



HANDY TIPS TO HELP PREVENT RETAIL CRIME

Crime is an issue for all retailers, but there's a lot that small business owners like you can do to keep criminals out and your staff safe.

We have partnered with Retail NZ, a leading retail trade association, to provide you with a few tips on some preventive measures you can take and what to do in the event of a robbery.



PREVENTING CRIME



ALARM SYSTEMS

Install a panic alarm and use it if you are robbed. Burglar alarms should be fitted at all possible points of entry. Put up signs to say that the shop is protected by alarms.



VIDEO/CCTV CAMERAS

Make sure that you have video cameras positioned at a height that will capture the faces of criminals, and that recording equipment is secure so that tapes and hard drives are not accessible.

Put up signs that you have cameras in place and, if appropriate, put a camera and a monitor at the entrance of the store so offenders know they are being recorded. Ensure you have good quality cameras so that the footage is clear and usable.



FOG CANNONS

A fog cannon releases a dry white fog that makes it hard for people to see. Police have been given funding from the government to install fog cannons at a heavily subsidised cost to businesses who are identified as being at a high risk of aggravated robbery. If your store has been identified by Police, the fog cannon supplier will get in touch with you.



WINDOWS

Keep windows clear, especially above waist height. Remove posters, advertising, shelving and fridges that block the view into and out of the shop. Visibility into and out of the store may be a strong visual deterrent. Make sure windows are closed and locked at the end of the day.



DOORS

Make sure your doors close and lock, and consider roll-down security grilles when your store is closed. Back doors should be of heavy, solid construction, preferably with no windows.



LOCKS

All doors, windows and skylights should be secured with high quality locks.



LIGHTING

Make sure your shop, including entries and exits, is well lit at all times. Use LED bulbs to keep power costs down.



SALES COUNTER

Put the cash register at the front of the store near the main entrance as this may deter thieves. But make sure it is secured so robbers are not able to run off with it.

Make sure all areas of the shop can be seen from the sales counter. Raise the height of the floor behind your sales counter to increase visibility of the store and merchandise.



SHOP FLOOR

Keep shelves low so you can see over them. Eliminate blind spots that make it easier for someone to steal items. Security mirrors and cameras are a good way of seeing hidden areas.



SAFES

Make sure safes are fastened to the floor and are out of sight. Do not leave large amounts of money in the safe outside business hours and put up signs stating that no cash is left on the premises overnight.



KEEP YOUR CASH SECURE

Clear tills of surplus cash regularly and bank the money or put it in a secure safe. Never take cash home. When you count cash, do so out of public sight, and don't discuss cash takings in public.

When you are going to the bank with cash, vary your times, use the most direct and busy route, and do not carry cash in a marked bank or money bag. Keep car doors locked, be alert for suspicious behaviour and carry a mobile phone.



KNOW YOUR NEIGHBOURS

Get to know owners of nearby stores. Keep in touch and share information about suspicious activity or behaviour.

WHAT TO DO WHEN A ROBBERY TAKES PLACE

Robbery is a very serious event. Make sure that every staff member knows what they should do in the event of a robbery. Most robberies take less than one minute. Remember that your life and safety are worth more than money or goods. The first aim should be to ensure the offender leaves without harming anyone.

In the event of a robbery:

1. Stay calm.
2. Don't resist.
3. Don't confront the offenders. Your safety, and the safety of your staff and others, must come first.
4. Don't make sudden movements, talk to, or stare at the offenders.
5. Don't chase the offenders.
6. Don't touch anything the offenders may have touched (the Police may need to take fingerprints/DNA samples).
7. Consider all firearms to be real and loaded.
8. Carefully note the offenders' description, but don't stare.
9. If it is safe, note the direction the offenders go and the vehicle description and registration number.
10. As soon as the offenders leave, dial 111 and ask for the Police.
11. Stop people entering the area used by the offenders, so as not to damage potential evidence.
12. Ask witnesses to wait until the Police arrive and speak with them.
13. If there is time before the Police arrive, ask everyone to write down their name and contact details and a description of the offenders and the offenders' vehicle.

REPORTING CRIME TO THE POLICE

You should always call the Police on 111 when someone:

- threatens you or your staff or refuses to leave your premises.
- has just left the premises, either with your property or having tried to steal your property.

What if the Police don't show up?

The Police's stated aim is to attend every incident as soon as possible. If they don't, call back and ask why they did not attend or how long they will be. Telephone numbers for different Police stations are at www.police.govt.nz.

What if I don't speak English well?

When you call the Police, ask to use a language line interpreter who can speak to you in your own language. This service is available Monday to Friday from 9am to 6pm.

Dealing with the media

Robberies can attract media attention, particularly if the crime is serious or violent and the public are involved.

It is preferred that you do not put the footage online or give it to a reporter as this could hinder the Police investigation, reducing the chance to apprehend the people responsible, and encourage copycat offending. If a journalist contacts you, you don't have to say anything and you can politely advise that you don't want to talk to the media.

For more information, visit the Retail NZ website: www.retail.kiwi/crime