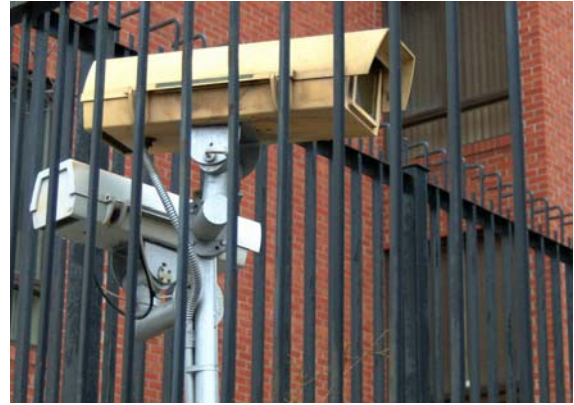


CCTV CAMERAS

The best advice on the installation, location and coverage of CCTV systems can be given by specialist consultants or contractors. However, we have made the following observations in working with numerous clients operating Shopping Centres: The majority of Shopping Centres that have existing CCTV systems are considering the installation of additional cameras for varying reasons such as: "blind spots" discovered over time, requests from tenants for coverage of their shop front, new liability or security "hot spots" etc. It is therefore worthwhile installing a system that has expansion capabilities.



- A new Shopping Centre recently negotiated with the cleaning contractor to have them fund the installation of a CCTV system to work alongside the existing security CCTV system. The philosophy was that the cleaning contract specified a method of performance measurement and monitoring. Traditional monitoring methods such as wands and log cards only guaranteed a presence in the area and not an effective job.
- It is rare that the use of video evidence will actually mitigate a claim although there has been well documented cases of blatant fraud detected (Penrith Panthers Leagues Club). There have been cases mitigated by the defendant proving that they did everything practical (cameras, stringent cleaning frequencies etc) to meet their duty of care and therefore reducing the degree of liability. The greatest benefit of CCTV cameras is in deterring fraudulent claims and preventing legitimate incidents. People intent on committing a fraudulent act will more than likely do so in a Shopping Centre not monitored by CCTV cameras. Claims are sometimes withdrawn simply by telling the claimant that the alleged incident was recorded (or not recorded). Cleaning staff, employees and security staff will be much more vigilant in notifying and cleaning up spills etc if aware that their performance is being monitored by CCTV.
- Theorists estimate that for every reported incident there are 10 unreported incidents and 600 near misses. The analysis of only reported incidents provides limited data. If particular areas are watched for a period of time on the CCTV monitor then the occurrence of unreported incidents or near misses can provide valuable information in implementing controls to prevent serious incidents.
- Customer surveys have shown that one of the most important reasons that a customer frequents a particular Shopping Centre is a feeling of security and overt CCTV cameras assist with that perception.
- The existence of a few cameras can be used to create the impression of a more extensive system through the use of warning signs throughout car parks and malls and even the installation of dummy cameras.
- It is worth considering the installation of external cameras to monitor ATMs, bus stops, taxi ranks and car parks.

There is some suggestion that digital recordings can be manipulated and therefore inadmissible as evidence. To date we are not aware of any case where the use of digital recordings has been successfully contested and most modern recording equipment has date & time stamping technology to prevent this.

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