



CRIME ALERT

All retailers should realise the importance of security at their businesses – security for their staff, security for the stock held and security for the cash that is made.

Police Certificated Premises



- ✓ Staff trained in raid-awareness
- ✓ Timing-delay systems in use
- ✓ Cash minimalised
- ✓ Camera(s) in operation
- ✓ Stolen cash traceable

...a safer retail environment

Security should be seen as an investment, however not all precautions cost money. By changing procedures and investing in staff training you can reduce the risk of your business being selected by thieves.

ROBBERY - RECOVERY

- If a vehicle is involved, try and note the registration number make and colour.
- Ask witnesses to stay and close the premises.
- Contact police using the 999 system and remain on the line until all details have been taken.
- Try to establish the identity of witnesses unwilling or unable to remain at the scene of the robbery.
- Write down the description of the robber immediately. Remember, it is important to keep this note as it may be required as evidence for court.
- Avoid walking the section of the floor or touching anything the robber has. Police will be looking for foot/finger prints.
- If your premises have CCTV, ensure that it's working and arrangements are in place to enable police to view footage and remove images at the time.

TILL SNATCHES

- Often no violence is used to obtain cash; the thief just dips their hand into the till and runs off!
- Staff should be able to see out of the shop.
- Consider controlling access at high-risk times.
- Consider the age and experience of staff.
- Tills should be fixed below counter level or have till guards fitted.
- Keep money in the till to a minimum.
- Use a counter cache system and ensure staff have no access to it.
- Use appropriate signage.

For FREE security advice contact your local police on 0845 600 8000 and ask to speak to the Crime Prevention Officer or visit the police web site www.psni.police.uk



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ROBBERY - PREVENTION

- If your business is robbed you want to ensure that the amount taken is minimal.
- Train your staff to be observant and act on their instincts.
- Report unusual or suspicious circumstances to your local police. Use Radio Link if available.
- Establish clear rules about cash handling/staff procedures and enforce them.
- Always keep cash in the till to a minimum. Procedures should be in place to remove cash from the till at regular intervals without putting staff at risk.
- Use a drop safe to securely store takings until they are checked and prepared for banking. Till staff should not hold keys for this safe.
- Takings and cash for change should be stored separately.

- The main safe should be bolted to a wall or concreted into the floor and be “time-delayed” and preferably “time-locked”.
- Never count cash in a public area and ideally establish a secure room for preparing bank lodgements.
- Vary your time/day/route to the bank and use different staff/vehicles. Remember, as an employer you have the responsibility to protect the Health & Safety of your staff. If they are carrying cash they should be trained for the role and provided with suitable equipment.
- You may want to consider using a Cash in Transit Company.



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ROBBERY – MANAGEMENT

- Most robberies are over in minutes and often in seconds.
- If there is a personal attack facility installed, activate it only if it is safe to do so.
- You will greatly increase your risk if you resist. Remember money can be replaced, you cannot.
- Do not argue, resist or fight.
- Assume any weapon (displayed or implied) is real.
- Comply with any instructions given.
- Do not make any unexpected moves, which the robber may see as a threat.
- If possible look for accomplices outside but don't chase the robber.