



SECURITY

Casey Central has permanent security on site. Casey Central security ensures that retailers receive support in carrying out their procedures in addition to controlling security operations and assisting all stakeholders.

Securities role and responsibility include:

- Patrolling Centre's malls, car parks, back of house, fire corridors and docks
- Share information with store Loss Prevention Officers (LPO's) and act as a visual deterrent
- Monitor lease lines and store presentation standards
- Execute emergency evacuations
- Respond to first aid incidents
- Record the operating hours of retailers
- Record and report incidents and liaise with law enforcement agencies.

Security assists retailers with:

- Retailer theft
- Escalated Customer disputes
- First Aid incidents – Please call 000 first before security. Security team members are all First Aid accredited.

SECURITY ALARM SYSTEMS

While Casey Central has security systems designed to cover the entrances and exits of the Centre, it is not designed to cover individual retailers. The Centre will often have after-hours access points in operation to allow for contractor works, 24hr trade, evening/night shifts etc. Retailers must conduct their own security assessment and where appropriate install their own alarm system, preferably with

back to base monitoring. The onus is on retailers to secure their own premises and as such security procedures should be designed to accommodate your specific needs.

Any alarm system installed should be completed in accordance with Australian Standards by an accredited security company.

CLOSED CIRCUIT TELEVISION CAMERAS (CCTV)

Casey Central has installed a number of CCTV cameras in and around the common areas of the Centre. The camera system is not designed to cover individual retailers. Each retailer should conduct their own assessment and where appropriate install CCTV camera systems.

It should be noted that there are very strict guidelines under the National Privacy Principles and various legislation regarding workplace surveillance. This includes how and where cameras can be used and where they can be located, how long the video image can be kept and how the video images are secured. Centre Management will only release video images to law enforcement personnel under a very strict code of conduct, e.g. Police request when a criminal investigation is underway.

To comply with our responsibilities around privacy, Casey Central will not release video images to any retailer, customer or staff to resolve disputes or aid in investigations.



SECURITY

LOCKS

It is the responsibility of each retailer to maintain its own locking system for their premises. It is recommended that retailers secure their premises by using a restricted key profile, which cannot be duplicated without written authority. A key register system should be maintained and operated in a manner that will ensure the highest standards of control. Additionally, Casey Central recommends a secondary lock on all roller shutters.

Security officers will not accept responsibility for retailer keys after-hours. It is the responsibility of the retailer to organise for staff to remain onsite for any after-hours work being carried out on their premises. Keys for premises cannot be left with Centre Management reception.

OPENING AND CLOSING

Historically, the most vulnerable time for any retailer is during opening and closing times. All staff should be appropriately and adequately trained in their individual company security procedures for opening and closing the store, include ensuring all windows and doors are securely locked and the alarm system is turned on.

Retailers should ensure that all money is secured out of view from members of the public. Cash should never be carried out in view of customers or the public.

All staff should be trained to be aware of their surroundings and contact Centre Security if they notice any suspicious activity prior to opening or closing.

When entering or exiting the Centre, main entrances should be used wherever possible. Avoid using fire exits, loading docks or other secondary exits/entries.

BANKING AND CASH ESCORTS

Transferring cash between locations is high risk and retailers are vulnerable every time this occurs. Cash should never be carried in bank bags. Only qualified and trained staff should do the banking and preferably at different times each day by different staff.

Centre Security staff will not provide cash or product escorts for retailers. It is the retailer's responsibility to arrange security services from accredited companies where required.

We recommend you seek advice in relation to your EH&S obligations and specific tenancy needs.



RETAIL THEFT

Awareness and vigilance are the key to minimising and preventing retail theft. By greeting Customers, making eye contact and making sure that displays do not obstruct your view are some of the measures you can deploy.

It is each retailer's responsibility to manage loss prevention and what to do when a person is found stealing. Casey Central security will not apprehend, hold offenders or conduct investigations on behalf of the retailer.

Casey Central Security will provide support when a retailer is concerned for their safety. It must be made clear that Casey Central Security do not hold any police powers and will not accept responsibility for arresting an offender where the offence is committed on the retailer's premises.

Instances of retail theft should be reported immediately to the Police 000.

POWERS OF ARREST

It is strongly recommended that retailers do not engage with suspected shoplifters or other parties suspected of carrying out unlawful activity. Such instances should be reported to the Police and then to Casey Central Security, with retail staff passing on as much detail in relation to the suspected offenders as possible.

To carry out a lawful citizen's arrest in relation to retail theft, an individual must see the offender commit the crime and have constant view of that person up to the time of physically arresting them.

An offence of shoplifting has not been committed until the customer has left the store and clearly passed the last possible point of purchase, without paying for the merchandise. Casey Central recommends that retailers obtain their own advice in relation to power of arrest. With heightened risk of escalating the situation, placing staff in physical danger and potential accusations of unlawful restraint, all staff are encouraged to contact the Police then Centre Security as the primary response.

You may call for assistance from Casey Central Security where the offender is or may become violent. It is not Casey Central's responsibility to carry out the investigation, apprehend / hold the offender, or to act as the Police. In such instances, the Police should always be the first contact point.

AFTER-HOURS CONTACT

Please ensure Centre Management has accurate after hours contact details for your store on file.