

Crowded Places Security Audit

Crowded places are sites and events open to use by large numbers of people on a predictable basis. They can be buildings or open spaces. A crowded place will not necessarily be crowded at all times as crowd densities may vary between day and night and may be temporary. Crowded places are potentially attractive to terrorists for reasons of location, symbolism, iconic stature, usage, crowd capacity or density of people.

Crowded places encompass a significant range of different locations, venues and businesses. They differ substantially in size and have different levels of risk to confront. For example, a large and complex shopping centre will have different security requirements than an occasional small street market or a large music concert. For this reason, the *Crowded Places Security Audit* does not attempt to provide a definitive list of all security matters that you must address for your location. It is important to remember that protective security measures should be **proportionate** to the level and type of threat.

This Audit document primarily aims to:

- Present a menu of security issues, some of which may be relevant to the type, size and risk profile of your crowded place; and
- Provide an impetus for you to address any security gaps in a proportionate manner.

It is important to remember that just because a security question has been asked in the Audit, and you have answered in the negative, this does not necessarily mean that your present security arrangements around that particular issue are defective.

Ideally, this Audit should be undertaken by those that have already completed the *Crowded Place Self-Assessment*. Owners and operators of crowded places with substantial protective security measures already in place will probably find that they have already considered the issues outlined in this Audit, along with additional issues specific to their location.

When selecting mitigations for security vulnerabilities, consider the results of the *Crowded Place Self-Assessment* you completed for your location. The self-assessment forms part of *Australia's Strategy to Protect Crowded Places from Terrorism,* located at <u>www.nationalsecurity.gov.au/CrowdedPlaces</u>. It is important the selection of mitigations is informed by the degree of attractiveness as a terrorist target that attaches to your crowded place. You should avoid investing in unnecessary protective security measures and ensure the functionality of your location are preserved as far as reasonably possible, while reducing vulnerability and increasing safety.

Professional security consultants are able to provide useful advice about protective security measures that you may require for your specific location. Selecting the right security consultant is very important and the things you need to consider before engaging a consultant are outlined on page 16 of *Australia's Strategy for Protecting Crowded Places from Terrorism.*

The Audit is not designed to fully address cybersecurity issues. If you have concerns with the security of your information and communication technology then the Commonwealth Government's CERT Australia (<u>www.cert.gov.au</u>) and the Australian Cyber Security Centre (<u>www.acsc.gov.au</u>) are best able to assist.

Similarly, the Audit does not fully address issues and mitigation strategies in regards to improvised explosive devices, active armed offenders and hostile vehicle attacks. Further information on these issues can be found in the Crowded Places section at <u>www.nationalsecurity.gov.au/CrowdedPlaces</u>.

Disclaimer:

The information provided in this Guide is intended to be used as general guidance material only and is not provided for any other purpose. In particular, it is not intended to provide comprehensive advice. Organisations or individuals using or relying upon the information contained in this document are deemed to do so in conjunction with their own judgement and assessment of the information in light of their particular needs and circumstances.

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Security Governance

Plans, Policies and Procedures			
Do you have a Risk Management Plan for your site or event?	Yes	No	□n/a
If you hold several events, is your Risk Management Plan reviewed for each event?	Yes	□No	□n/A
Do you have a specific site or event Emergency Response Plan? Do you practice or exercise your Plan?	□Yes □Yes	□No □No	□n/A □n/A
Do you have a person responsible for security at your site or event? Are they aware of the current security environment?	☐Yes ☐Yes	□No □No	□n/A □n/A
Do you have nominated evacuation and lockdown officials?	Yes	No	□n/a
Do you have a Security Policy for your site or event that covers physical, information and personnel security?	Yes	No	□n/A
Does your Security Policy include screening of bags, mail and vehicles?	Yes	No	□n/a
Do you have Evacuation and Lockdown procedures, including a protected space/s, factored into your planning?	Yes	No	□n/A
If so, are they practiced or exercised?	Yes	No	□n/a
Are crowd control arrangements factored into relevant plans for your site or event?	Yes	No	□n/A
If your site or event is located within a precinct of similar businesses, are there precinct-wide plans?	□Yes	□No	□n/A
If you have a moving event (e.g. a Fun Run, March or Parade), do your plans cover the entire route?	Yes	□No	□n/a
Have you created secure incident assembly areas distinct from fire assembly areas in your planning?	Yes	No	□n/A
Do you regularly review and update your plans?	Yes	No	□n/a
Are plans reviewed when National Terrorism Threat Levels change and when the security threat changes?	Yes	No	□n/a
Are you registered with ASIO's Business and Government Liaison Unit to receive security information and advice?	Yes	No	□n/A
Are staff, including casuals and volunteers, trained in activation and operation of relevant plans?	□Yes	No	□n/A
Do you have a Business Continuity plan in the event of disruption to power, telecommunications, water or key equipment?	Yes	No	□n/A

Plans, Policies and Procedures			
Do you regularly meet with staff, including casuals and volunteers, and discuss security issues?	Yes	No	□n/a
Do you maintain regular liaison with local police, emergency services and neighbouring businesses as part of the planning process?	Yes	No	□n/a
Do your plans address active armed offender, hostile vehicles, trusted insider and improvised explosive device threats?	Yes	No	□n/a
Do you encourage all staff to raise their concerns about security and incidents?	Yes	No	□n/a
If so, do you have a formal mechanism to support these concerns and report incidents?	Yes	No	□n/a
Do staff and tenant security-awareness training include the risk of terrorism- related and other security-related threats and hoaxes?	Yes	No	□n/a
Are staff and tenants aware of what to do should a threat be received?	Yes	No	□n/A
Do you consider security penetration testing at your site or event? (e.g. how long can someone stay on your site undetected? How far can they penetrate?)	Yes	□No	□n/a
Do your staff, particularly in the education and health sectors, understand coded messaging to alert them of serious incidents and response requirements?	Yes	No	□n/A
Are your reception staff and supervisors trained and competent in managing telephone bomb threats?	Yes	No	□n/A
Do you have a bomb threat checklist?	Yes	No	□n/A

Physical Security

General			
Do you regularly keep external areas, entrances, exits, stairs, reception areas and toilets clean and tidy?	□Yes	No	□n/a
Do you keep furniture to a minimum to provide little opportunity to hide devices?	☐ Yes	No	□n/a
Can items/equipment at your site or event be used as weapons?	Yes	No	□n/a
Are unused offices, rooms and function suites locked?	Yes	No	□n/A
Do you have reliable, tested communications in the event of an incident at your site or event?	Yes	No	□n/a
Does your public communication messaging for evacuations in response to a serious incident include a direction to disperse rather than congregate?	∐Yes	No	□n/a
Do you have pre-existing communication arrangements in place with neighbouring businesses or crowded places in the event of a serious incident?	∐Yes	No	□n/A
If you have a police, or other emergency response presence, are they familiar with the site's or event's emergency response plans?	Yes	No	□n/A
Do they have direct communications with your security guards?	Yes	No	□n/A
In any advertising of your site or event, do you include security messaging and prohibited items?	☐ Yes	No	□n/a
If you use social media, do you provide security messaging and emergency advice?	∐Yes	No	□n/a
Do you monitor social media in advance of an event for possible threats?	Yes	No	□n/A
Do you provide advice to patrons about the safest or preferred transport route to attend and leave the event?	☐ Yes	No	□n/a
Is your site or event located near similar sites or events with identical closing times?	Yes	No	□n/a
Are the security arrangements comparable at these sites/events?	Yes	No	□n/A
Do you have easily identifiable security officers?	Yes	No	□n/A
Are staff (including casual staff and volunteers) and tenants aware of the National Terrorism Threat Level and the importance of vigilance for suspicious activity?	∐ Yes	No	□n/A
Do you have a procedure in place to handle and store unattended baggage at your site or event?	□Yes	No	□n/A
Does your site or event provide opportunity for food or waterways to be contaminated?	∐ Yes	No	□n/a

General			
Are air conditioning inlet ducts and other access points to your building appropriately secure from both persons and foreign objects/substances?	Yes	No	□n/a
If your site or event relies on localised or temporary mobile phone towers and/or generators, do they have the appropriate security?	Yes	No	□n/A
Do you carry out a systematic and thorough search of your site or location as a part of routine housekeeping and in response to a specific incident?	Yes	No	□n/A
When you conduct your search does it include toilets, lifts, restricted areas, car parks, service areas and performance areas?	Yes	No	□n/A
Do you have sufficient staff, including casuals and volunteers, to perform search functions effectively?	Yes	No	□n/A
Do you have first aid trained staff and equipment readily available at your site or event?	Yes	No	□n/A
Are your fire detection and suppression systems properly maintained and tested?	Yes	No	□n/A
If a large temporary event, have you made arrangements for the on-site provision of fire services personnel and equipment?	Yes	No	□n/A

Access Control			
Do you have visible (and advertised) signs of bag searching and person screening?	□Yes	No	□n/A
Do you have expedited entry processes to avoid choke points and congestion?	□Yes	No	□n/A
At a major event, do you commence initial security screening of patrons at a distance from the actual access points?	□Yes	No	□n/A
Can you identify people through any online ticketing process?	Yes	No	□n/a
Is there clear demarcation identifying the public and private areas of your site or event?	☐Yes	No	□n/A
Do you keep the same level of security for immediately after the event?	Yes	No	□n/a
Can members of the public get access to your site or event when it is closing and large numbers of people are leaving?	□Yes	No	□n/A
Does the direct route to the main reception provide access to large groups of people?	□Yes	No	□n/A
Do you discourage congregation of large groups near entrances and/or roads in high volume times?	Yes	No	□n/A

Access Control			
Do you ensure that all vehicles kept at your site or event are secure and keys not readily accessible?	□Yes	No	□n/A
Are visitors' badges designed to look different from staff badges?	Yes	No	□n/A
Are all visitors' badges collected from visitors when they leave your site or event?	□Yes	No	□n/A
Does a member of staff accompany visitors at all times while in the private or restricted area?	□Yes	No	□n/A
Are all electronic security passes and keys accounted for and current?	Yes	No	□n/A
Do you adopt a 'challenge culture' to anybody not wearing a pass in your restricted areas?	□Yes	No	□n/A
Do you require driver and vehicle details of waste collection services in advance?	□Yes	□No	□n/A
How many access and egress points does your site or event have?	Yes	No	□n/A
Are all of these points controlled and/or have CCTV coverage?	Yes	No	□n/A
Do you screen people for metal objects at access control points?	Yes	No	□n/A
Is screening equipment calibrated and set to the required sensitivity settings?	Yes	No	□n/A
Have you considered a visitor search regime that is flexible and can be tailored to a change in threat or response level?	☐ Yes	No	□n/A
Are your staff trained and properly briefed on their powers and what they are searching for? (for example knives, firearms and components of homemade explosives)	☐Yes	No	□n/A
Do you screen all your mail and do you cancel all normal mail and parcel deliveries on high profile days at your site or event?	☐ Yes	□No	□n/A
On high profile days, is there a capability for the assessment of suspicious items at a separate location?	□Yes	No	□n/a

Perimeter Security			
Do you have appropriate external lighting?	Yes	No	□n/a
Is security and trespass warning signage visible and suitably placed around your site or event?	□Yes	No	□n/a
Are incoming goods routinely checked?	Yes	No	□n/A
Could an explosive device or weapon be easily smuggled into the location via a delivery?	Yes	No	□N/A
For a moving event (e.g. Fun Run), is there protection for the whole route?	Yes	No	□n/a
Do roads remain closed for a safe period after the moving event has passed?	Yes	No	□n/a
Are alterations to traffic flow monitored during a moving event?	Yes	No	□n/A
Is this creating an unexpected hazard?	Yes	No	□n/A
Do you have a procedure in place to identify and investigate suspicious vehicles?	□Yes	No	□n/A
Are security patrols conducted prior to opening, during and after the site or event in order to detect suspicious items or activity?	□Yes	No	□n/A
If your location can be secured, is perimeter security adequate?	Yes	No	□N/A
Could the security perimeter be extended if required?	Yes	No	□n/A
Do you operate Automatic Number Plate Recognition Cameras at your location and relevant information shared with police?	□Yes	No	□n/a
Are there any climbing point vulnerabilities that offer access over the security fence?	□Yes	No	□n/A
Is visibility from your site or event enhanced by removing or trimming excess vegetation and relocating non-essential items (waste bins, furniture)?	□Yes	No	□n/a

Hostile Vehicle Mitigation			
Do you have in place vehicle safety barriers to keep all but authorised vehicles at a safe distance and to mitigate against a hostile vehicle attack?	Yes	No	□n/a
Have you prioritised the placement of your vehicle safety barriers (permanent and temporary) based on risk?	Yes	No	□n/a
Have barriers been appropriately spaced, crash tested and rated against a recognised standard?	Yes	No	□n/a
Do you prevent all vehicles entering goods or services areas without authorisation where they are above, next to or below areas where there will be large groups of people?	Yes	No	□n/A

Hostile Vehicle Mitigation			
With moving events, do you conduct last minute checks to ensure safety barriers are in the correct place and have not been tampered with?	□Yes	No	□n/A
Are stall holders, patron seating and entertainment a safe distance behind vehicle safety barriers?	□Yes	No	□n/A
If barriers are not available, are you utilising trucks or large vehicles to assist with defending against a vehicle attack?	□Yes	No	□n/A
Are there any alternative paths of travel that will bypass barriers to your site or event?	□Yes	No	□n/A
Are unauthorised vehicles allowed access past the vehicle security barriers?	Yes	No	□n/A
Are parked patron vehicles at festivals and open-air events capable of being used in a hostile vehicle attack?	□Yes	No	□n/A
Do you have a policy to refuse entry to any vehicle whose driver refuses a search request?	Yes	No	□n/a

CCTV			
Do you constantly monitor your CCTV images or playback overnight recordings for evidence of suspicious activity?	Yes	No	□n/A
Do you have procedures in place to report suspicious activity to police?	Yes	No	□n/A
Are your CCTV cameras regularly maintained?	Yes	No	□n/A
Do the CCTV cameras cover the entrances and exits to your location?	Yes	No	□n/A
Do you have CCTV cameras covering critical areas, such as IT equipment, back- up generators, cash offices and restricted areas?	Yes	□No	□n/A
Do you store the CCTV images in accordance with the evidential needs of the police?	Yes	No	□n/A
If required, can police access CCTV coverage? (Both stored and in real time)	Yes	No	□n/A
Could you reasonably identify an individual from your CCTV and monitor the system in real-time?	Yes	No	□n/A
Could they be recognised even in a very congested area? (e.g. a mosh pit at a festival)	Yes	No	□N/A
Are the date and time stamps of the system accurate and updated?	Yes	No	□n/A
Does the lighting system complement the CCTV system during daytime and darkness hours?	Yes	□No	□n/A
Have you implemented operating procedures, codes of practice and audit trails for your CCTV?	Yes	No	□n/A

CCTV			
Is each CCTV camera doing what it was installed to do?	Yes	No	□n/A
Can surveillance of your site or event be conducted from points outside your location? Are these points monitored by your CCTV?	☐Yes ☐Yes	□No □No	□n/a □n/a
Could an offender get to access points before being noticed by your CCTV?	Yes	No	□n/A
Are car park or drop-off points (including loading docks) controlled or monitored?	□Yes	No	□n/A
If your CCTV system is web-based, are usernames and passwords 'secure'?	Yes	No	□n/A
Are usernames and passwords regularly changed?	Yes	No	□n/A
Do you provide regular training for staff in the use of your CCTV systems?	Yes	No	□n/a
Do you have staff that can competently track a person on CCTV through your location?	Yes	No	□n/a

Improvised Explosive Devices Blast Mitigation			
Does the design and layout of your site or event (including surrounds) enable easy concealment of explosive devices?	□Yes	No	□n/a
Have you reviewed the use and location of all waste receptacles in and around your location?	□Yes	No	□n/A
Could an explosive device be easily smuggled onto your site or event?	Yes	No	□n/A
Do you screen people for traces of explosive materials at access control points?	□Yes	No	□n/A
Do you house flammable materials and are they appropriately secured?	Yes	No	□n/A
Does your location have fixtures or fittings that could become shrapnel?	Yes	No	□n/A
Have structural engineering assessments of the site's expected response to a blast event been obtained?	□Yes	No	□n/A
Have fragment mitigation measures been installed on windows and other glass?	□Yes	No	□n/A
Have ballistic/blast treatments been installed at visitor and reception points?	☐Yes	No	□n/A

Hostile Reconnaissance Detection (Detecting Suspicious Behaviour)				
Have you identified locations where an offender may surveil your site or event to assist in planning an attack?	Yes	No	□n/A	

Hostile Reconnaissance Detection (Detecting Suspicious Behaviour)				
Do you place signs that alert patrons to the existence of hostile surveillance or encourages the reporting of suspicious behaviour?	Yes	No	□n/A	
Are your security personnel and other staff trained in detecting suspicious behaviour?	Yes	No	□n/A	
Is your staff aware of the potential use of drones for hostile reconnaissance?	Yes	No	□n/A	
Could a person conceal themselves in your site or event to observe how you operate?	Yes	No	□n/A	
Can surveillance be conducted of your site or event from a point outside the area monitored by your security arrangements?	Yes	No	□n/a	
Could someone get to access points before being noticed by your security arrangements?	Yes	No	□n/a	
Do you conduct random and overt searches of vehicles and people as a visual deterrent?	Yes	No	□n/a	
Do you make use of your website/publications to inform contractors, and patrons, of your inspection policies as well as crime prevention and counter-terrorism messages?	Yes	No	□n/A	
Is there any information in the public domain that could assist in hostile surveillance? (e.g. plans, policies, CCTV details)	Yes	No	□n/A	

Information Security

Do you have Information Security plans and procedures?	Yes	No	□n/a
If yes, do they cover such things as:			
Security classification?	Yes	No	□n/A
 Copying, storage, transfer, handling and disposal of information? 	Yes	No	□n/A
Does your site or event have a website or otherwise release information, which might assist terrorists or other offenders in planning an attack?	☐ Yes	No	□n/A
Do you lock away all business documents at the close of the business day?	Yes	No	□n/a
Do you have a clear-desk policy out of business or operational hours?	Yes	No	□n/A
Do you log off and close down all computers at the close of the business day?	Yes	No	□n/a
Are all your computers password protected?	Yes	No	□n/a
Do you have computer firewall and antivirus software on your computer systems?	Yes	No	□n/A
Do you regularly update this protection?	Yes	No	□n/A
Do you identify and put in place strategies for mitigating cyber intrusions?	Yes	No	□n/a
Have you considered an encryption package for sensitive information you wish to protect?	☐ Yes	No	□n/A
Is information discussed and distributed on a 'need-to-know' basis?	Yes	No	□n/a
Do monitors, screens, whiteboards face away from windows in order to prevent oversight?	☐ Yes	□No	□n/A
Do you destroy sensitive data properly when no longer required?	Yes	No	□n/A
Do you have a back-up of critical information contained securely at a different location from where you operate your business?	Yes	No	□n/A

Personnel Security

Do you have Personnel Security policies and procedures?	Yes	No	□n/A
If yes, do they cover such things as:			
Code of Conduct	Yes	No	□n/A
Information and personal privacy	Yes	No	□n/A
Notification of personal overseas travel	Yes	No	□n/A
Workplace prohibited items	Yes	No	□n/A
Security awareness and training	Yes	No	□N/A
Are staff, including casuals and volunteers, pre-employment checks conducted?	Yes	No	□n/A
If you have tenants or contractors, do they conduct such checks of their own staff?	□Yes	No	□n/A
If you have external security and/or screening staff, have they had similar pre- employment checks?	□Yes	□No	□n/A
Do staff pre-employment checks include (where lawful):	Yes	No	□n/A
identity checks?	Yes	No	□N/A
qualification checks?	Yes	No	□N/A
employment checks?	Yes	No	□N/A
criminal history checks?	Yes	No	□N/A
financial background checks?			
Is ongoing suitability for employment managed, e.g. staff to report changes in personal circumstances?	□Yes	No	□n/A
Are security breaches reported by staff and investigated by appropriately trained personnel?	Yes	No	□n/A
Are exit interviews conducted?	Yes	No	□n/A
 Is there a checklist for staff leaving that includes: return of all keys? return of uniforms and official identification? return of official information (for example documents and files)? return and deactivate access passes and all systems access? 	☐Yes ☐Yes ☐Yes ☐Yes	□No □No □No □No	□N/A □N/A □N/A □N/A

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