

Wednesday 29 May 2024

Break and enters at Brisbane and Gold Coast sites

Summary

Over the last month, there have been seven break and enters at Container Refund Points (CRP) in the Brisbane and Gold Coast regions. This has resulted in significant damage to infrastructure and equipment and the theft of cash.

This alert is to notify our operators of this recent increase in break and enters at CRP depots and provide measures to consider for cash handling and site security.

How did the incidents occur?

It is suspected that the perpetrators may have previously scoped out the sites during opening hours to review CCTV coverage and alarm systems and/or gained insider information on site security measures.

The following means were used to enter the sites and access cash:

- Cutting through or climbing over fencing not covered by CCTV.
- Entering sites via non-alarmed areas.
- Accessing cash by breaking into ATMs and cash registers that have not been cleared overnight to safes on site.

Preventative measures to consider for cash handling and site security

The following steps may help you reduce the risk of break-ins at your site/s:

- Review cash handling procedures to ensure accountability and safety.
- Check CCTV is operating correctly and is well-positioned.
- Ensure that end-to-end cash handling is performed under CCTV.
- Ensure suitable on-site safes are available to store cash after-hours that are always locked.
- Avoid leaving cash in registers overnight.
- Only allow authorised and trusted personnel to have access to cash.
- Frequently change security codes, particularly during periods of staff turnover.
- Avoid taking cash home, or if you need to, make sure you follow procedures to ensure the safe transfer of cash and your safety when you leave the site.



- Ensure you have robbery prevention and response procedures in place. Never attempt to obstruct or frustrate an armed person.
- If you see a person acting suspiciously or witness a suspicious vehicle, take note, ensure you have reported it straight away, and follow safety procedures.

CCTV requirements at sites

CCTV cameras are a requirement at all operator sites and are vital for site security.

Please ensure your CCTV meets the required standards including:

- cameras are functioning well to fit the specific requirements of your site and are positioned to see counting tables, cash areas and transaction spots
- monitors do not display recording locations
- staff cash handling is visible on the cameras
- footage is regularly reviewed and downloaded
- cloud recording is considered for added security
- sufficient footage is retained (four weeks is the industry standard).

What else could I do to increase site security?

You could consider undertaking a security assessment of your site/s to identify any issues and potential remedies to reduce break and enters occurring.

In response to an increase in armed robberies/ break and enters, COEX engaged Austrace Investigations Group in early FY2024 to undertake a security assessment of sampled sites within the scheme. The security assessments and practical recommendations provided were received well by those sites that were assessed. Austrace Investigations Group is contactable via qld@austracegroup.com.au and 0431 547 143.

COEX requirements

Break and enters are a serious risk. In addition to reporting the incident to police, immediate reporting to your COEX Network contact / the COEX WHSE Team is required.

This is to be followed up with a documented incident report to your COEX Network contact and the COEX Safety Team via email at safety@containerexchange.com.au

Resources

[WHSE Toolbox #8 break and enters / armed robbery](#). This can be found on the Operator Hub and further outlines the steps to take to minimise robberies.

[Queensland Police Service \(QPS\) Website](#)

Questions

Contact COEX WHSE Manager Phil Gordon via email at phil.gordon@containerexchange.com.au or phone 0447 069 463.

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