

#### **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?<br>Do you practice or exercise your Plan?                     | □Yes<br>□Yes | □No<br>□No | □n/A<br>□n/A |
| Do you have a person responsible for security at your site or event?<br>Are they aware of the current security environment? | ☐Yes<br>☐Yes | □No<br>□No | □n/A<br>□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-<br>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<br>neighbouring businesses or crowded places in the event of a serious<br>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? | <b>∐</b> 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?   | <b>∐</b> 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<br>authorisation where they are above, next to or below areas where there will<br>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-<br>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?<br>Are these points monitored by your CCTV? | ☐Yes<br>☐Yes | □No<br>□No | □n/a<br>□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 |
| <ul> <li>Copying, storage, transfer, handling and disposal of information?</li> </ul>  | 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-<br>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                         |
| <ul> <li>Is there a checklist for staff leaving that includes:</li> <li>return of all keys?</li> <li>return of uniforms and official identification?</li> <li>return of official information (for example documents and files)?</li> <li>return and deactivate access passes and all systems access?</li> </ul> | ☐Yes<br>☐Yes<br>☐Yes<br>☐Yes | □No<br>□No<br>□No<br>□No | □N/A<br>□N/A<br>□N/A<br>□N/A |

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