

## **CLOSED CIRCUIT TELEVISION (CCTV)**

CCTV may deter or detect criminals and can provide evidence for police. Here are some key things to consider about CCTV for your business.

### **Placement**

Place one camera at about 1.8m height (e.g. on a door frame) to record the face of people exiting or entering.

### **Storage**

If possible, keep vision for 31 days and tell police CCTV is available when reporting an incident.

### **Training**

Staff should be able to view but not alter/delete recordings or turn off cameras.

### **Signage**

Signage advising CCTV is in use may deter offenders.

### **Maintenance**

Maintain your CCTV system – ensure it has current date/time and is recording correctly.



## Placement

- Placement of cameras should be determined by what you want them to record.
- Police need a good facial image to identify offenders. A camera at about 1.8 metres high (e.g. on a door frame) recording people exiting is often the easiest to install. Select a position that gives the best image (consider sunlight glare/shop design).
- Consider displaying camera vision on a screen to allow staff to monitor people entering and make potential offenders aware they are being watched.
- Position other cameras to best eliminate blind spots and observe offenders.
- Ensure cameras operate effectively day and night and that glare from sun, windows or lighting, including vehicle headlights, does not impact vision quality.
- Poor lighting will affect the cameras' ability to capture colour vision. Ensure that there's sufficient lighting to assist CCTV cameras in capturing colour vision.
- Check that vegetation, banners, posters and signs don't obstruct cameras.

## Storage

- Digital storage is preferred for ease of use, longevity and a better ability to export recordings, including stills or single frame pictures.
- The minimum recommended time to retain recorded vision is 31 days per Australian Standards 'CCTV Management and Operation'.
- Ideally, save recorded vision of all incidents, even if they are not reported by you. It may cover you against inaccurate allegations being made by others.
- If recorded CCTV vision is available, advise police when reporting the incident.
- Consider if the recorded vision quality is sufficient to identify a person.
- Taking a picture of a CCTV recording on a mobile phone can assist police attending soon after an offence has occurred, but it's not suitable for identification, evidence or court. Police require a copy or digital transfer to use as evidence.

## Signage

- Signage indicating CCTV is in operation may deter offenders.
- Place at eye level where it can be easily seen.

## Training

- Ideally, staff should be able to review recorded vision to show police or provide an offender description but not to alter/delete vision or turn off cameras.
- CCTV/dashcam recordings can be provided to police by copying to a USB/Disc for collection or uploading via an AXON link. AXON is a drop box or file hosting service for police who will email you a link to enable you to upload your CCTV/dashcam recording. Retail businesses may provide recordings via AUROR (a retail crime intelligence platform).
- If copied to USB/Disc, make sure staff know where it is for police to collect.

## Maintenance

- Have procedures in place to check the CCTV system is operating each day.
- Ensure cameras are free of dust, insects and spider webs.
- Where possible, ensure vision is embedded with date, time and location watermarks.
- Regularly check clock settings are correct, including daylight savings changes.
- If your business is to stay open during a power failure, ensure planning includes your CCTV.

