

# Business VigiLENS

## Safety and Security Guide



# TOGETHER WE ARE STRONGER

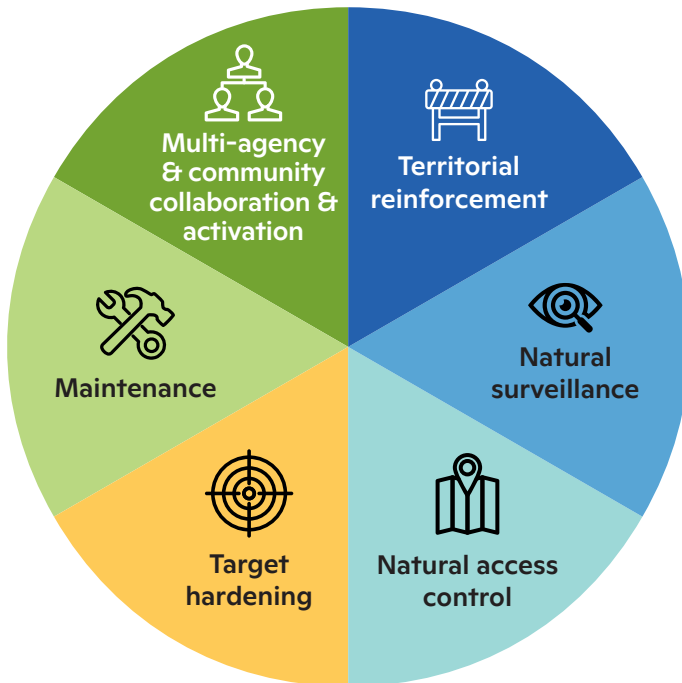
## Why it's important to connect with other businesses:

- Build a business community to share information and support one another.
- Improve crime prevention by increasing awareness of suspicious activity.
- Foster safer, stronger, and more resilient businesses.
- A sense of shared responsibility reduces the risk of being targeted.
- Coordinated efforts strengthen informal surveillance and deter crime.
- Always report all incidents to Police—every report helps.
- Create simple ways to alert and engage nearby businesses when someone needs help.



# CRIME PREVENTION THROUGH ENVIRONMENTAL DESIGN (CPTED)

Make your business safer — use CPTED strategies to reduce crime and create a welcoming environment for staff and customers.



You can book a free CPTED audit by getting in touch with the City of Mandurah's Community Development Team at [CDO@mandurah.wa.gov.au](mailto:CDO@mandurah.wa.gov.au)

There are three fundamental ways you can apply CPTED:

## Natural Access Control

- Plant thorny bushes in front of a blank wall to prevent graffiti.
- Use gates, doors, and signs to separate public and staff areas.
- Make sure your bins are secured and can't be used as a climbing tool.

## Natural Surveillance

- Enhance visibility by trimming plants and removing clutter.
- Position offices and lunchrooms to overlook public areas.
- Entrances, walkways, and parking areas should be illuminated.
- Have large windows with clear view.

## Territorial Reinforcement

- Define clear property boundaries by using fencing or low hedges.
- Separate public walkways from business grounds by using different colour, different paving material or elevation.
- Clearly mark areas with signs.
- Maintain your premises regularly and remove graffiti and rubbish to show care for your business.

# REPORTING

Reporting all incidents, no matter how minor, helps police identify patterns and prevent future crimes.

**No report, no record, no action!**

**When a crime is in progress:**

**POLICE ACTION - URGENT  
000**

**When a matter is non urgent, report it online**



**or call:**

**POLICE ACTION - NON URGENT  
131 444**

**To report suspicious behaviour, contact Crime Stoppers on 1800 333 000 or use the app:**



# ALARMS & CCTV

Security alarms and CCTV systems deter intruders and provide vital surveillance.



## Security Alarms

- Arrange professional install by a licensed installer.
- Regularly test your system.
- Train your staff on using the alarm system.
- Have the security company's contact info saved in phones and available for staff.
- Activate your alarm daily.
- Have a duress alarm.



## CCTV

- Arrange professional install by a licensed installer.
- Position cameras to cover entrances/exits, cashier areas, high-cost items, and low visibility zones.
- Ensure cameras are high-quality to clearly capture and identify individuals and incidents.
- Display signage highlighting CCTV is in use.
- Install TV screens for staff to monitor footage.
- Train staff on system use, monitoring and recording.
- Ensure it is recording daily.
- Place CCTV strategically to prevent tampering or obstructions.
- Register your CCTV with Cam-Map WA.



# INTERNAL SECURITY

**Make it as difficult as possible to exit the premises with stolen property.**

- Install sensors when customers enter and exit the premises.
- Have clear lines of sight from public areas.
- Have limited cash on premises.
- Keep all cash secure in anchored safe.
- Keep valuable items in a lockable cabinet.
- Have a duress alarm.
- Have at least two staff members working.
- Have phone with emergency contacts available.

# EXTERNAL SECURITY

**Make any offender visible, signal active security and make physical entry difficult.**

- Place visible branding or security service decals at entry points and windows to indicate active monitoring and deter unauthorized use.
- Clearly mark business property edges with signages, paving, planters, fences or items that signal ownership and discourage trespass.
- Use barriers, fences, planters, pathways and signage to guide visitors along intended routes and deter access to risky or restricted zones.
- Maximise visibility by placing windows overlooking entrances, walkways, parking, and internal areas.
- Keep landscapes trimmed so hedges or shrubs don't block sightlines or create hiding spots.
- Regularly remove graffiti, weeds, debris or clutter that may signal neglect.
- Promptly fix broken lighting, windows, doors, gates, fences or signs to preserve the appearance

# LIGHTING & LOCKS FOR SECURITY

Effective security measures reduce the opportunity for crime.



## Lighting for Security

- Maintain adequate lighting around entrances, exits, car parks, and loading areas.
- Use motion-activated lights to deter intruders and alert staff to movement.
- Ensure all security camera zones are well-lit to improve image clarity and identification.
- Regularly check and replace faulty or dim lighting to maintain visibility and safety.
- Use sufficient lighting to reduce dark spots inside the store.



## Locks for Security

- Use commercial-grade locks on all entry points, including doors, windows and storage areas.
- Install deadbolts and reinforced strike plates to resist forced entry.
- Lock or chain rubbish bins away from buildings to prevent arson.
- Regularly inspect and maintain locks to ensure they function properly.
- Limit key access to trusted staff and consider keyless or smart lock systems for better control and tracking.

# EFFECTIVE SECURITY PRACTICES FOR RETAIL PREMISES

1. Position staff to have clear visibility across the retail floor.
2. Install CCTV to monitor service counters, product displays, and customer areas.
3. Ensure staff are available to support and engage with customers.
4. Clearly mark and restrict access to staff-only areas.
5. Maintain bright lighting in service zones, display areas, and customer spaces.
6. Display clear signage outlining store policies (e.g. bag checks, CCTV in use, conditions of entry).
7. Place high-value items near the counter or in areas with high staff visibility to enable informal surveillance and deter theft.



# GRAFFITI

## **Graffiti is vandalism and is a criminal offence.**

Graffiti vandalism involves marking a surface by drawing, writing, spraying, or scratching without the owner's permission. This impacts the property owner, and the community. It is expensive to remove and creates a sense of insecurity.

## **Report**

- Take photos to attach to report.
- Report graffiti you find on:
  - your property,
  - community buildings, playgrounds, bus stops, benches etc.
  - another person's property
- Report graffiti online at Goodbye Graffiti



## **Remove**

- Cleaning up graffiti as soon as possible as it will deter offenders to do it again.
- Contact the council if the graffiti is on councils' property.

## **Prevent**

- Put up fences or plant thorny shrubs to make it harder to reach your walls.
- Put in good lighting.
- Install security cameras.



# SALE OF GRAFFITI IMPLEMENTS

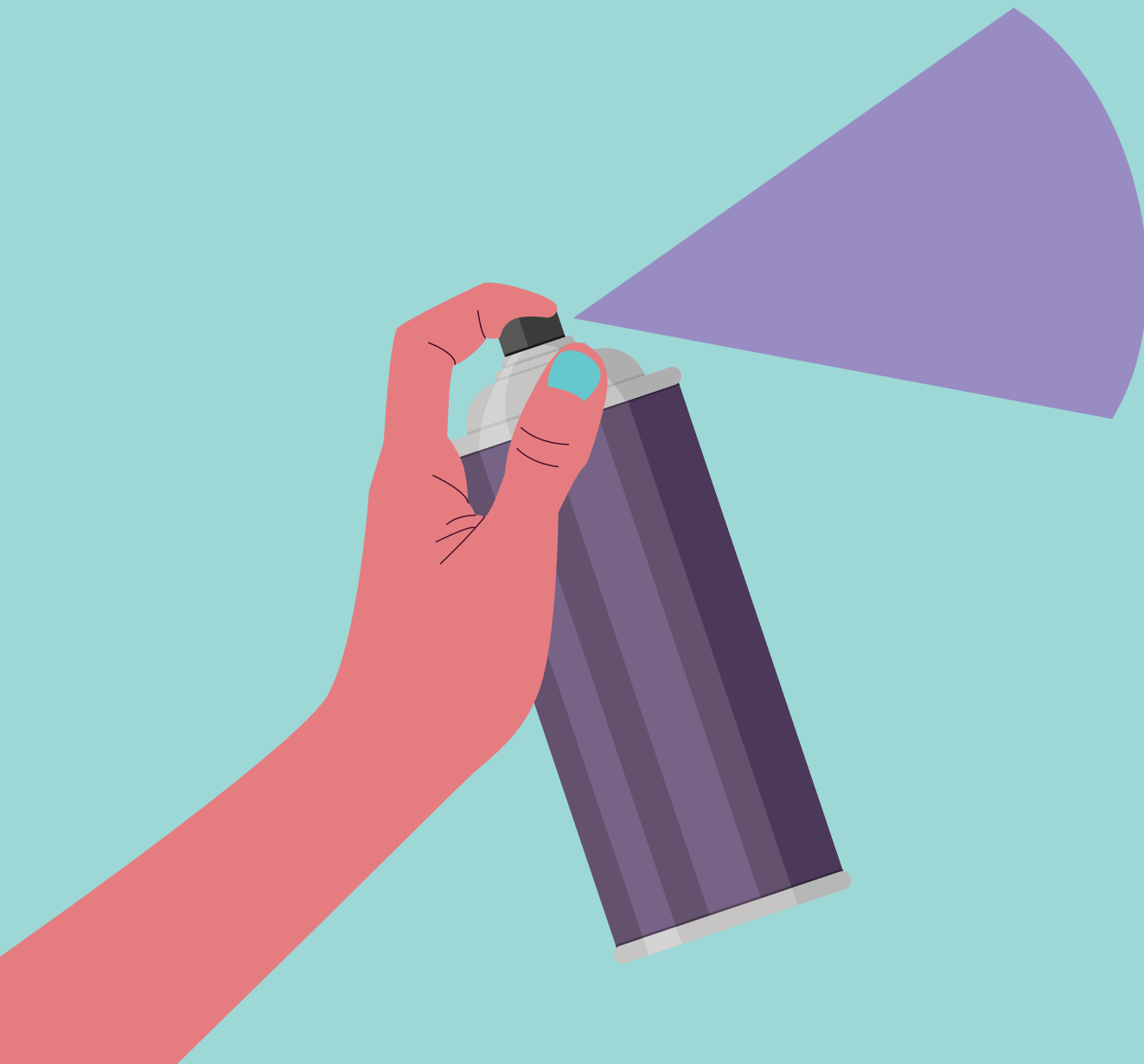
## It is illegal to sell graffiti implements to minors

A graffiti implement is a can of spray paint, or a pen or marker with a tip larger than 6mm that contains non-water soluble fluid capable of marking a surface.

If your business sells implements, it's important to remember it is an offence to supply these to a person under 18. The penalty for selling an implement to someone under 18 is a maximum fine of \$6,000 for a first offence, and a maximum fine of \$12,000 for a subsequent offence.

Sellers and their employees must take reasonable steps to be satisfied that the purchaser is over 18, such as sighting a driver's licence or other form of ID.

If your business uses or sells spray cans and markers, it is strongly recommended that these are stored in a locked cabinet to prevent theft and access by people under 18.



# BUSINESS SECURITY CHECKLIST

The checklist is designed as a practical tool to help 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 multi-layered approach:

Start from the **outside and work inwards**, systematically reviewing six layers of security to identify strengths and gaps:

1. External Perimeter
2. External Walls & Access
3. Internal Walls
4. Interior Areas (Public & Private)
5. Property Protection
6. People



## 1. EXTERNAL PERIMETER – make it easy for an offender to be seen

- **Focus:** Entrances (vehicle and pedestrian), car parks, grounds, signage, lighting, sightlines.

Is your business easily identifiable by customers and emergency services? (premises signage, street address)	
Does your business have clear sightlines from the outside in? (to support CCTV and passers-by)	
Is vehicle access controlled during and/ or after business hours?	
Are there bollards installed to prevent vehicle ram raids?	
Are your rubbish bins locked or chained away? (prevent arson to the premises)	
Are business rules and security precautions clearly signed? (entry, staff only areas, CCTV and alarm systems in operation)	

## 2. EXTERNAL WALLS & ACCESS – make it difficult for an offender to gain entry

- **Focus:** Doors, windows, roofs, delivery points.

Are external doors and frames solid and fitted with deadlocks and other security features? (security screens, grills, blocker plates)	
Are windows protected? (protective films, locks, grills, security screens)	
Is the outside being 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 points, security patrols, height markers, minimum cash)	

### 3. INTERNAL WALLS –

**make it difficult for an offender to exit your property**

- **Focus:** Layout visibility, internal entry/exit points.

Do internal work areas have clear sightlines from external areas to support casual surveillance from customers or passers-by? (stock or advertisement blocking vision)	
Are there electronic sensors to alert staff when customer enters or leaves?	

### 4. INTERIOR AREAS (PUBLIC & PRIVATE) –

**Detect and document activity during and after hours.**

- **Focus:** CCTV, alarms, lighting, mirrors, staff monitoring.

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, alarm system, lightning)	
Are security systems installed and of sufficient quality to detect, identify and record activities?	
Do CCTV cameras record to offsite Internet Protocol (IP) address and receive regular maintenance?	
Are your cameras registered with Cam-Maps WA?	
Do you have access to an outside phone line with emergency numbers listed? (Alarm company/police)	
Does the alarm system have capability to alert you immediately for follow up action? (contacting police/security company/keyholder/neighbouring businesses)	

## 5. PROPERTY PROTECTION –

**make it difficult for an offender to gain benefit from your property.**

- **Focus:** Cash, valuables, record keeping, safes.

Are valuable products and property secured during and after business hours?	
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 cash handling system in place to minimise cash levels in store? (cashless purchasing)	
Are there signs indicating bag inspections, receipt requirements for exchange and prosecution of thieves.	

## 6. PEOPLE –

**Empower personnel with skills and awareness.**

- **Focus:** Training on prevention, response, system usage.

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)	

# USEFUL CONTACTS & NUMBERS

Cut along the dotted line and leave in a visible place for staff

## Emergency

Police, fire, ambulance

Call: 000

## Non-Emergency

Police

Call: 131 444

Report online: [police.wa.gov.au](http://police.wa.gov.au)

## Crime Stoppers

Call: 1800 333 000

[www.crimestopperswa.com.au](http://www.crimestopperswa.com.au)

## State Emergency

Call: 132 500

## WorkSafe WA

Serious incidents: 1800 678 198

General concerns: 1300 307 877

## City of Mandurah

Call: 9550 3777

[council@mandurah.wa.gov.au](mailto:council@mandurah.wa.gov.au)

[www.mandurah.wa.gov.au](http://www.mandurah.wa.gov.au)



[mandurah.wa.gov.au](http://mandurah.wa.gov.au)

08 9550 3777

Community Development team:

[cdo@mandurah.wa.gov.au](mailto:cdo@mandurah.wa.gov.au)