



THE PHARMACY REGULATOR

**THE PHARMACEUTICAL SOCIETY OF IRELAND**

**AND**

**AN GARDA SÍOCHÁNA**

**SECURITY ASSESSMENT TEMPLATE**

**GUIDANCE DOCUMENT FOR RETAIL PHARMACY BUSINESSES**

## BACKGROUND

This security assessment template for retail pharmacy businesses, is the result of a joint initiative between the Pharmaceutical Society of Ireland - the pharmacy regulator and An Garda Síochána. This is version 2 of a Security Template designed to facilitate an audit of the premises of a retail pharmacy business to enhance security and identify risk to the safety of pharmacist, pharmacy employees and members of the public. The specific contribution of the Garda National Crime Prevention Office, Community Relations Section at Harcourt Square, Dublin 2, has been invaluable in producing this document. Thanks are extended to the IPU, who also assisted in its development.

## PRIMARY OBJECTIVE

This document is a security assessment tool, which is intended to facilitate the owner/superintendent pharmacist of the retail pharmacy business to individually, or with the assistance of a Garda Crime Prevention Officer, perform an assessment of the security standard of their retail pharmacy business.

## INTRODUCTION

Particular specific risks are associated with the operation of any retail pharmacy business. An objective security assessment of a premises will help increase the security of the practice and allow the retail pharmacy business owner to evaluate risk and take precautions to ensure minimum security standards. This will enhance the safety of pharmacists, pharmacy employees and the public attending the pharmacy. The template is designed to help identify and assess this risk, and provide a tool whereby a reduction of risk factors can be facilitated.

The PSI considers that all pharmacy owners should comply with and perform such an assessment. Evidence of this will be asked for during

- the course of the routine inspections and
- prior to the opening of new retail pharmacy business or
- on the temporary or permanent relocation of a retail pharmacy business to a new premises.
- after significant refitting/refurbishment of an existing retail pharmacy business.

Contact details of designated Crime Prevention Officers are available on the Garda Síochána website at [www.garda.ie](http://www.garda.ie) under Crime Prevention.

## GUIDE TO COMPLETING THE ASSESSMENT TEMPLATE

The Security template is divided into six sections which assess different aspects of the retail pharmacy business namely, location, external grounds, building shell, building internal (physical and security) and the security procedures and controls that should be in place.

### Section 1 - Location Details

This section is an introduction to location and staffing details of the retail pharmacy business. All relevant details should be completed. This security assessment may be performed by the individual or it may be carried out with the assistance of your local Garda Crime Prevention Officer.

The location of a retail pharmacy business will often determine the risk associated with a property.

Keyholder details should be readily available to the Gardaí and such individuals should be able to attend the practice without undue delay.

### Section 2 - External Grounds

A review of the external environment of the practice is integral to this assessment.

- The perimeter of the practice should be examined. The need to effectively delineate the boundaries of the practice should be measured against the possible protection that the individual perimeter (e.g. walls, fencing, hedging, etc.) can provide. Grounds with overgrown landscaping/shrubbery present, may allow provision of unwanted cover and they may also block visibility both into and out of the practice.
- External lighting could be effective, depending on the particular design and layout of the premises. The type of illumination used, and the mechanism for control (e.g. motion activated) will be dependant on the site. A pharmacy located in a busy shopping centre will have different security lighting requirements to one located on a high street or in a more isolated setting.
- External C.C.T.V should be considered and as a minimum should monitor site entry points. Most modern C.C.T.V. systems now utilise computer-based digital technology and recording. The safe and secure storage of this equipment, as well as the recorded data, is essential in order to make it tamper-proof. Where V.C.R. tapes are still in use, they should be changed regularly to ensure optimum visual images.
- Stores and outhouses should be physically protected with suitable locks.
- Services to the practice, such as refuse areas, should be secured and the areas kept clear.
- Certain considerations may be particular to an individual practice and these should be identified, assessed and if necessary discussed with your local Garda Crime Prevention Officer, e.g. a pharmacist residing at his/her practice will have specific risks to address.

### Section 3 - Building (External Shell)

- Building design should be examined to identify potential blind spots/alcoves. If these exist they should be covered by appropriate external lighting and/or C.C.T.V.
- Physical obstacles to entry reduce the risk of potential incidences. The type of roofing should be assessed. Flat roofs may provide access to a window or skylight. Any necessary corrective steps should be taken to address issues noted. Particular attention should be paid to adjacent premises and the possibility of access through this route.
- The nature of glazing in place at the premises should be assessed. Consideration should be given to the application of an anti-shatter film to glass or to the utilisation of laminated glass in windows and doors with appropriate strong frames and fittings. Window visibility should not be reduced by the use of posters and/or display material. Subject to planning, where necessary, grilles and/or shutters should be utilised to reduce unauthorised access.
- High quality doors and doorframes should be utilised, and if necessary steel re-enforcement should be considered.
- High quality locks are a necessity. Controlling access to the practice may need to be considered - the operation of "door buzzer" systems enables staff to control individual access to the practice.
- Telephone lines should ideally be underground to prevent tampering.
- Security signage which, for example, details a "prosecute all offenders" policy, or specifies time locks on safes, may deter. External evidence of an intruder alarm may also act as a deterrent.

### Section 4 - Building Internal (Physical)

The internal layout of the pharmacy practice can have a major impact on the security standing thereof.

- Use of mirrors to facilitate visibility in concealed areas, and the positioning of gondolas on the shop floor to allow clear lines of sight is recommended.
- High value goods and prescription-exempt pharmaceutical products should be protected.
- Service counters should be elevated above floor level, which allows for enhanced visibility for staff. Till guards, drop safes, panic alarm buttons should be utilised. Display shelves should not be sited in such a manner as to impede visibility. Floor stand-alone units should not exceed 5 feet in height.
- Access to the dispensary should be restricted, with appropriate surveillance in place. Consideration should be given to the layout of the dispensary – products liable to abuse out of line of sight.
- Adequate staffing levels should be maintained to ensure no unauthorised access occurs.
- Controlled drug storage conditions should be as required by legislation, with the required standard of a safe anchored into a permanent wall or floor.
- Medicines, either stock held or returns for disposal, should not be stored in a manner which allows unauthorised access by staff or others.
- Entry to any and all staff rooms, including stock rooms, toilet facilities and administration offices, should be controlled and restricted.
- Good cash security procedures should be employed, with floor limits set as low as possible and observed by staff. Till should only be opened and supervised for a transaction. Cash safes can be fitted with time-delay locks, with prominent notices displayed to this effect. Cash should not be handled or counted in view of the public and more than one individual should be involved in the counting process.
- Access to behind counters should be minimised through the use of barriers or other measures.

### Section 5 - Building Internal (Security)

- An adequate intruder alarm which conforms to relevant Irish and European standards should be utilised.
- Panic attack buttons, fixed and/or mobile should be utilised. A recognised monitoring service should be used. In the event of telephone lines being tampered with, a back-up radio system should be provided.
- Proprietors should familiarise themselves with An Garda Síochána Intruder Alarm Policy and staff should be aware of the steps to take in the event of a false alarm. C.C.T.V should be utilised to obtain maximum benefit with, as a minimum, all entrances to the pharmacy practice under surveillance. Recording equipment should not be subject to access by unauthorised individuals. In the event of an incident occurring, a checklist form should be available to staff to record details of the event as soon as is practicable thereafter.
- Consideration should be given to the security and storage of recording equipment, e.g. back-up tapes/disks, etc.

### Section 6 - Security Procedures & Controls (Checklist)

- A summary checklist detailing Staff Recruitment, Selection and Employment; Cash Security and Control; Medicines Security and Stock Control, and General Security Procedures provides a quick reference to assess any security vulnerabilities in these areas. Further information may be obtained from your local Garda Crime Prevention Officer.
- Designing in security features during the site location development and premises building processes is inherent in the principles of “Crime Prevention through Environmental Design”. This is a specialist service offered by trained Garda Crime Prevention Design Advisors that is designed to facilitate a safe and secure working environment. Further information may be obtained on this service from your local Garda Crime Prevention Officer.
- Co-operate, Obey, Observe, Preserve, or (CO-OP) for short, is an acronym to help individuals, in so far as it is possible, to deal with a security incident in a manner which creates the least possible risk to their safety and allows for the facilitation of information-gathering by the enforcement authority. Further information can be obtained from your local crime prevention officer.
- Introduce contingency plans to cater for security breaches and ensure that all staff are trained in appropriate action.
- Extra security measures may be required during particularly busy periods in the pharmacy, which may necessitate heightened security.

## MISCELLANEOUS OBSERVATIONS AND RECOMMENDATIONS

Provision is made to identify, assess and mitigate particular issues which may be particular to a specific practice. Advice may be sought of your local Garda Crime Prevention Officer.

The Pharmaceutical Society of Ireland, Gardaí and other stakeholders, such as the IPU, are committed to working co-operatively in the interest of patient safety and public protection. This is best achieved by a pro-active assessment of security risks in each retail pharmacy business in the State.



2. GROUNDS		
DETAILS	OBSERVATIONS	RECOMMENDATIONS
PERIMETER (RAILINGS, FENCING, BOUNDARY DELINEATION, ETC.)		
CONTROLLED ENTRY/EXIT		
GROUNDS, LANDSCAPING & SHRUBBERY		
CAR PARK		
EXTERNAL LIGHTING (CONTROLLED LIGHTING PERIODS, ETC.)		
C.C.T.V.		
STORES AND OUTHOUSES		
SIGNAGE/SECURITY NOTICES		
SERVICES (FUEL TANKS, GENERATORS, REFUSE AREA)		
OTHER		

3. BUILDING (EXTERNAL SHELL)		
DETAILS	OBSERVATIONS	RECOMMENDATIONS
WALLS/STRUCTURE (RECESSES, REAR ACCESS, ETC.)		
ROOFING (FLAT/PITCHED, REINFORCED, ETC.)		
GLAZING (PROTECTIVE GRILLES, COVERINGS, DISPLAY SIGNAGE)		
DOORS (STRENGTH/ CONSTRUCTION/LOCKS)		
CONTROLLED ENTRY/ EXIT (INTERCOM/PUSH BUTTON RELEASE, ETC.)		
SKYLIGHTS		
DOWNPIPES, IT/TELECOM CABLING, ETC.		
SECURITY SIGNAGE (ALARMS, C.C.T.V., TIME-LOCK SAFES, ETC.)		

**4. BUILDING INTERNAL - PHYSICAL**

DETAILS	OBSERVATIONS	RECOMMENDATIONS
SHOP FLOOR AREA (GENERAL OBSERVATIONS - MIRRORS, LAYOUT, HIGH VALUE GOODS, ANTI- THEFT SYSTEMS, SIGNAGE, ETC.)		
SERVICE COUNTERS (LOCATION/ELEVATED/TILL GUARDS/DROP SAFES/ PABs/MANNED)		
DISPLAY SHELVING (HEIGHT, LOCATION OF HIGH VALUE GOODS, LAYOUT, RESTRICTED VIEWS)		
MEDICINES DISPENSARY (RESTRICTED ACCESS/ COUNTER DESIGN/ SURVEILLANCE/STAFFING)		
MEDICINES DISPENSARY (CONTROLLED DRUGS IS CABINETS/SECURELY AN- CHORED/ADEQUATE DATA & RECORDS SECURITY)		
STOCK ROOM		

4. BUILDING INTERNAL - PHYSICAL (CONTD.)		
DETAILS	OBSERVATIONS	RECOMMENDATIONS
ENTRY TO PRIVATE/ STAFF -ONLY AREAS (ACCESS CONTROLLED/ REINFORCED, ETC.)		
CASH SECURITY (FLOOR LIMITS OBSERVED/CASH SAFES FITTED/TIME LOCKS, ETC.)		
ADMIN OFFICES		
TOILETS		
OTHER		

5. BUILDING INTERNAL - SECURITY		
DETAILS	OBSERVATIONS	RECOMMENDATIONS
INTRUDER ALARM (TO IS/EN-RECOGNISED STANDARDS, PABs, SENSORS, CONTACTS, ETC.)		
ALARM MONITORING (TO IS/EN-RECOGNISED STANDARDS AND GARDA ALARM POLICY)		
RADIO/CELLULAR BACK-UP		
PA FACILITIES		
KEYHOLDING PROCEDURES		
C.C.T.V. (EXTERNAL LOCATIONS)		

5. BUILDING INTERNAL - SECURITY (CONTD.)		
DETAILS	OBSERVATIONS	RECOMMENDATIONS
C.C.T.V. RECORDING (RECORDING QUALITY, SECURITY & DATA STORAGE)		
SECURITY LIGHTING		
OTHER (IS THERE AN INCIDENT CHECKLIST AVAILABLE IN THE EVENT OF ANY OCCURRENCE)		

## 6. SECURITY PROCEDURES & CONTROLS - CHECKLIST

### A. STAFF RECRUITMENT, SELECTION AND EMPLOYMENT

(1)	Is there a Standard Employment Application form?	YES/NO
(2)	Are references/referees sought and verified?	YES/NO
(3)	Is a C.V. required or necessary and, if so, is it verified?	YES/NO
(4)	Is the applicant's background established/researched?	YES/NO
(5)	Is there a contract of employment?	YES/NO
(6)	Are terms of employment outlined to applicant?	YES/NO
(7)	Has the applicant signed T.O.E. and accepted them?	YES/NO

### B. CASH SECURITY AND CONTROL

(1)	Are tills properly secure and individually monitored?	YES/NO
(2)	Are staff trained and properly equipped for cash-handling duties?	YES/NO
(3)	Are floor cash limits in place and observed?	YES/NO
(4)	Are cash-counting procedures in place and verifiable?	YES/NO
(5)	Are there security procedures for electronic transactions?	YES/NO
(6)	Are there anti-counterfeit currency measures?	YES/NO
(7)	Are receipts tendered for all purchases?	YES/NO
(8)	Is cash collection/delivery to cash office and bank secure?	YES/NO
(9)	Is there an A.T.M. on site and is it secure?	YES/NO

### C. MEDICINES SECURITY AND STOCK CONTROL

(1)	Are "Just-in-Time" principles for stock purchase and delivery observed?	YES/NO
(2)	Is there designated staff for purchase and delivery duties?	YES/NO
(3)	Are all deliveries validated against delivery dockets?	YES/NO
(4)	Are there designated and secure delivery/storage areas?	YES/NO
(5)	Are there secure facilities for storage/display of high value goods?	YES/NO
(6)	Is there controlled access to stock by staff?	YES/NO
(7)	Are there regular stock audits?	YES/NO
(8)	Is security tagging necessary and available?	YES/NO
(9)	Is waste stock validated and controlled?	YES/NO
(10)	Is stock "store to floor" movement secure and validated?	YES/NO
(11)	Are 'controlled drugs' stored in accordance with legislation?	YES/NO
(12)	Are 'controlled drugs' registers maintained in accordance with legislation?	YES/NO
(13)	Is there sufficient security during delivery of 'controlled drugs'?	YES/NO
(14)	Are 'controlled drugs' speedily stored post delivery?	YES/NO
(15)	Is access to 'controlled drugs' limited to designated staff?	YES/NO

**6. SECURITY PROCEDURES & CONTROLS - CHECKLIST (CONTD.)**

**D. SECURITY PROCEDURES (GENERAL)**

(1)	Are secure opening/closing procedures in place for staff?	YES/NO
(2)	Is personal security adequate for all keyholders?	YES/NO
(3)	Are C.P.T.E.D. principles in place for premises?	YES/NO
(4)	Are policies in place to defeat employee/customer theft?	YES/NO
(5)	Are policies in place to deal with aggressive customers, e.g. drug addicts?	YES/NO
(6)	Are staff trained in CO-OP principles for robbery?	YES/NO
(7)	Are staff adequately trained in security awareness?	YES/NO
(8)	Are admission policies in place under the Equal Status Act?	YES/NO
(9)	Are security procedures regularly reviewed?	YES/NO

