



Crime Prevention & Community Liaison Unit

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Pharmacy Target Hardening

The Western Australian community continues to combat crime associated with illicit drug manufacturing.

WA Police are reminding pharmacists that measures can be taken to reduce the risk of being a target of criminal activity that occurs as part of illicit drug manufacturing.

You can assist with security safeguards through the following advice:

- Display **CCTV** monitors within your pharmacy. It discourages theft from break-ins, shop-lifting and employee fraud, and demonstrates the cameras are fully operational.
- **Monitored alarms** are essential and should include response from not only the respective security company but the police also. The alarm should be regularly checked to ensure its effectiveness. 'Reed switches' on doors and windows, and vibration/glass break sensors, sound an alarm when a break-in is attempted. Duress alarms are usually located at the front counter.
- **Protect** your stock. Limit the display and stock levels of pseudoephedrine in your pharmacy. Unless you have a secure display module, keep 1-2 days stock on show and hold no more than a fortnight's worth of high risk stock in your pharmacy. Consider storing pseudoephedrine-only products in a safe or in an area of the dispensary which is not visible from the counter. Thieves often assess pharmacies stock levels before a break-in.
- Strengthen physical **barriers** to main entries including glass doors and windows to deter break-ins. Although not a universally practical option, shutters and grills are highly effective as physical barriers to entry. Bollards are useful where there is risk of a car ram-style entry.
- Increase cash **security**. Insufficient cash security can be an added incentive for criminals to target your pharmacy for pseudoephedrine medicines. Cash should be handled securely by clearing registers during the trading day, banking regularly, varying your banking routine and using a time delay safe. Cash held overnight should be moved to a cash-rated safe.
- Displaying prominent **signage** communicating the use of security and surveillance systems on your premises is a simple step to help deter thieves.

Consider the following displays:

- "Minimal cash kept on premises",
 - "Video surveillance is used on this premises"
 - "Time-delay safe in use on this premises"
 - "Project STOP is in use at this pharmacy"
- Installing **height markers** on the back of your exit doors assists you in determining the height of offenders.
 - It is important to secure all **access points** (not just the main doors and windows). Sky lights, maintenance access, rear entry points and toilet windows can all be vulnerable targets. Wire glass or shock detectors installed in sky lights and other inconspicuous access points provide added security.
 - After hours and late night trading are vulnerable times with darkness providing concealment opportunities. **Well lit** premises (including rear entrances) will discourage opportunistic crimes and acts of damage. If motion sensors are used they should be of good quality.

Finally it is important to **train staff** on appropriate policies around security, such as opening and closing **procedures** and what to do in the event of an armed robbery. Ensure that there is always at least two staff to open and close the pharmacy. Lock the doors before counting tills at the end of the day. In the event of a break-in or armed hold-up **call police** in addition to your security provider. The security of your pharmacy is only as good as the procedures in place to ensure they are operating effectively.

For more information visit our website:
<http://communitysafety.police.wa.gov.au>