

SECURITY ALERT

Site Security

Refund Point Operators

24 January 2022

Incident Summary

A member of the public saw a person wearing hi vis clothing, with a ute, removing bags of containers from a bag drop location. The member of the public thought it looked suspicious and questioned the person, however the member of the public said the person seemed like they had a valid explanation for the questions that they asked. The member of the public still reported it to the helpline.

On inspection the next day, it was found that the three padlocks had been cut off in a way that the lock still looked complete (reference photo below), however there had been bags stolen. Due to the person being interrupted by the member of the public they were did not take all the bags.

A police report has been submitted.



Initial Actions Taken

Police have been notified and are investigating.

Key Controls and recommendations

Ensure that bag drops are in a location that is as secure as possible. Ensure locks are strong and not easily removed or able to be cut though easily.

Warn staff that if bags come through that have a Scheme ID (or multiple Scheme ID's) inside, that the bag may have been stolen, advise their supervisor and take a record of the details.

Talk with host neighbours of your bag drop. Advise them when collections may be and who to contact if they see anything unusual. Neighbours may also have CCTV at their premises that could capture the bag drop location.

Review your collection schedule and ensure that there are some changes built in to ensure that people are unaware when the bag drop may be at its fullest.

It is RPOs responsibility to lodge a police report and inform WARRRL.

Other resources –

Refer to the following DropBox links:

- The Worksafe WA Armed Hold Ups and Cash Handling Guide and WA Police Cash Handling Guide (plus other resources) are available in this folder: <https://www.dropbox.com/sh/bc8xj642jrujgfc/AADwsibmjvXW21HKDasxBUGBa?dl=0>
- Prevention against breakins - <https://www.dropbox.com/s/72tl6m3rgzpk74q/Security%20prevention%20against%20break%20in%20-%20Security%20Alert%2017.11.20.pdf?dl=0>
- Theft from sites and other areas - <https://www.dropbox.com/s/tcv2km35s9wkd3o/Security%20Alert%206.10.21.pdf?dl=0>

REQUIRED ACTIONS TO BE TAKEN BY ALL SITES

CORRECTIVE ACTIONS	BY WHO	BY WHEN
1. Review the bag drop for risk of theft and make changes.	Site Manager / Supervisor	28 Feb 2022
2. Review neighbours near the bag drops and start a conversation with them.	Site Manager / Supervisor	28 Feb 2022
3. Review your site and bag drop security – alarms/CCTV/locks/fences	Site Manager / Supervisor	28 Feb 2022
4. Provide training and education to all staff about burglaries and hold ups and what is expected of them.	Site Manager / Supervisor	28 Feb 2022