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Mr PA Katsambanis, MLA  
 Chairman  
 Community Development and Justice Standing Committee  
 Parliament House  
 4 Harvest Terrace  
 West Perth WA 6055

Via email:

[lacdjsc@parliament.wa.gov.au](mailto:lacdjsc@parliament.wa.gov.au)

7 May 2018

Dear Mr Katsambanis

In reference to your enquiry into the protection of crowded places in Western Australia from terrorist acts, we provide the following information.

As owner and manager of office, industrial, retail and healthcare assets, Dexus is aware of its responsibilities in relation to protection of individuals at crowded places. Dexus has a team of individuals at its head office charged with the oversight of risk across its portfolio of assets.

Risk management at Retail sites (including security risk management) is overseen by the Centre Manager. The Centre Manager is responsible for ensuring risk is managed in accordance with corporate policies and procedures. Policies and procedures are reviewed on an ongoing basis to ensure that they appropriately address the risk identified in the ownership and management of office, industrial, retail and healthcare real estate.

Dexus's team of risk managers subscribe to industry forums (including the ASIO Business Liaison Unit) to ensure we keep up to date with security practices and informed of government agency initiatives (as far as possible).

Following is an outline of the arrangements in place at Carillon:

- Dexus owned and managed assets (including Carillon) have Emergency Response Plans and Business Continuity Plans in place which are tested on a regular basis.
- Security Self Assessments are undertaken for each asset on an annual basis. The result of the assessment is a security risk rating for the site.
- We have extended our emergency training from simple evacuation and fire to emergency responses to different situations (eg bomb and armed intruder). This training is provided by an independent industry expert, Fulcrum Risk Services and is extended to the security team and cleaners



- Specific to Carillon, Glad Security (our appointed site security service providers) have an informal catch-up every fortnight with the security teams from neighbouring sites, Forest Chase and City Central (both JLL managed) to share intelligence on events/incidents in the area.
- The companies are in immediate contact should an event arise that may affect Forest Chase, City Central or Carillon.
- Glad has access to a hotline (as do the other providers) with City Watch (Perth City Security) and information is shared on a regular basis.
- The Police are in contact with Glad Security to share information or request information (eg footage).

Dexus understand that Glad Security is rolling out video analytics for several of its managed assets which includes proactive security analytics like suspicious packages, crowd build-up, loitering, access to key plant areas etc.

Dexus is currently investigating a development opportunity at Carillon. Enhancements to current CCTV operations will be considered as part of this development. It is envisaged that all guards will move towards carrying body cameras.

Dexus and Glad will work closely in developing enhanced processes and procedures in relation to security management including bunker locations for after hours video patrol tours, after hours alarm responses, man down support and in hours backup of the Security team.

It is our understanding that WA police proposed (via an email last year) connecting all properties in Perth CBD on a communication chain and proposed the sharing of live CCTV footage. Dexus and its representatives would be amenable to progressing this initiative.

Dexus owns/manages assets in locations that have been subject to deemed "terrorist" activities eg Lindt café and Bourke Street incident. In each of these cases, Dexus has managed the incident to minimise impact on tenants or visitors in the vicinity of the incident. In each case, post incident reviews have been undertaken and areas of learning identified.

Dexus (and its property peers) find it challenging in these situations to access up to date, accurate information from law enforcement agencies during an incident. We acknowledge that law enforcement is focussed on managing the incident, however we also acknowledge that false or inaccurate information is often distributed on social or mainstream media. Dexus would support any initiative that provides us (and our peers) with up to date information to assist us in managing the incident at site as it is unfolding as landlord.



If you require any further information, I can be contacted on

Yours faithfully,

Scott Mahony  
Head of Risk and Compliance