

Protecting Your Business

Advice for Retailers



Keeping People Safe

Protecting your Business

Keep windows clear:

Remove advertising / posters etc. from the windows that obstruct the view of staff and passers-by. Where possible, keep stock at no more than 140cm high so that the windows are clear. This measure allows staff to see any potential threat and take appropriate action. It also allows passers-by to call police if they see a robbery in progress.

Customer Service:

Customer service is as important for deterring offenders as it is for improving sales. Greet all customers as they enter your premises. Offenders often conduct a reconnaissance prior to a robbery. Offenders do not normally like places where staff are alert and have clearly seen them. A professional approach by staff members, who follow procedures, sends a strong message to offenders that the premises are well run and likely to be more challenging for an offender during a robbery.

Till cash limits:

Do not hold large amounts of cash in your till. Keep it to the bare minimum. Identify how much cash you realistically need in your till. Impose a till limit, and then ensure that you and your staff adhere to that limit. Ensure that the excess cash is stored in a secure area, preferably in a safe.

Cash Handling:

Do not count cash in public view. Wherever possible cashing up should take place in a back room, preferably where the safe is located, with the door locked. Allowing cashing up to take place in a public area increases the risk of an opportunist raid, when someone sees the large amount of cash and snatches it.



Banking:

Banking can be a vulnerable time. The journey to the bank means that you do not have the security that you have in-store. Some simple forward planning can reduce the risk.

Identify a number of 'safe' routes to the bank. These routes should be in busy public and well-lit areas. Avoid routine as much as is possible and consider increasing the number of bank runs to reduce the amount of cash available at any one time.

If you regularly find that you are banking large amounts of cash you should consider the use of a professional cash carrying company.

Opening and closing:

Staff need to be aware that they must be extra vigilant at opening time and in the lead up to closing time. Ensure that you have the right procedures in place and that staff are fully trained in what to do if they find something suspicious or should they come under attack.

Where possible always use two people for opening. One person should stand away from the premises with a mobile phone looking out for anything suspicious.

Where possible always use two people for closing. One person should stand away from the premises with a mobile phone looking out for anything suspicious. The other member of staff should ensure there is no one left in the store before locking the premises and setting the alarm.

Signage.

These can include time delay safes, CCTV, alarm systems and other security measures. These signs are a good method of deterring offenders from your premises. For CCTV there is a legal requirement under the Data Protection Act to provide details of who operates the system, what the system is in place for and who to contact to obtain images. Ensure the signs are clearly visible from outside the premises. This may prevent offenders entering your premises in the first instance.

Training.

Your staff should be trained in how to deal with the public in violent or confrontational situations to reduce the risk of harm to them. Staff should also be trained in the procedures you have introduced and any security equipment you have in place and in what to do in the event of a robbery.

Equipment

All CCTV cameras must be recordable: Unless it is being monitored, CCTV is only valuable for the images it has recorded. All recording equipment must be secured and facilities should be available so that recorded images can be passed to police quickly.

Where possible, images should be recorded at 25 frames per second:

This is real-time recording and means that an event can be recorded in its entirety without gaps. This can be essential in violent incidents.



All cameras should have a clearly defined purpose:

Each camera needs to have a defined purpose; these can be identification, recognition, monitoring and detection. A camera should be placed near the door facing inwards, to capture a good head and shoulder image of everyone leaving the store. Cameras should cover all vulnerable points including till and safes. Positioning of cameras is vital!

Dummy CCTV Cameras: Do not install dummy CCTV cameras. Dummy CCTV cameras provide no imagery and do not assist police in investigations.

Mirrors: Can help keep an eye on areas which would otherwise be out of sight.

Display “loop” alarms: Can be used to protect high value goods. Product tagging may also be used.

Signage: Warning signs re consequences of theft.

Remote Door Locks

If your business is open late in the evening you should give consideration to the installation of a remote locking device. This device allows you to control who enters the premises. The device should be used at the times of highest risk, normally towards the latter part of the evening and at closing time.

Alarms

Consideration should be given to the installation of intruder and hold-up alarms.

Hold-up alarms, sometimes referred to as panic alarms, should only be used immediately prior to an attack or during an attack and then only when it is safe to do so. The hold-up alarms should not be used following an attack. The hold-up alarm only provides police with an address and the fact that they are needed urgently.



Safes

A safe for your store is a good investment and should make use of a time delay system. Many offenders do not like to be on premises for extended periods, as this increases the risk of them being caught.

The use of and advertising of time delay systems is a deterrent which is widely used. However, there must be clear signage that staff do not have unrestricted access to the safe. This should be clearly displayed on security signage.



**CALL THE
POLICE**

101

**IN AN EMERGENCY
ALWAYS CALL 999**