

Loss Prevention and Security Plan

SAMPLE

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SAMPLE

Loss Prevention and Security Plan

1. Purpose, Scope and Objectives

This Loss Prevention and Security Plan sets out how [Company Name] will prevent, detect and respond to security risks, theft, fraud and related incidents that may impact people, property, stock, cash, information and business continuity.

It supports [Company Name]'s Work Health and Safety (WHS) obligations by ensuring that security risks are identified, assessed and controlled in accordance with relevant WHS legislation, Australian Standards and industry good practice.

1.1 Purpose

The purposes of this Plan are to:

- Provide a structured approach to managing security and loss prevention risks.
- Protect workers, contractors, customers and visitors from harm arising from security incidents.
- Minimise financial loss due to theft, fraud, vandalism, stock shrinkage and property damage.
- Protect critical business information, cash, equipment and stock.
- Support WHS risk management processes and emergency planning.
- Clarify roles, responsibilities and reporting pathways.

1.2 Scope

This Plan applies to all operations, locations and activities of [Company Name], including but not limited to:

- Retail and wholesale premises (shops, showrooms, trade counters, pop-up stalls)
- Warehousing and distribution centres, loading docks and transport interfaces.
- Hospitality venues (cafés, restaurants, bars, clubs) and event sites (conferences, festivals, functions).
- Offices, cash handling points, back-of-house areas, storerooms and external yards.
- Company vehicles used for deliveries, mobile services or event logistics.

It covers:

- Physical security and access control.
- Stock, asset and cash protection.
- Information and data security (at a practical, frontline level).
- Behavioural security risks (aggression, robbery, shoplifting, fraud, internal theft).
- Security incident reporting, investigation and corrective actions.

1.3 Objectives

Key objectives of this Plan are to:

- Reduce the likelihood and consequence of security incidents.
- Integrate loss prevention into day-to-day operations and WHS management.
- Ensure workers are trained and competent in security procedures.
- Provide clear, simple instructions for responding to security incidents.
- Enable continuous improvement through monitoring, review and consultation.

2. Roles, Responsibilities and Consultation

Effective loss prevention and security management relies on clearly defined responsibilities and active consultation with workers.

2.1 Officers (Persons Conducting a Business or Undertaking / Directors)

Officers of [Company Name] must exercise due diligence to ensure that security and loss prevention risks are effectively managed. This includes:

- Ensuring appropriate resources are provided for security systems, training and supervision.
- Ensuring security risks are included in WHS risk assessments and business planning.
- Reviewing incident reports and trends, and approving corrective actions.
- Supporting a culture that does not tolerate theft, fraud, bullying, harassment or violence.

2.2 Managers and Supervisors

Managers and supervisors are responsible for implementing this Plan in their areas of control. Their responsibilities include:

- Ensuring workers understand and follow security procedures.
- Conducting or coordinating regular security and loss prevention inspections.
- Ensuring cash handling, stock control and key control procedures are followed.
- Responding promptly to reported hazards, suspicious behaviour and incidents.
- Ensuring security incidents are reported, investigated and documented.
- Liaising with landlords, centre management, event organisers and security providers.

2.3 Workers

All workers, including casuals, labour-hire staff, volunteers and contractors, must:

- Take reasonable care for their own health and safety and that of others.
- Follow all security and loss prevention procedures and instructions.
- Immediately report security hazards, suspicious behaviour and incidents.
- Use security equipment and systems correctly (e.g. alarm panels, CCTV, radios).
- Maintain confidentiality about access codes, alarm procedures and cash movements.

Workers must not:

- Bypass security controls (e.g. propping open fire doors, sharing access cards).
- Remove company property or stock without authorisation.
- Confront suspected offenders in a way that puts themselves or others at risk.

2.4 Contractors, Security Providers and Event Partners

Where [Company Name] engages security guards, cash-in-transit services, cleaning contractors or event partners:

- Contract terms must clearly set out security responsibilities and reporting lines.
- Contractors must comply with the Plan and any site-specific procedures.
- Inductions must include relevant security and emergency procedures.

2.5 Worker Consultation and Communication

[Company Name] will consult with workers and Health and Safety Representatives (HSRs), where in place, when:

- Identifying security hazards and assessing risks.
- Introducing or changing security systems, procedures or equipment.
- Reviewing incident trends and corrective actions.

Consultation methods may include toolbox talks, pre-shift briefings, WHS committee meetings, and event debriefs.

3. Security Risk Management

Security risk management will follow a systematic process consistent with WHS legislation and risk management standards.

3.1 Hazard Identification

Typical security and loss prevention hazards in [Company Name]'s operations may include:

- Unauthorised access to back-of-house, storerooms, coolrooms or loading docks.