

CCTV

Equipment and Siting

Note: the latest equipment and technology is strongly recommended. New technology enables easy management and flexibility day to day operation.

Whichever system is installed you should consider installing equipment in the following areas:

Exterior cameras: Main entry and /or exit door so that you can identify callers (non-retail) before allowed entry into the building or is forewarned of anybody acting suspiciously. This will also provide the added benefit of being able to check the exterior of the premises at closing time and to control entry for example at the beginning of the trading day upon arrival of staff or trade callers, or postmen etc.

Sides and rear of the building particularly if your premises are located on a factory estate. If possible this should include the area where you regularly park your car(s)

All rear and side doors - particularly if in use.

Cameras should be suitable positioned in the main sales areas so that there are no "blind spots".

Internal cameras:

Main entrance door so that all callers can be clearly seen and identified as they enter the premises or shop area.

Cameras should be suitable positioned in the main sales areas or dealing rooms taking care to avoid "blind spots".

Inside the "Airlock" or Lobby Entrance area (if you have one) thus enabling you to interview any callers without exposing yourself or staff to a potentially dangerous situation.

Monitors:

Monitors should be located where they can be clearly and easily seen by staff members or the person who controls entry to or from the premises.

Often it is considered to be a good deterrent if the public or caller can see a good clear image of themselves on a monitor, say in the sales area of a shop.

If a business has more than one department place a monitor in another part of the building so that somebody else away from any developing situation will have the opportunity to press a panic alarm in relative safety. This will also provide a local alarm and the ability to summon help by using a prearranged word or phase to alert other members of staff of that you may require assistance.

Continuous recording is recommended whenever the premises are attended and including when opening or closing. If the VCR is not 24 hour the equipment should ideally have a timer so that your entry and exit at the beginning and end of a typical days trading can be recorded. This should commence say 20 minutes before you are normally due to open be continuous during the trading period and when you are securing the premises and then for say 20 minutes afterwards. In this way any re-entry into the premises stands a reasonable chance of being recorded.

Thieves often know and accept the fact that they are being recorded and therefore demand the tape. In such circumstances a decoy VCR unit is a good idea so that they are handed the "decoy" tape rather than the one that might lead to a conviction and recovery of the stolen items. Of course the real VCR needs to be concealed and locked away out of sight if you are to perform such a maneuver in safety.



You never know when you may need to re-play the tapes. Recorded tapes should be retained and are not to be recorded over until at least 7 days after its currency date. Many traders maintain a minimum cycle period of one month.

