Circuit Television (CCTV). **(Refer to 'Security of Business Premises' card for further comment on CCTV)**

IN THE EVENT OF AN ARMED ROBBERY

1. Try to remain calm, assess the situation and do exactly as the offender says. Remember the number one priority is your safety, the safety of other staff and customers.
2. Activate alarm devices as soon as possible but only if it is safe to do so.
3. Avoid sudden actions and calmly explain any necessary movements to the offender. These could pose an unintended threat to the offender, who may already be anxious and tense.
4. Speak only when spoken to as any conversation with the offender will prolong the incident.
5. Unless otherwise ordered, discretely watch offender/s, making a mental note of their description especially scars, tattoos, prominent or other distinguishing features.
6. Avoid direct eye contact with the offender.
7. Note the offenders conversation including any indecent language, accent, nicknames or speech impediments.
8. Observe and take note of any weapons that are being used.
9. If safe to do so, observe the direction of travel taken by the offender/s when they leave the premises.
10. If safe to do so, look to see if a vehicle has been used and if there are any other occupants, record the registration number, make, model and the colour of the car.
11. Never take drastic action during the robbery and do not chase the offender.

AFTER THE ROBBERY

1. Immediately telephone the police on 000, even if you have activated a hold up or duress alarm. Provide the police telephone operator with:
 - Exact location – business name/address of where the crime occurred including the closest intersecting street
 - Your name
 - Details of persons injured and whether medical assistance is required
 - Date / Time / Nature of offence
 - Number and description of offender/s including any vehicles used
 - Direction of travel
2. Only hang up the telephone when told to do so and stay off the phone until police arrive unless you remember additional information that may be important.
3. Close the premises to the public and keep unauthorised persons out.
4. Make sure that no person touches or moves any items where the offender/s was/were present.
5. Consider arranging someone to meet police outside, particularly in large shopping areas to make the response time more efficient.
6. Request that witnesses and customers remain until the police arrive – failing that, request their names, addresses and telephone numbers and pass them onto police when they arrive.
7. Make sure witnesses are isolated from each other or are aware not to discuss descriptions or what happened with other witnesses.
8. Witnesses should independently try to write a full description of offender/s and what actually occurred in as much detail as possible. **(Refer to 'Description Form' at the back of the 'Aggressive People' card)**
9. Do not make any statements to the media before discussing the matter with police.
10. Supply to police all details no matter how insignificant they appear to you. This could include earlier suspicious customers, rude, drunk or drug affected customers or simply details of certain cars constantly driving past.
11. Crime affects different people in different ways and the impact may not be felt immediately. Consideration should be given to organising professional trauma counselling for employees affected by the crime. **(Refer to Victims Helpline information located on 'Further Information/Contacts' card)**

AGGRESSIVE PEOPLE

Whilst the vast majority of customers are polite and friendly to deal with, violent outbursts that occur inside a store or small business can result in physical injury to staff, customers, the offender and/or damage to stock or fixtures.

It may be useful to keep photocopies of the Description Form (**located on the rear of this card**) in a predetermined, convenient location within the business for quick and easy reference and use by staff. Make sure that staff members are familiar with its location and use.

PREVENTION

Educating staff about conflict resolution can be a useful investment in avoiding customer complaints and potential risks such as those outlined above. Staff should be skilled to differentiate between assertive, aggressive and potentially violent customers.

In all instances of dealing with aggressive people, the main priority is to ensure the safety of yourself, your staff and your customers. Every situation is different and as such there is no one, absolute set of procedures in dealing with aggressive people. Following some basic steps however, may assist staff to respond to such situations.

Basic Security Tips

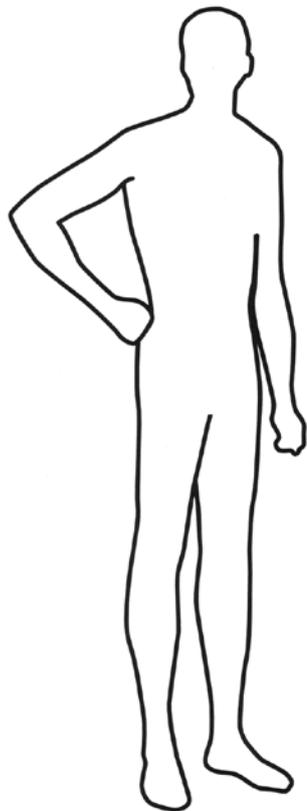
1. Assess the situation and remain calm at all times.
2. If store security officers are employed, ensure staff are aware of when and how to contact them.
3. If it appears that the safety of staff or customers is at risk, the police should be immediately telephoned on 000.
4. Do not respond to the customers bad behaviour in the same manner.
5. Remain respectful. Try to restore a sense of justice for the person. Explain what options are available and encourage them to try one of these.
6. Patience is usually a good strategy and this can be achieved by not only listening to the person but by acknowledging their problem or situation:
 - Staff members should not take insults personally – they are being delivered by a person who appears unreasonable and may relate to business policies and procedures as opposed to the employee personally
 - Listening can be useful to allow the person to 'let off steam'
 - Remember that over a period of time anger can diminish
7. Other staff not involved in the incident should not become an audience, however they should monitor the situation for any possible escalation.
8. If the person is not able to be calmed and they continue to be offensive or obnoxious, politely request the person to leave the store.
9. If having been politely requested to leave a store, a person refuses, contact the police and await their arrival. Do not engage in any further unnecessary dialogue.

Violent Offenders

1. Do not enter the persons physical space as this can escalate the situation.
2. Discretely remove any items that could potentially be used as weapons.
3. Counter areas or display stands can be discretely used to create natural barriers and distance between staff members and the other person.
4. Employees are entitled to protect themselves from violence. The amount of force used however to repel the violence, must be reasonable and proportionate to the harm that is being sought to be avoided. Excessive force is not justified and can result in a counter claim of criminal assault or civil litigation.

Description Form

If you're a victim of a robbery, please complete this form by yourself. If you are unsure of an answer, don't guess - leave it blank. If there are other witnesses, record their names at the base of page and ask them to complete these descriptions on a piece of paper.



ROBBERS:	1	2	3
GENDER			
HEIGHT			
BUILD			
AGE			
HAIR			
FACIAL HAIR			
COMPLEXION			
EYES			
ACCENT/RACE			
DISGUISE			
SCARS/TATTOOS			
HEADWEAR			
GLASSES			
SHIRT/JACKET			
PANTS/DRESS			
CLOTHING LOGOS			
SHOES/BOOTS			
CARRY BAG			



VEHICLE DETAILS

MAKE:	MODEL:	TYPE:	YEAR (approx):
COLOUR:	REGISTRATION:	PLATE COLOUR:	
NUMBER OF OCCUPANTS:	DISTINGUISHING FEATURES/ACCESSORIES:		

WEAPON DETAILS

	OTHER: <div style="border: 1px solid black; height: 80px; width: 100%;"></div>
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WITNESS DETAILS

WITNESS 1:
WITNESS 2.
WITNESS 3.

PERSONAL SAFETY

Under Occupational Health and Safety legislation, all people have the right to work in a safe environment in which risk to their health and safety is minimised. Employers have an obligation to provide a safe working environment.

As the name suggests, 'Personal Safety' is a personal matter. An environment or circumstances that enable one person to feel safe may not assist another person's sense of safety. Using some or all of the below tips, may assist staff members to satisfy their individual sense of personal safety. Additional factors may need to be considered depending upon individual circumstances.

WITHIN THE BUSINESS

1. Familiarise all staff with emergency procedures and policies on how to deal with aggressive people, armed robberies, shoplifters, cash handling etc. **(Refer to applicable cards)**
2. Restrict access to employee only areas and back rooms.
3. Ensure valuables such as personal possessions belonging to staff remain locked away at all times. Items such as mobile phones, handbags and wallets should not be left unattended, even for a moment.
4. Install audible door announcers to identify when customers enter the store.
5. Keep doors and windows locked if staff are working late.
6. When a staff member is temporarily leaving the premises, notify a second party and advise that person of the staff members' likely movements, expected time of return or arrival at next location.
7. Encourage staff members to move their private vehicles closer to the business during daylight hours. After hours, arrange an escort to the car park or have someone watch their safe arrival into the car.
8. Pre-program important numbers such as 000 into business telephones and the mobile telephones of staff members'.

ON THE STREET

1. If a second person has been notified of a staff members' departure from the business, ensure that the same person is contacted and advised that the staff member has reached their intended destination safely.
2. Avoid walking alone at night unless absolutely necessary, stay on lit paths and wear visible clothing.
3. Wear comfortable clothes and footwear that allow for freedom of movement.
4. Avoid shortcuts and dark, isolated areas.
5. Walk purposefully and know where you are going.
6. Walk on the footpath facing the oncoming traffic.
7. If you feel threatened, cross the road, locate a telephone, or enter a store or place of business even if you have just left it.
8. If using a public telephone, stand with your back to the phone after dialing – maintaining a view of the surrounding area and persons approaching.
9. Carry purses and handbags close to body.
10. Consider carrying a mobile telephone and a personal alarm for security.

IN YOUR CAR

1. Position vehicles as close to your work premises as allowed.
2. Have car keys in hand ready for use. Do not search for them in a handbag along the way or when standing at the car door.
3. Check inside the car by looking through the windows before getting in.
4. Consider driving with all of the doors locked and the windows wound up.
5. Do not leave valuable items visible inside the car.
6. When leaving the car, always close the windows and any glass vents, remove the ignition key and lock the doors.

NO AMOUNT OF PROPERTY IS WORTH RISKING YOUR SAFETY

THEFT FROM SHOP

Some people refer to shop stealing as shoplifting but no matter what you call it, if somebody deliberately takes something from your store that they have not paid for, then it is THEFT.

PREVENTION

Store Layout & Design

1. Open layout with good visibility to all areas.
2. Shelves and stock neatly stacked and price tickets properly secured to goods.
3. Where possible, expensive and easily portable goods locked in cabinets which are located close to staff working areas.
4. Preferably well lit area, particularly around selling points.
5. Warning signs regarding possible consequences of theft and the security measures in place at your store clearly displayed. **These signs are obtainable from various government, police and private industry associations.**
6. Limited number of entry and exit points to store.
7. Ideally cash registers located close to entry/exit points of the store and protected to prevent easy removal of money by offenders.
8. Staff rooms and stock rooms kept locked at all times.
9. Consider installation of surveillance devices such as surveillance mirrors and quality Closed Circuit Television (CCTV). **(Refer to 'Security of Business Premises' card for further advice)**

Basic Security Tips

1. Acknowledge all customers – customer service is one of the most effective crime prevention strategies.
2. Pay attention to customers who are nervous or who appear distracted around merchandise.
3. If store security or loss prevention officers are employed, familiarise staff with their identity, how and when they operate/when and how they are to be contacted.
4. Approach people who stand around staff restricted areas, restrooms, stockrooms or stairways.
5. Be aware of people wearing loose overcoats and bulky clothing, especially in hot weather.
6. Approach and query persons claiming to be tradespersons, particularly in unauthorised areas. Consider requesting to inspect trade related identification.
7. Be mindful that baby carriages, shopping trolleys, boxes and bags can be used by shoplifters to conceal the goods they are attempting to steal.
8. Check the number of items taken in and out of changing rooms.
9. Ensure empty hangars and excess stock are removed from racks and shelves.
10. Ensure staff are familiar with the items/quantities of stock on display.
11. Keep customers in view at all times and be conscious of having backs to customers.
12. Never leave sales area or cash registers unattended.

Watch for

1. Hands – they do the stealing.
2. Customers who do not appear to have a deliberate purpose to purchase items.
3. Customers who remain in the store for lengthy periods of time, or who are “sampling” merchandise that appears inconsistent to the customer type.
4. Customers who appear nervous, perspire or look agitated.
5. Organised distractions which may result in one or more persons attempting to distract staff, whilst another person commits the theft.
6. Unsupervised children who are in the store during school hours.

APPREHENSION

Retail staff have the right to apprehend persons that they believe have committed a theft in their store. Civil liability can however make apprehension of offenders problematic. Effective staff education can be pivotal in avoiding any pitfalls, especially as they may relate to shop stealing and bag searches.

Staff members do not have a lawful right to forcibly search customers or their belongings ie: bags. Customers may however be asked to voluntarily open bags for inspection, especially if signs promoting this possibility are already on display.

Because theft is considered to be a serious criminal offence, an on-the-spot arrest can only be affected in very specific circumstances. The arresting person has to be satisfied that they have directly witnessed the offender committing the offence or have been informed that the offender has just committed the offence, by another person, who themselves directly witnessed the crime. For these reasons, apprehension of a thief should always be made by an appropriately trained, designated senior member of staff, preferably whilst in the presence of another staff member and/or the person who witnessed the offence.

Basic Security Tips

The staff member who witnesses the offence must be sure of:

- Having seen the goods being taken
- Where the person has placed or concealed the item/s
- Not losing sight of the suspect
- That the stolen item/s are still in the possession of the suspect and haven't been dumped or paid for
- That the suspect has passed the last point of payment & not made any offer of payment

When apprehending:

1. Never accuse the person either directly or indirectly of shop stealing.
2. A good approach to stopping a suspect is to speak to them and identify yourself. Then use words such as "I believe you have some merchandise on your person / in your bag, which you may have forgotten to pay for. Would you mind coming back to the store to straighten out the matter?"
3. Avoid touching the person, it may be construed as intimidation or an assault.
4. Do not remain alone in an office with the suspect, especially if gender differences exist. However be wary of leaving suspects alone especially in a room that could contain potential weapons and concealment places.
5. Do not search any suspect. You can request that they place any unpaid for items onto an office desk or table.
6. Call police on 000 and await their attendance.

IF IN ANY DOUBT – DO NOT APPREHEND

Download an anti-theft (shoplifting) A3 or A4 size poster from the Crime Prevention/Neighbourhood Watch State Coordination Unit page at www.police.vic.gov.au or via www.police.vic.gov.au/content.asp?document_id=291.

SECURITY OF BUSINESS PREMISES

Addressing security issues quickly and employing some basic risk management principles, can reduce the risk of crime for business, staff and customers.

This section provides important security advice and information however it is not intended to replace privately contracted security advice. Additional advice about private security as well as key/access card control and CCTV (Closed Circuit Television) is located further along.

The main aim of business security is to:

- Prevent the business being targeted by offenders
- Reduce the impact that crime can have on a business
- Reduce the rewards for the offender
- Increase the effort required to access the premises and goods
- Increase the likelihood of an offender being identified and caught
- Assist police in the apprehension process of any offender/s

Your level of security should depend on:

- The type of business or trade
- The nature of the business or stock
- The period of time that the premises is not occupied
- The location of the premises
- The history of offences on the premises / business

PREVENTION

Basic Security Tips

1. Make sure laneways and other external areas are well lit. Lighting should be in good working order and regularly inspected.
2. Prune all trees and shrubs around your building to enable clear visibility. Ensure that this is maintained.
3. Clear all building perimeters including fences of rubbish and potential climbing aids.
4. Maintain well built and adequately secured boundary gates and fences.
5. Fully secure all external doors and windows with good quality locking devices. Make sure they are regularly maintained. All doors should be of solid construction and well fitted.
6. Fasten steel doorjamb strengtheners to doorframes.
7. If padlocks are required to secure fixtures or items, confirm that selected locks meet or exceed the requirements of Standards Australia and are appropriate for their intended use. Standards Australia endorsement will be visible on product packaging.
8. Consider installation of security bars, screens, grills or roller shutters to vulnerable windows and / or skylights, subject to Metropolitan Fire Brigade (MFB) approvals.
9. Consider installation of bollards, heavy planters or large rocks to act as ram raid barriers.
10. Consider installation of a monitored security alarm system.
11. Prominently display any signs indicating the presence of a security system, the continual surveillance of the premises and any other security measures present.
12. Consider installing electronic sensors to advise staff when customers are entering and leaving the business.
13. Install a quality surveillance camera which will act not only as a deterrent but will assist police in identifying offenders. **(Refer to CCTV section over)**
14. Minimise posters and curtains on shop windows (where possible) to ensure visibility to and from the street is maintained.
15. Ideally stand alone shelves within the store should be no more than 1.6 metres high thereby enabling clear visibility throughout the floor area by staff.
16. Secure and register all property of value including details of make, model, serial number, description etc.
17. Clearly and permanently mark all property with your Australian Business Number (ABN), store name or a drivers' licence number, preceded by the letter V if the licence is Victorian, NSW for New South Wales etc.
18. Never leave large amounts of cash on premises overnight. Banking should be conducted during working hours. **(Refer to 'Cash Handling' card for further advice)**
19. If a safe is present on site, ensure that it is located in a secure position and affixed to a solid object.
20. Ensure all staff understand and obey lock-up procedures.
21. Advise local police and any security provider of emergency after hours contacts for the business.

CLOSED CIRCUIT TELEVISION (CCTV)

Where to use

- Afterhours surveillance of areas which have little or no natural surveillance such as passing motorists, pedestrians or employees
- Areas at risk to vandalism, graffiti or other criminal offences
- High-risk areas such as computer rooms or cash handling areas that are not adequately protected by staff surveillance
- Entrances, exits, front counter areas etc.

Equipment consideration

- Cameras – quality digital lenses provide quality images
- Video recorders/computer hard drives – connected to camera/s, continually recording
- Copying facilities – to provide police with a copy of recorded footage
- Signage - clearly displayed reminding customers that all activity is being recorded
- Monitors - placed in a prominent position easily observable by staff

It is important that staff know how to operate security equipment and that it is tested and checked regularly.

Positioning of cameras

- At places where the offender/s is most likely to have to pass or want to access, such as building entry/exit points, cash registers, rear storerooms or areas where high value items are kept
- Clearly visible if seeking to deter potential offenders
- Placed at a height that captures a full view of the offenders face whilst not being obscured by other interferences
- In areas where image capture will not be compromised by insufficient lighting

For CCTV to be useful for police purposes, the largest possible facial image of an offender is required. The usefulness of facial images captured is largely dependant upon the quality of the camera used and placement of cameras. Do not position cameras at heights that only provide vision of the top of a persons head.

KEY/ACCESS CARD CONTROL

- Must be maintained at all times to ensure internal security
- Utilise security keys/cards that cannot be copied without authorisation
- Maintain a formal key/card register, ensuring that their issue and return is monitored
- Utilise a lockable key/card storage cabinet which provides controlled and restricted access
- When not in use keys/cards should be kept in a lockable steel cabinet located in a secure area
- Maintain strict control of all keys/cards
- Keys/cards should be restricted to a minimum number of people and retrieved from ex-employees

PRIVATE SECURITY

When selecting a security firm, ensure that the firm is registered with the Victoria Police Licencing Services Division. To check whether a security company is registered, refer to the Licencing Services Division website at www.police.vic.gov.au. It is advisable to select a company that has an established reputation for quality service. To check whether a company is reputable, you can enquire with them about their professional accreditations and associations with peak body regulatory agencies such as the Australian Security Industry Association Ltd (ASIAL) that offer complaint resolution processes for concerns about unsatisfactory or defective work.

ADDITIONAL INFORMATION

A Do-It-Yourself Business Security Assessment can be downloaded from the Crime Prevention/Neighbourhood Watch State Coordination Unit page at www.police.vic.gov.au or via www.police.vic.gov.au/content.asp?document_id=291 Other valuable security advice can be located at the Neighbourhood Watch website at www.neighbourhoodwatch.com.au

ELECTRONIC CRIME (E-CRIME)

Increasingly small business retailers are opening their business and telephone lines to customers and suppliers through electronic trading. Coupled with the many benefits that electronic trading provides, it can however expose a business to unique methods of crime involving the business, suppliers and customers.

HOW CAN I PROTECT MY BUSINESS?

It is important to put in place some measures to reduce risk and protect business information.

Basic Security Tips

1. Install reputable anti-virus software and keep it up-to-date.
2. Install reputable firewall software and keep it up-to-date.
3. Keep software patches up-to-date.
4. Passwords should be confidential, complex and regularly changed.
5. Delete without opening any suspicious e-mails – curiosity is a tool often used to hack a computer system or send a virus.
6. Only download software from reputable sources.
7. Backup critical data and keep it separate from your Internet connected computers. Regularly copy the data to a CD or other backup device.
8. Test that you can recover the information using that backup device.

HOW DO I KNOW IF MY BUSINESS HAS BEEN HACKED?

The following is a useful list of potential indicators which may indicate the presence of hackers within the business.

1. Your website has been changed.
2. Your computer system performance is unusually and exceptionally slow.
3. Secrets of your business have been exposed to the general public or to competitors.
4. Transactions have been changed eg: a client or supplier account which had a balance of \$1000 now has \$950 without your authorisation.
5. There is odd activity in a computer log and the more it's investigated the more you suspect that something is wrong.
6. Established business procedures do not appear to have been followed and transactions are unexplainable. This may indicate that someone is operating outside of your control and using your business.
7. You are no longer receiving e-mails and no-one receives e-mails you have sent.
8. The entire system shuts down.
9. There is a new program on your computer that you didn't install.

ON LINE FRAUD

If you become the victim of on-line fraud, report the matter to your local police. You will need to ensure that you preserve any electronic evidence relating to the matter, including emails and any relevant computer logs. If you can, please copy this information to a CD or DVD and take it to the police station when you report the matter.

USEFUL REFERRALS

To enable a business to assess its risk to hacking, you may want to engage the services of an external independent Internet security organisation, specialising in 'ethical hacking'.

For further advice or information on Internet fraud contact your bank, the Australian High Tech Crime Centre on **www.ahtcc.gov.au** or the Australian Securities and Investments Commission on **www.fido.asic.gov.au/fido/fido.nsf**

CREDIT CARD FRAUD

With the reduction in the use of cash, the issue of credit card fraud has increased.

CUSTOMER CONSIDERATIONS

Be alert for the customer who acts in an unusual manner:

- Is in a hurry, nervous, blushes, talks hesitantly or is being overly chatty or friendly
- Is making a purchase without regard to their price, quality or size
- Requests immediate access to the goods
- Repeatedly returns to make additional charges
- Brings the card straight out of a pocket instead of from a wallet
- Produces alternate cards when the 1st or subsequent cards don't work
- Produces a card with a name that does not match the customer eg: wrong gender title, physical appearance to name
- Reluctant to produce photo identification
- Orders goods over the telephone then advises that he is elsewhere but will send a friend to collect the goods. This allows the offender/s to create an excuse that avoids producing the card, which may have been previously stolen or the card number unlawfully obtained

CARD CONSIDERATIONS

When you get the card look at the front and check to see if:

- The card has a valid expiry date
- The card is damaged
- That the embossing has not been altered
- That the hologram does not appear to be suspicious
- The card is listed on the warning bulletin

SIGNATURE CHECKS

When you check the signature:

- Has the card been signed?
- Has the signature area been altered?
- Do the signatures match?

BASIC SECURITY TIPS

1. If using an electronic terminal, ensure printed receipts match with the printed details on the card.
2. Do not return the card to the purchaser before the sale has been processed and the signature confirmed.
3. If a manual imprint system is in use, ensure carbon sheets are destroyed.
4. Should alterations or irregularities be found:
 - Hold onto the card
 - Ask for additional photo identification
 - Call for authorisation or contact the credit card provider
5. If the transaction is not authorised:
 - Hold onto the card
 - Listen to the instructions given to you from the credit card authorising agency
 - Call the police on '000' if required
6. Contact the bankcard authorisation centre to obtain authorisation for credit card transactions:
 - Where the value of the transaction exceeds the floor limit
 - Where you suspect that the card presenter is not the cardholder
7. Check that the refund limit for each EFTPOS terminal is set at an appropriate limit.
8. Ensure the EFTPOS password or PIN is changed regularly and kept confidential.
9. Make sure that there is adequate security of the EFTPOS terminal.
10. Ensure staff members are trained to identify fraudulent credit cards, cheques and currency.

For additional advice about credit cards, refer to the websites of banking institutions or credit card providers such as American Express at **www.americanexpress.com** or Visa at **www.visa.com**

CASH HANDLING

The safe handling of cash within a business environment can assist in preventing crimes. Cash handling incorporates not only general cash security, but also the secure storage and transport of cash. It is important that all staff members having responsibilities involving cash are aware of cash handling procedures.

SOME CONSIDERATIONS RELATING TO CASH ON PREMISES

1. Advertise that only a minimum amount of cash is kept on the premises.
2. Consider installing a safe that is securely fitted to a solid object.
3. Ensure that before cash is counted, and the attending staff member is in a safe and secure area of the business that is out of public view. This may include checking the premises, including the toilets and other concealment locations such as large cupboards, for people who may be hidden.
4. Make sure all exterior doors and windows are properly secured from the inside before counting money.
5. If cash is being counted in a specific area, consider installation of a telephone or duress (panic button) alarm system at this site.
6. Don't discuss cash amounts or handling procedures in public.
7. It is not advisable to take cash home and be known to do so.
8. To minimize damage to cash registers by after hours thieves, consider leaving your tills empty and open overnight.

CASH REGISTER SECURITY IS CRITICAL

1. Do not leave the register drawers open longer than necessary during business hours.
2. Position the register to eliminate or restrict public view of its contents, which should not be within the reach of potential offenders.
3. Keep as little cash in the register as possible, by regularly transferring it to a more secure place. Ensure this is done at random times.
4. Ensure staff do not keep large amounts of cash in their pockets whilst serving.
5. Encourage staff vigilance.

When transporting cash to the bank, vigilance and common sense are required. Consider the following:

1. For business owners, the safety of employees is paramount. Use of a cash transporting service, especially when large amounts of monies are involved, is strongly recommended.
2. If employees are utilised to courier deposits, it is recommended that they be criminal and reference checked, suitable and able bodied, properly trained in cash carriage procedures and robbery response, be comfortable with the duty and have access to a mobile telephone. Also:
 - Company uniforms should not be worn or if they are worn, they should be covered by other clothing items. Any badges should be removed from uniforms that could identify the courier as shop staff
 - Use ordinary looking plastic shopping bags or a properly constructed cash carrying bag specifically designed to carry money
 - Do not place money, cheques etc. into a handbag, bank bag or bag that identifies the shop
 - Vary the route and times of bank deposit trips – do not follow a pattern
 - Walk facing the oncoming traffic, remaining closest to the fenceline and away from the kerb
 - Be alert at all times to persons and /or vehicles following and take note of registration and personal description details
 - When utilizing a private vehicle, ensure that it is properly maintained, the doors and windows are appropriately secured and do not make any unnecessary stops on the way to the bank
 - Watch for suspicious persons and vehicles and report observations including descriptions, to the police on 000

STAFF TRAINING

1. All staff involved in cash handling should be regularly trained in correct cash handling techniques.
2. All office staff, including those not involved in cash handling, should be regularly trained in the procedures to be followed in the event of a robbery/ armed robbery taking place.

(Refer to 'Armed Robbery' card for further advice)

THEFT BY EMPLOYEES

An unfortunate aspect of managing and owning a retail outlet is the issue of theft by staff. Theft by staff can be committed in a number of ways; direct theft of revenue, stock, other employees' or clients' property or indirectly via the facilitation of these crimes by other people.

PREVENTION

1. Screen all applications for employment carefully. Check references provided and ensure any gaps in past employment are explained.
2. Consider use of ongoing and regular criminal history checks.
3. Develop policies that clearly identify system processes, acceptable/non-acceptable behaviour and consequences for policy breaches.
4. Develop an induction program for new employees that provides a clear understanding of policies and procedures.
5. Identify the preferred policy for dealing with the purchase of goods from the business, by employees/friends/family and communicate this to all staff.
6. Adopt a "prosecution policy" when dealing with staff. A successful prosecution in court which is widely publicised can act as an effective deterrent for others.
7. Demonstrate and provide strong and consistent supervision of all staff.
8. Immediately deal with issues of concern, such as short falls in daily takings.
9. Provide ongoing retail security training programs to all staff.
10. Encourage employee contribution to retail security initiatives.
11. Have an effective asset inventory control system to identify losses as they occur.
12. Provide a designated area where staff can safely lock away their personal belongings.
13. Maintain strict key control at all times to ensure internal security. **(Refer to 'Security of Business Premises' card for further advice)**
14. Regularly inspect dispatch and delivery areas to guard against potential falsification of records, theft or indications of collusion between drivers and staff.
15. Watch for customers recognised as continually returning to the same register or same staff member.
16. Recognise and reward staff loyalty and honourable behaviour.

Most staff members are loyal to their employers and will work very hard and diligently on their behalf, especially if appropriate reward and recognition processes exist within the business.

FURTHER INFORMATION/CONTACTS

For urgent police, fire brigade or ambulance attendance, dial

000

For further crime prevention information contact your nearest police station and request contact details for the Divisional Crime Prevention Officer in your area. You can also visit the Victoria Police website at www.police.vic.gov.au or Neighbourhood Watch (Victoria) website at www.neighbourhoodwatch.com.au

 **Crimestoppers**
1800 333 000
or www.vic.crimestoppers.com.au

 **Victorian Business Line**
(03) 132215
or www.business.vic.gov.au

 **Victims of Crime Helpline**
1800 819 817
or www.justice.vic.gov.au/victimsofcrime

 **Workcover (Advisory Service)**
(03) 9641 1444 or
1800 136 089 (toll free)
or www.workcover.vic.gov.au

 **National Occupational Health & Safety Commission**
(02) 6121 6000
or www.nohsc.gov.au

It is not possible to provide an exhaustive list of specialist retail advisory and regulatory bodies however an internet search for your relevant stream of business will provide a good starting point. Most local government councils should also be able to provide advice about Chamber's of Commerce or Retail Traders Association's operating within your city council area.

For further information and advice about training programs available to business operators and employees contact the Department of Education & Training Referral Service on 1800 809 834 or visit www.tafe.vic.gov.au. A range of Certificate, Diploma and short courses are available from other industry registered and non-registered training providers.

SUSPICIOUS INCIDENT REPORT

This information could help solve a crime.

Time Date

Location of Incident

Nature of Incident

SUSPECT PERSON		Sex: M F (circle)	Height:	cm	
Build	Hair Colour	Hair Style	Eye Colour	Complexion	Facial Hair
Fat	Red/Ginger	Straight	Grey	Sallow	Moustache
Obese	Sandy/Blonde	Balding	Brown	Pale	Beard
Fair	Bleached	Bald	Black	Medium	Other type...
Thin	Black	Short	Green	Olive	
Medium	Grey	Long	Hazel	Dark	
Muscular	Dark Brown	Curly	Blue		
Solid	Light Brown				

CLOTHING	TATTOOS/SCARS
Upper Body	Location & Description
Lower Body	
Shoes	

SUSPECT VEHICLE						
Vehicle Make	Type of Vehicle	Colour of Vehicle		Registration Number	Car Accessories	Other
Mazda	Sedan	Lt Blue	Gold		Roof Rack, Spoiler,	eg. Damage, signs
Toyota	Station Wagon	Dk Blue	Fawn		Rear Louvre etc	
4WD	Panel Van	White	Brown			
Holden	Utility	Grey	Silver			
Nissan	Truck	Cream	Green			
Ford		Red	Black			
Other	Other					
.....		Other				

Previously Observed Where/When