

# AHA|SA HOTEL SECURITY ASSESSMENT CHECKLIST

Licensee: \_\_\_\_\_ Hotel Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

Suburb/Town: \_\_\_\_\_ Postcode: \_\_\_\_\_

Telephone No: \_\_\_\_\_ Fax No: \_\_\_\_\_

Email: \_\_\_\_\_

Name of person completing this Assessment: \_\_\_\_\_

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Please ensure you make a blank copy of this assessment for your records in order to update information annually. It is strongly recommended that the Checklist is used as soon as any significant renovations are undertaken at the hotel.

Below is a checklist to help you identify the areas of your Hotel that may pose a security risk to staff and patrons. *This is a generic assessment and may not cover all the security risks to your Hotel.* Please ensure you answer each question in this Security Assessment Checklist. If you answer 'no' or are unsure with any of the questions, please refer to the **Suggested Treatment** in the back of this Checklist to assist in enhancing your Hotel security. Hotel security can also be enhanced by contacting your Local Service Area Crime Prevention Section to carry out a security audit of your Hotel.

|  | YES | NO | COMMENTS |
|--|-----|----|----------|
|--|-----|----|----------|

## POLICE CONTACT

|  |  |  |  |
|--|--|--|--|
| Has the Local Service Area Crime Prevention Section conducted a security audit. If Yes record who attended and When?<br>Where there any areas for improvement suggested? If so, have they been addressed?<br>If No please provide reasons. |  |  |  |
|--|--|--|--|

**BUILDING IDENTIFICATION AND VISITOR ACCESS**

|  |  |  |  |
|--|--|--|--|
| 1. Is the Hotel name clearly visible at all public access points?  |  |  |  |
| 2. Are entry points to the Hotel supervised?   |  |  |  |
| 3. Are you able to restrict access from vulnerable access points (e.g. Hotel backs onto laneway)                         |  |  |  |
| 4. Are your 'staff only' areas clearly identified and separated from public areas?                                       |  |  |  |
| 5. Are doors and windows protected by security devices to prevent "ram raids"? (e.g. bollards or other security devices) |  |  |  |
| 6. Do staff wear identification badges or a hotel uniform at all times whilst in the Hotel?                              |  |  |  |
| 7. Do approved gaming staff and responsible persons wear their name badges?  |  |  |  |
| 8. Are staff encouraged to challenge people in back of house area not wearing ID/hotel Uniform?                          |  |  |  |
| 9. Are there appropriate warning signs displayed around the hotel relating to security and or video surveillance ?       |  |  |  |
| 10. Is there natural visibility into public areas of the Hotel from outside the Hotel?                                   |  |  |  |

**ACCESS CONTROL**

|  |  |  |  |
|--|--|--|--|
| 11. Are all doors fitted with quality locks to restrict access when the premises are closed? Or to non-public areas?       |  |  |  |
| 12. Can internal doors be locked when left unattended for long periods of time?  |  |  |  |
| 13. Are unused windows permanently closed and secured?   |  |  |  |
| 14. Do nominated members of staff check to ensure that all patrons have left the premises at the end of the trading times? |  |  |  |
| 15. Do nominated members of staff check that all doors and windows are closed and locked at the end of the trading times?  |  |  |  |
| 16. Are the number of entry/exit points kept to a minimum?   |  |  |  |

|   | YES | NO | COMMENTS |
|---|-----|----|----------|
| 17. Is landscaping well maintained to enable clear sightlines from within the Hotel (e.g. cutting back overgrown planting)?   |     |    |          |
| 18. Is there working security lighting installed that adequately lights the entry points?   |     |    |          |
| 19. Is the floor design arranged to provide good sightlines within the premises? (e.g. there should be good sightline from the cash area(s) to the front door)                    |     |    |          |
| 20. Are reception/counter heights appropriate for each part of the premises?  |     |    |          |
| 21. Are visitors/customers prevented from accessing the area behind the bars, cashier areas and other back of house areas?  |     |    |          |
| 22. Does the Hotel have an appropriate sign in/out process for Trade Visitors? (are visitors asked for identification, does a staff member accompany visitors at all times, etc.) |     |    |          |
| 23. Is a cloak room /bag holding service provided at point of entry? If so, is it monitored/supervised?   |     |    |          |
| 24. Are there appropriate internal signs to guide visitors/patrons/guests?  |     |    |          |
| 25. Are cash registers or other area(s) where cash is kept a reasonable distance from the front door?   |     |    |          |
| 26. Are ceiling spaces secure? (e.g. cannot be accessed from an adjoining property?)  |     |    |          |
| 27. Does the Hotel have a policy regarding the wearing of helmets /hats/beanies etc., on the premises? If so is the policy displayed adequately?                                  |     |    |          |

#### VEHICLES AND VEHICLE ACCESS CONTROLS

|   |  |  |  |
|---|--|--|--|
| 28. Are vehicles prevented from entering restricted areas of your property?   |  |  |  |
| 29. Are vehicles permitted to park close to the entrances of the Hotel?   |  |  |  |
| 30. Are vehicles in carparks or other areas under the control of the licensee checked for unattended children at regular intervals? |  |  |  |

|  | YES | NO | COMMENTS |
|--|-----|----|----------|
| 31. Are vehicles which have been identified as suspicious investigated as soon as they are discovered? (vehicle parked close to entry points with occupants, vehicles parked in unusual positions, vehicles driving slowly around carparks with the occupants paying close attention to the activities etc.) |     |    |          |

### PROPERTY IDENTIFICATION

|   |  |  |  |
|---|--|--|--|
| 32. Is a record kept of the make, model and serial numbers of all hotel assets including items, such as mobile phones, computers, televisions etc.? Is this information recorded in an Assets Register? |  |  |  |
| 33. Is all valuable property permanently marked with a corporate identifier (such as the Hotel name, logo, ABN etc.)?   |  |  |  |
| 34. Is valuable property photographed for easy identification?  |  |  |  |
| 35. Are the photographs and property list adequately secured?   |  |  |  |
| 36. Does the hotel have a current business insurance policy?  |  |  |  |

### TELEPHONES

|  |  |  |  |
|--|--|--|--|
| 37. Are telephones pre-programmed with emergency contact numbers?  |  |  |  |
| 38. Are telephone lines tamper proof?  |  |  |  |
| 39. Is there an alternative means of contacting emergency services in the event of telephone systems being rendered inoperative? |  |  |  |

### SAFES

|  |  |  |  |
|--|--|--|--|
| 40. Does the Hotel have a safe(s) installed?     |  |  |  |
| 41. Is the safe(s) securely anchored?            |  |  |  |
| 42. Is the safe(s) located out of public view?   |  |  |  |
| 43. Does the safe(s) have a drop chute facility? |  |  |  |
| 44. Is there direct access to the safe(s)?       |  |  |  |
| 45. Is the safe(s) kept locked?                  |  |  |  |

|   | YES | NO | COMMENTS |
|---|-----|----|----------|
| 46. Is access to the safe(s) restricted, including keeping doors to cash areas locked at all times ?  |     |    |          |
| 47. Is the safe located in an area separate from the cash area?   |     |    |          |
| 48. Is signage displayed to advise of time delay before cash can be removed from the safe?  |     |    |          |
| 49. Is the location of the safe and cash counting area excluded from any publically displayed plan of the premises? (it should not be shown on any evacuation plan on public display) |     |    |          |

#### KEY & VALUABLES CONTROL

|  |  |  |  |
|--|--|--|--|
| 50. Does the Hotel maintain a key register?  |  |  |  |
| 51. Are all spare keys kept in a secure area?  |  |  |  |
| 52. Are staff provided with somewhere to store their personal items?   |  |  |  |
| 53. Are there procedures in place for regular or random checks to be conducted of staff personal items when leaving the premises |  |  |  |

#### CASH HANDLING

|  |  |  |  |
|--|--|--|--|
| 54. Does the Hotel have established cash handling procedures?                      |  |  |  |
| 55. Does the Hotel have a 'drop safe' and if so is it easily accessible for staff? |  |  |  |
| 56. Does the Hotel vary the banking routine?                                       |  |  |  |
| 57. Is a licensed company used to transport cash?                                  |  |  |  |
| 58. Is the cash collection route varied  |  |  |  |
| 59. Is the cash counted out of public view?  |  |  |  |
| 60. When the cash is counted are the doors kept locked?                            |  |  |  |
| 61. Are tiny tellers and ATM's cleared/refilled after hours?                       |  |  |  |
| 62. Are float monies kept in the safe?   |  |  |  |
| 63. Does the Hotel have a 'minimum cash in tills' policy?                          |  |  |  |
| 64. Are cash drawers clearly labeled (Hotel and department)?                       |  |  |  |
| 65. Are cash draws locked in a secure location after hours?                        |  |  |  |

|  | YES | NO | COMMENTS |
|--|-----|----|----------|
|--|-----|----|----------|

**SECURITY AND CROWD CONTROLLERS**

|  |  |  |  |
|--|--|--|--|
| 66. Are there security staff on site?  |  |  |  |
| 67. Are security staff employed directly by the hotel or are they contractors?   |  |  |  |
| 68. For direct employees have they supplied a National Police Clearance Certificate and a copy of their Security Licence?  |  |  |  |
| 69. Are their personal references checked prior to commencing employment?  |  |  |  |
| 70. For contract security staff, are there systems in place to ensure that each contractor is licensed and approved to work in licensed premises?  |  |  |  |
| 71. Have security staff received formal security training?   |  |  |  |
| 72. Are specific security roles and other duties assigned for Security/Crowd Controllers?  |  |  |  |
| 73. Are there systems in place to ensure that Security Registers and Form 9's are properly completed and maintained?   |  |  |  |
| 74. Are there systems in place to ensure Security staff are aware of the liquor licence conditions applicable to your hotel? (Patron capacities and any additional conditions relating to noise and disturbance).  |  |  |  |
| 75. Are all staff aware of, and have they been trained on, the Armed Robbery Prevention Kit?   |  |  |  |
| 76. Does the Hotel have policies/procedures in place regarding security incident responses e.g.: <ul style="list-style-type: none"> <li>• Unattended vehicles?</li> <li>• Trespassers?</li> <li>• Unauthorised access?</li> <li>• Suspect packages?</li> <li>• Removal of person and use of force</li> </ul> |  |  |  |
| 77. Does the Hotel have an internal procedure to report suspicious activity in the hotel and a process to escalate to police if necessary?   |  |  |  |

|  | YES | NO | COMMENTS |
|--|-----|----|----------|
|--|-----|----|----------|

### SECURITY ALARM SYSTEMS

|   |  |  |  |
|---|--|--|--|
| 78. Is the building protected by a onsite security alarm system? Does this include the safe and cash counting area(s)?            |  |  |  |
| 79. Is the security alarm system monitored by a licensed security company?  |  |  |  |
| 80. Does the security alarm system have a duress facility?  |  |  |  |
| 81. Is the duress alarm(s) placed behind counters in bottleshop, bars and gaming area(s)/ Is it maintained by a security company? |  |  |  |
| 82. Are there policies in place on how staff use and respond to the duress facility?  |  |  |  |
| 83. Are staff familiar with the procedures for turning the alarm system on and off?   |  |  |  |
| 84. Is there a register of who has been provided with the alarm codes?  |  |  |  |
| 85. Is there a process in place to disable alarm codes when staff cease employment at the hotel?                                  |  |  |  |
| 86. Is the system test on a regular basis to ensure it works?   |  |  |  |

### CLOSED CIRCUIT TELEVISION (CCTV)

|   |  |  |  |
|---|--|--|--|
| 87. Does the Hotel have CCTV equipment installed?   |  |  |  |
| 88. Are customers and staff aware through signage of the existence of the CCTV system?  |  |  |  |
| 89. Are cameras monitored? Internally or remotely?  |  |  |  |
| 90. Do the CCTV cameras cover the entrances and exits to the Hotel?   |  |  |  |
| 91. Does the Hotel have CCTV cameras covering critical areas, such as cash offices, cashiers and cash registers, and safe?          |  |  |  |
| 92. Are recorded CCTV images sufficient to identify someone? Are images capable of being transmitted electronically to police?      |  |  |  |
| 93. Is there capacity to record and store CCTV footage to cover a reasonable length of time?(see notes for what is reasonable time) |  |  |  |
| 94. Does the CCTV equipment undergo regular maintenance to ensure the system is recording correctly/cameras are working correctly?  |  |  |  |

|  | YES | NO | COMMENTS |
|--|-----|----|----------|
| 95. Are staff trained in the use of CCTV equipment and able to access and retrieve files if necessary?       |     |    |          |
| 96. Is the equipment checked to ensure that cameras have not been moved and that there are no "black spots"? |     |    |          |

### INFORMATION SECURITY

|   |  |  |  |
|---|--|--|--|
| 97. Are confidential/important Hotel documents locked away when not in use?                   |  |  |  |
| 98. Are all computers password protected?   |  |  |  |
| 99. Are computer passwords changed regularly?   |  |  |  |
| 100. Does the Hotel have computer firewall and antivirus software installed on all computers? |  |  |  |
| 101. Are computer protection measures updated regularly?                                      |  |  |  |
| 102. Is critical Hotel information backed up regularly?                                       |  |  |  |

### COMMUNICATION

|  |  |  |  |
|--|--|--|--|
| 103. Does the Hotel have a Security Procedures Policy? Are staff made aware of this during their induction? Are they regularly refreshed on the Policy?                        |  |  |  |
| 104. Is security documentation regularly reviewed and if necessary updated?  |  |  |  |
| 105. Do staff regularly meet to discuss security issues? Or are they encouraged to raise concerns about security? Are these concerns discussed during staff meetings/training? |  |  |  |
| 106. Is the Hotel a member of a local Business Watch or similar group?   |  |  |  |
| 107. Does the Hotel have the contact details for the local Crime Prevention Section?   |  |  |  |
| 108. Is a senior staff member in contact with the neighbouring businesses and or residents regarding issues of security and crime that might affect the local area?            |  |  |  |
| 109. Does the hotel participate in a local liquor accord?  |  |  |  |
| 110. Are staff trained to report maintenance problems and safety concerns?   |  |  |  |

YES

NO

COMMENTS

**FIRE SECURITY AND EVACUATION**

|  |  |  |  |
|--|--|--|--|
| 111. Are the fire hydrants and fire extinguishers in good working order? Are they regularly tested every 6 months by a qualified person?         |  |  |  |
| 112. Is the location of the fire extinguishers clear of obstructions and easily accessible?  |  |  |  |
| 113. Are staff aware of the fire evacuation process/assembly point? Are staff made aware of this during their induction?                         |  |  |  |
| 114. Is there an evacuation plan which is practiced and are staff fully aware of their roles and responsibilities in the event of a fire?        |  |  |  |
| 115. Does the Hotel have an adequate number of fire wardens?   |  |  |  |
| 116. Is the building free from flammable and combustible waste and other materials both internally and externally that may create a fire hazard? |  |  |  |
| 117. Is waste material stored in a manner to reduce the risk of fire in or near the building?  |  |  |  |
| 118. Does the building have an automatic fire suppression system to extinguish small fires (sprinklers)?   |  |  |  |
| 119. Are all fire doors self-closing and fitted with alarms?   |  |  |  |
| 120. Is there emergency lighting this is activated in the event of a power failure?  |  |  |  |
| 121. Are staff training in procedures to be following in the event of a bomb threat?   |  |  |  |
| 122. Are smoke alarms regularly checked and tested by a qualified person?  |  |  |  |
| 123. Are smoke alarms connected to the alarm system and is the system monitored remotely?  |  |  |  |
| 124. Have wardens been appropriately trained in their duties in the event of fire?   |  |  |  |

|   | YES | NO | COMMENTS |
|---|-----|----|----------|
| <b>HOLD UPS</b>   |     |    |          |
| 125. Are staff aware of 'CODE A' in the event of a hold up?   |     |    |          |
| 126. Are height stickers/gauges installed at exits?   |     |    |          |
| 127. Does the Hotel have a policy in the event of a robbery? (i.e. to secure the crime scene)                                   |     |    |          |
| 128. Have staff received Armed Robbery prevention training?   |     |    |          |
| 129. Does the Hotel have a Victim Support Policy established?   |     |    |          |
| 130. Are staff aware of victim support services available   |     |    |          |
| <b>WORK HEALTH AND SAFETY</b>   |     |    |          |
| 131. Are staff aware of their obligations and rights in relation to Work Health & Safety requirements?                          |     |    |          |
| 132. Are chemicals and other hazardous substances stored in appropriate places and in compliance with legislative requirements? |     |    |          |



## SUGGESTED TREATMENTS

If you answered 'No' or were unsure with any of the questions in the AHA|SA Security Assessment Checklist we suggest you consider making some changes. These changes will help reduce the risk to you, your Hotel, your staff and customers.

### BUILDING IDENTIFICATION AND VISITOR ACCESS

- The street and Hotel number must be clearly displayed at the front of your hotel. This will assist emergency services and visitors/patrons/guests to locate your Hotel.
- Rear access points should be well lit to allow easy visibility for staff on duty.
- Where possible storage/utility and other rooms located in back of house areas or in separate building, there should be immediate access to secure areas of the Hotel from them. These areas must be secure and properly signed if hazardous material is stored there.
- Staff should have clear visibility into the public areas of gaming areas (where possible and practical) from the outside the gaming room. However, this does not mean that there should be clear lines of sight into the gaming room from outside the premises (This might breach the Act as a special attraction to minors). The ability to see into other parts of the premises needs to be balanced between the ability of persons to see in where there is a hold-up and between the risk of or criminal staking out the venue.

### HOTEL PERIMETER

- The boundary of the property should be clearly defined by boundary fences, preferably an open style construction. This allows great visibility to and from the street, restricts unauthorised access, and clearly defines your territorial space.
- Warning signs should be strategically posted around the perimeter of your property, particularly near entry and exit points to warn intruders of security measures:
  - WARNING: these premises are under constant surveillance
  - WARNING: Time Delay safes on premises
  - WARNING: Minimal Cash kept on premises
  - WARNING: monitored alarm in operation

Signs can also assist in controlling activities and movements throughout the premises and grounds.

### ACCESS CONTROL

- External doors and window frames should be of solid construction and comply with the Australian Standards and Fire Regulations (Australian Building Code).
- Doors should be fitted with quality locks which comply with the Australian Standards and Fire Regulations (Australian Building Code).
- All external doors should be alarmed after hours. Consider alarming all staff only doors after certain times.
- Windows should be fitted with key operated window locks to restrict unauthorised access.
- Glass can also be reinforced to restrict unauthorised access by:
  - Applying shatter resistant film;
  - Replacing the existing glass with toughened or laminated glass; or
  - Installing metal security grills or shutters.

- Maintain clear lines of sight between the street, neighbouring properties and buildings.
- Advertising material, posters and curtains should be kept at a minimum to provide a clear view of the premises from both within and outside.
- Limit the number of entry/exit points to restrict unauthorised access.
- Bar areas should be the domain of staff only and be monitored and secured at all times. Raised platforms and deep counters can provide added safety for staff by assisting observation of the public access area and distracting them from possible criminal activity.
- Mirrors can be used to monitor blind spots by positioning them so that people cannot use them to monitor activities in your Hotel.
- Shelves should be positioned so that staff behind the bar have good lines of sight.
- Landscaping should be maintained regularly with trees and shrubs trimmed away from doors and windows, to reduce concealment opportunities.
- Install security lighting in and around the Hotel, particularly over entry/exit points to create an even distribution of light with no glare, e.g. sensor lighting, floodlighting.
- Consider installing sensor lighting which is cost effective as it only activates when movement is detected within the zone.
- Leave a limited amount of internal lighting on at night to enable police, security guards or passing people to monitor activities within the Hotel.
- The power board should be housed within a cupboard or metal cabinet and secured with an approved electricity company to restrict tampering with the power supply.
- Visitor access should be monitored and controlled at all entries into the building.
- Passes can assist in properly differentiating between visitors and staff throughout the building. These passes should be worn and clearly identifiable at all times. A staff uniform is an alternative if passes are not practical.
- Contractors will carry identification. Ask to see their identification before admitting them to your hotel. If you are in any doubt, ring their company to check their authenticity.
- Maintain a contractor register which can also assist in insurance warranty.
- It is recommended you clearly display signage about your hotel's policy regarding bag inspections. Where established, this is a condition of entry and a patron who refuses to allow the bar to be inspected does not commit an offence. Upon refusal, you can ask the person to leave your Hotel and you can refuse the person future entry into the Hotel. Ensure that any such policies are applied reasonably and ensure that they are not applied in a discriminatory manner.
- Effective signage and directions will provide guidance to visitors/patrons/guests in locating reception areas and keep visitors away from restricted areas.
- Install height stickers on the inside of your doors, this will help to judge the height of offenders in the event of crime. (see section on CCTV about capturing these stickers on video)

#### **PROPERTY IDENTIFICATION**

- Record descriptions, model information and serial numbers of all Hotel property for easy identification (a form has been included to assist you).
- Your property list, photographs and other documentation should be adequately secured. Copies should also be secured away from the premises.

- Identify your property with a traceable number such as your Hotel name/Liquor Licence Number/logo/ABN etc. for identification. There are many ways in which to identify your property such as an engraving pen, ultra violet (UV) pen or micro dot system.
- When you sell your property, place a neat line through your traceable number to show that it is no longer valid. It is also a good idea to give the person a receipt to prove the sale of the item.
- Photograph and record the details of unique items to aid in their recovery if stolen.
- Ensure that you have adequate insurance for the replacement of property.

### **TELEPHONES**

- Telephones should be pre-programmed with the emergency number '000' and police attendance '13 14 44'.
- Telephone lines or boxes should be secured with an approved lock to avoid tampering.

### **SAFES**

- A safe designed and installed to the Australian Standards can provide additional security for money and other valuables.
- Anchor the safe to the floor or install into an internal wall to prevent easy removal. Install it in an area where access is limited and away from public view.
- The safe should have a drop chute facility so that staff can deposit money without having to open it. Install double key entry safes, particularly where security companies are involved in clearances.
- 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 locked at all times when not in use.
- Whilst counting cash from the safe, the door to the office/room should be kept locked at all times and the staff member counting the cash should not be disturbed at any time.

### **KEY & VALUABLES CONTROL**

- The control of keys and valuables is very important and should be closely monitored by management. (Be aware of responsibilities imposed by conditions of Gaming Machines Act and licence conditions).
- To reduce the likelihood of theft and or damage, try to limit the number of keys and valuables left unsecured or in plain sight of potential intruders.
- A key and valuables register should be used to list those staff members who have been issued with keys and or valuables, the type of keys/valuables issued and the areas each staff member has access to.
- Registers should be detailed, regularly maintained, audited and secured.
- When staff cease employment, ensure all keys and staff passes are returned or change the locks/security codes.
- Particular care needs to be exercised in the control of master keys and the potential for having to change all locks (Advise Insurance Company if coverage is in place).

## **CASH HANDLING**

- Establish clear cash handling procedures within your Hotel to reduce opportunities for crime.
- ATMs should be kept operational until the venue has closed, then should be cleared and filled after hours. Note to coin machine (Tiny Tellers) must be disabled between 2 am and 8 am where trading is permitted during these times. They should not be cleared of notes until after the premises have closed.
- Limit the amount of cash held on the premises and publicise this fact (e.g. No cash kept on premises stickers where this is the case.).
- Limit the amount of money held in the cash register at any time by using as small a float as is practical for your hotel and where possible, install electronic payment systems such as EFTPOS.
- Establish and enforce policies relating to amount of cash to be held in tills and keep floats to a minimum.
- Cash registers should be positioned in such a way that the cash cannot be seen by a potential offender.
- If customers want to know how long they have to wait for their money tell them something along the lines of "It won't take long, it is hotel policy not to disclose the exact time for your safety and mine, it won't take too long."
- Have a secure area for handling and counting cash. ALWAYS keep this area secure and out of sight of the general public and access ways.
- Duty Managers should skim tills every hour and put the cash into a time delay safe. All staff should take responsibility for their own till and notify the Duty Manager to sweep their till if their maximum float level is reached. Duty Managers should also sign a skim sign off form at the cashier.
- When it is quiet, or late at night, only one till should be operating at front of house.
- Lock cash registers when not in use. Clear money from the cash register on a regular basis It is good practice to lock the till draws in the safe after hours.
- Cash drawers (and gaming drop boxes) should be left open when empty at the close of business.
- Cash drawers should be clearly labeled with the Hotel name and department so they can be traced in the event that they are stolen.
- Prepare a cash pick up report for management to review on a daily basis.
- Use a minimum of two staff, or reputable, licensed security services, when personally transferring money to or from the bank.
- Banking routines should be varied, such as changing what time money is transferred. The frequency of banking should be increased when there is a high cash turnover.
- Don't use conspicuous bank bags when transferring money.
- Avoid wearing uniform or identification when moving money to or from the bank.

### **SECURITY PERSONNEL– Guards and Crowd Controllers**

- Some Hotels may require on-site security to enhance physical security or as a condition of licence.
- If employing or contracting security personnel ensure that they hold the appropriate security licence and that they are authorised to work in licensed premises (this includes those being engaged through a licensed security company).
- Security personnel can be used to randomly patrol your Hotel, particularly in an isolated location.
- If employing security directly (not through a security Company) check the information, and ask for any gaps to be explained. During recruitment consider the following:
  - Full name.
  - Current address and any previous address in the last five years.
  - Date of birth.
  - Taxation number.
  - Full details of references (names, addresses and contact details).
  - Full details of previous employers, including dates of employment.
  - Check that they have the appropriate Security licence class and that they are approved to work in licensed premises by the Liquor and Gambling Commissioner.
- New employees should have their background, references and referees checked before commencing, while probity checking is done as part of the application process it is good practice to have the applicant obtain a National Police Clearance Certificate.

### **SECURITY ALARM SYSTEMS**

- To enhance the security of your Hotel, you should install a monitored intruder alarm system.
- If a security system is installed, make sure it is used and advertise the fact.
- Ensure the system has been designed and installed to the Australian Standards.
- Consider incorporating a duress facility into the system to enable staff to activate the system manually in the event of an emergency, such as a robbery.
- Staff should be trained in the correct use of the system to reduce the activation of false alarms.
- Movement detection devices should be strategically located around the premises.
- LEDs (Light Emitting Diodes) are red lights within the detectors. They should be deactivated so that offenders cannot test the range of the system.
- The system should be tested on a regular basis to ensure that it is operating effectively.
- Alarm system controls should be concealed to restrict tampering.
- Remote on/off switches should be strategically located.
- Consider providing staff with personal duress alarms if Hotel is located in a particularly high risk area for an armed hold up or they are working in an area remote from the hotel, e.g. standalone bottleshop.
- Where the hotel is conducted in separate building (i.e. stand-alone bottleshop/drive-inn ) provide for communication between the various parts of the premises, particularly if duress alarms are provided. This can be radio communication, mobile telephones or other forms of communication.

### **CLOSED CIRCUIT TELEVISION (CCTV)**

- CCTV systems act as a deterrent for offenders and should be of the best quality affordable. Recommended that the system is capable of storing images for a minimum period of 31 days. If there is any incident which is likely to result in civil or criminal action the images should be stored on disc or tapes for permanent retention.
- CCTV can enhance the physical security of your hotel and assist in the identification of people involved in anti-social or criminal behaviour.
- Any surveillance system should be manufactured and installed by a qualified and suitably licensed company and tested regularly.
- Cameras should be installed both within and around the Hotel to maximise surveillance opportunities. Take care to ensure “black spots” are eliminated or minimised
- Digital or video technology should be used to record images from the cameras. Images should be capable of downloading to disk or formatted to enable transmission electronically.
- If using an analogue system it is preferable to purchase a minimum of 31 tapes and number them sequentially, ensuring the tapes can store sufficient data on them for the time period of use. Each tape can be used on the corresponding day of the month and renewed each year.
- Cameras should monitor the cashiers area, high cost merchandise or areas with poor natural supervision.
- TV monitors should enable staff to monitor activities on the camera.
- Recording equipment should be installed away from the bar area to avoid tampering.
- Staff should be trained in the correct use of the system.
- Ensure that the requirements of the Privacy Act are adhered to.
- Use Hotel television screens/posters etc., to advise patrons of CCTV monitoring.
- If a robbery takes place, burn the images from CCTV to a dvd/cd as soon as possible to make sure they will be available to police.
- Cameras should be checked regularly to make sure there are no cobwebs/bugs/plants etc., obstructing vision.
- The whole CCTV system should undergo regular maintenance to ensure that the system is working correctly.

### **INFORMATION SECURITY**

- Limit access to confidential information.
- Sensitive material and confidential records should be shredded when no longer required or disposed through security destruction services.
- Business critical information should be regularly backed up.
- Records which are required to be maintained for legislative purposes (time and wage records, other employment related documents, financial records should be securely stored, and if possible stored electronically. Confidential information should not be left in offices where unauthorised people ( including staff) cannot access them.
- Computer passwords should be changed regularly to restrict access and avoid misuse by past and present staff.
- Cancel access promptly when staff transfer or leave.

## **COMMUNICATION**

- Staff training sessions should be held on a regular basis safety and security procedures of your Hotel should be a standing agenda item
- Emergency evacuation plans should be implemented and prominently displayed. (ensure that the location of the safe room, cash counting area or other sensitive areas are not publically displayed on the emergency plan.
- Have clear policies on critical issues such as handling aggressive customers, cash handling and shoplifters (in the case of bottleshops).
- Encourage employees to report any suspicious activity.
- Ensure that communication between various parts of the hotel is readily established (see note about standalone bottleshops above .

## **FIRE SECURITY**

- Ensure fire hydrants and extinguishers installed within the hotel are current and not expired. They should be checked regularly by the MFS or a fire services company, i.e. every six months.
- Install an Automatic Fire Detection System.
- Ensure all smoke detectors are working in your Hotel and check them regularly.
- Ensure you have a first aid kit that is properly stocked.
- Staff should be suitably trained in evacuation procedures at least once a year.
- Contact your local fire service for further information.

## **HOLD UPS**

- If a robbery occurs staff should follow the following points ('CODE A'):
  - **Calm** – remain calm
  - **Obey** – do exactly what you are told
  - **Description** – picture the offender and any weapons
  - **Evidence** – where they went and what they touched – ensure that no one else enter the area if possible (secure the area if possible).
  - **Alarm** – activate the alarm when it is safe.
- Armed Robbery Procedure Guides should be kept at each till. In the event of a robbery as many details as possible should be recorded to help aid police.
- Duress alarm buttons should be located throughout the Hotel and all staff should be aware of their locations.
- Height stickers/gauges should be located at all exits to help provide a description of the offender to Police. CCTV cameras should be adjusted to be able to see the height stickers.

## **CONCLUSION**

Whilst this booklet outlines current crime preventative initiatives to assist in enhancing your security, it does not guarantee your Hotel will be free from criminal activity. Should you require further information on the subjects listed in this assessment, please contact the Crime Prevention Section at your nearest police station.

By completing this assessment and implementing the suggested security measures, you are helping to prevent the opportunity for crime. South Australia Police and the AHA|SA encourages you to obtain your own independent advice as to the safety and security of your Hotel.

SAPOL and the AHA|SA would like to thank you for your interest in improving the security of your Hotel and in preventing crime in our community by working together in Keeping SA Safe.