

AN GARDA SÍOCHÁNA



# Retail Security Guide

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## Foreword



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This booklet examines a broad spectrum of retail security. It is not intended to be a definitive or exhaustive publication on the subject, but rather a handy reference guide for retailers who wish to practice good retail security policies and procedures.

The Garda Crime Prevention Officer normally spends a considerable amount of his/her time engaged offering advice and/or conducting security audits to a wide range of retailing enterprises. This may vary from advising on security hardware, staff recruitment, stock and cash control, preventing customer theft to everyday retail security problems.

Irrespective of the size of any particular retail outlet, the security principles and procedures that are outlined in this guide can be adopted to a greater or lesser extent to help prevent and reduce crime in the retail environment.

April 2009

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# Staff



*"Crime prevention is everybody's business"*

## 1.1 Staff Recruitment, Selection & Employment

Some crime in the retail trade can be attributed to staff working within the company. A percentage of criminal activity committed by staff will result in prosecution, however many managers and business proprietors of retail stores will have had experience of staff involved in theft or deception, sometimes over a prolonged period. At least some of the problems associated with dishonest staff could be resolved by consistent and properly-structured recruitment policies.

While large retail companies may have a dedicated and experienced recruitment staff with tried and tested selection procedures, small and middle range businesses may not have recourse to such an arrangement for employing new staff. Guidelines should be established to formulate a consistent recruiting, selection and employment system.

## 1.2 Employment Application Form

The employment application form should be detailed and designed to assist the prospective employer in achieving a complete picture of the applicant, his/her previous employment and past history.

The form should seek name and contact details of at least two referees who can provide references, and details of the applicant's previous employment history. Both references and employment history should be checked with the applicant's previous employer(s) and referees.

To establish the identity of a prospective employee, look for photo ID such as driving licence, passport etc.

### 1.3 Information Investigation

The information provided in any application form should be investigated for veracity of the following:

- \* Current and former addresses.
- \* Past employment.
- \* Gaps in employment history.
- \* Academic background.
- \* References/Referees.



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### 1.4 Employee Training

Thorough training of employees should be conducted when staff selection has been made to ensure all employee security functions and responsibilities are fully explained and understood. Staff should be trained in proper cash, stock handling and best crime prevention practices and procedures. Clear and consistent policies on these matters should be put in place together with a monitoring procedure to ensure that these policies are complied with. All employees should be asked to abide with company security policies as part of their contract of employment.

# Security Personnel



*“An ounce of prevention is better than a pound of cure”*

## 2.1 Employing Security Personnel

In most major retail outlets it is now necessary to employ dedicated security personnel. The nature of retailing means that a considerable volume of goods being sold must be available on public display, which in turn, creates the attraction for thieves and shoplifters. The prevention of internal theft by staff may also be a major concern for the retailer.

The costs of employing security personnel can sometimes generate reluctance on the part of a small trader or retail owner to make the necessary budgetary provision for this purpose. The primary consideration when determining whether to employ security personnel must be the potential cost or loss to the company that could be incurred by failure to do so. Where profit margins are small a retailer could find any trading surplus lost to theft, vandalism and accident and therefore employing security personnel becomes a trading necessity.

The issue for most retailers is to decide whether to employ security personnel within the company or hire the services of a contract security agency. The ultimate decision is usually a matter of personal choice. The level of risk, size of the operation, insurance requirements, and availability of a suitable contract company will impact upon any conclusion. It is best to consider the overall benefits for staff, management and the security of the premises before making any final selection.

The benefits of employing dedicated security personnel can be:

- \* Employer control of the interview/selection process.
- \* Greater managerial control over supervision and

work performance.

- \* Increased likelihood of a better relationship with other employees.
- \* Better knowledge of premises and the associated security risks.



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Alternatively, the benefits of employing a contract security agency can be:

- \* Fixed contracts and terms of employment.
- \* Replacement of unsuitable staff.
- \* Staff replacement available for sickness or emergencies.
- \* Training and associated costs are borne by the contract agency.

The Private Security Authority (PSA), founded by statute, will have a register of all currently licensed security personnel.

# Crime/Loss Prevention

## 3.1 Preventing Burglary and Vandalism



*"To beat the burglar, you must have good security"*

Burglary and vandalism are on-going security concerns for retail and commercial premises. The physical protection of a retail premises from burglary and vandalism follows the crime prevention principle of 'protect from the perimeter inwards'. Ensuring that premises are well protected and present a high risk to the prospective offender can reduce the opportunity for burglary. Well-protected premises with good security procedures will deter the criminal from attempting to enter or damaging the premises. In the event of a robbery, the offender will have less time available to commit the crime and the chances of being apprehended are increased.

The following is a summary of the actions that may be considered for the prevention of crime:

- \* The premises should remain well-illuminated after closing to ensure high visibility and increase the likelihood of intruders being noticed.
- \* Grilles or shutters should be considered to provide a solid barrier around the shell of the building to help prevent intruders gaining entry.
- \* Some roll-down grilles provide physical protection whilst still allowing window shoppers to see into the premises.
- \* Internal grilles may be fitted which will have a similar level of protection for the premises only leaving the glass windows and/or the doors exposed.
- \* Anti-ram bollards, removable during trading hours, may be used in conjunction with shutters or grilles.
- \* Laminated glass may be used in the windows to increase resistance to attack.
- \* Anti-climb brackets may be installed on conduits,



drainpipes etc., to prevent intruders gaining access to the roof.

- \* Doors and locks should be fitted and maintained to recognised security specifications.
- \* Cash Tills, after trading hours, left open and empty - cash amounts held on the premises should be kept to the minimum in proper security cash safes.
- \* Access to the premises should be restricted during closing hours and all keys issued should be inspected on a regular basis. A modern access control system should be considered.
- \* An intruder alarm system to standard (EN 50131) should be installed and connected to an approved monitoring station to standard (IS 228/97). Panic Attack Buttons - double push type - for persons operating in cash areas should be included in the systems.
- \* All locks and safes should be to a high security quality with a regulated locking/unlocking system established and responsibility for their opening/closing clearly delegated.
- \* CCTV cameras should be strategically positioned, in line with operational requirements, both inside and outside the retail premises. The positioning of cameras at all public entrance(s), with captured images of persons to recognition standard, should be paramount, as this will be an important factor in post incident analysis and the investigation of crime. The safe custody, control and storage of all captured images will determine their subsequent value for evidential purposes.
- \* Unnecessary boxes, skips or other obstructions should be removed from the vicinity of the premises – these are potential aids to the burglar and attract the vandal. Within stores, displays and goods should be organised to allow for maximum visibility



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*Talk to and share your experiences with other retailers*

and accountability. Toilets, storerooms and other possible hiding places should be visited when the store is being locked. If there is a constant threat of burglary or vandalism at the premises, or in the vicinity, the use of a manned security patrol or in-house security may need to be considered.

### **3.2 Opening and Closing Procedures**

Retail opening and closing times are high-risk periods in security terms. The number of employees present, their knowledge of access control and security systems and predictable patterns in arrival and departure make this a particularly vulnerable time for criminal activity.

- \* Responsible and designated personnel, preferably two, should be appointed to carry out opening and closing functions. They should try to avoid any regular long-term pattern being followed, as this would allow procedures to be pre-supposed by criminals.
- \* The names and contact information for all key holders should be available to the Gardaí.
- \* The cutting of extra keys or the use of master keys should not be permitted.
- \* In cases of multi-occupancy premises, an overall security procedure should be agreed among the parties concerned.

### **3.3 Cash Security and Control**

Cash has always been a prime target for criminals, and as such requires detailed security plans for its safe storage and retention on a retail premises. Criminals in search of cash are frequently armed with guns, knives or other offensive weapons. In some cases cash rob-

beries have resulted in the loss of life or serious injury.

- \* The cash office of a retail outlet should be situated out of view from public areas and as far away as possible from entrances/exits.
- \* The office should be access controlled and under CCTV camera surveillance.
- \* The cash room should be of solid construction with security standard doors and windows.
- \* Where windows are fitted; the glazing should conform to recognised quality and security standards.
- \* A high-quality safe should be installed within the cash room and rag-bolted to a concrete floor or wall. This safe should have a drop down feed chute facility and ideally fitted with a time delay locking mechanism. It should have separate compartments to facilitate prepared lodgements. The opening time of the safe should be varied each day. The holding rating of the safe agreed between the retailer and their insurance company should not be exceeded.
- \* For greater security, or in large outlets, a pneumatic tubing system can be installed to transport cash directly into the safe from the tills.
- \* A Cash Transfer Unit, which facilitates the transfer of cash between the cash office and the Cash in Transit Vehicle, may be built into an external wall of the cash office.
- \* A double push type PAB (Panic Attack Button) should be placed on each work position within the cash office.
- \* The use of electronic interlocking doors should be considered in high turnover outlets.



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*Cash is a favoured target of many thieves*

### 3.4 Lodging Cash

A reputable cash-in-transit company should be considered to transport all cash in and out of retail premises. Staff dealing with persons from the cash-in-transit company should never hand over money or open any door until they are completely satisfied that the security collection personnel are genuine - if any doubt exists they should contact the cash in transit company directly to verify matters.

Where a cash-in-transit company is not a viable option for certain retailers the following safety guidelines apply:

- \* Bank at the closest establishment possible.
- \* Vary the times of banking, the mode of transport and the route taken.
- \* Only experienced, responsible members of staff, at least two, should be tasked with transferring bank lodgements. Proper cash transfer satchels, with alarm and destruct facilities (e.g. smoke and dye units), should be utilised.
- \* Bank, when possible, during daylight hours.
- \* Adhere to the insurance cash limits for persons transferring lodgements to banks.
- \* Persons transporting cash who become suspicious of other persons, or other activity, should abort their intended arrangements and report to the nearest Garda Station either in person or by phone to seek advice and assistance.

### 3.5 Cash Tills

- \* Cash till points should be sited in an area which affords a good view of the shop floor.
- \* Till limits should be set and adhered to.

- \* The till should be securely anchored to a solid surface.
- \* A double push type PAB (Panic Attack Button) should be situated within easy reach of the till.
- \* Tills should be manned at all times and if left, even for a short time, should be locked and the keys removed.
- \* Only experienced staff should operate tills.
- \* Video till security systems which allow purchase verification should be considered where multiple operators utilise the same machine.
- \* A guard in the form of Perspex sheeting, or similar, as a deterrent against till snatches should be fitted.
- \* In high risk situations bullet resistant screens may be necessary.



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### 3.6 Preventing Robbery

Any plan to protect against robbery must be designed to secure the safety of employees and customers, reduce the loss and affect the arrest of the criminals.

It is therefore most important that a general plan, known and understood by all staff, is adopted. The staff plan can be divided into three sections as actions to be taken before, during, and after a robbery.

All employees should be advised as follows:

#### **Action before a Robbery:**

- \* Provision should be made for the maximum surveillance of public areas, inside and outside the building, by all staff.
- \* Any security arrangement which reduces visibility and permits a thief to face a single employee should be avoided.



*Cooperate  
Obey  
Observe  
Preserve*

- \* There should be adequate emergency external communication facilities in place. (Alarm Panic Attack Buttons, concealed phones etc.).
- \* Liaison should be regularly maintained with local Gardaí on methods used by criminals and security procedures reviewed accordingly.
- \* Staff opening and closing the premises should be instructed to be particularly vigilant. They should survey the street before entering or leaving and be particularly suspicious of persons loitering. They should not hold conversations with the door partly open. The first person to enter a premises can indicate to others that all is well by use of a simple code system, e.g. raising or lowering a blind, removal of a card from the window, etc.
- \* Advertise, with suitable posters, the security measures in place to deflect potential thieves (e.g. time-locked safes, CCTV, alarm systems).
- \* Maintain a package of 'Bait Money' with recorded serial numbers.
- \* The risks should be spread by avoiding having large amounts of cash in one location.

### **Action during a Robbery:**

- \* Staff should co-operate with the criminal(s) and avoid sudden or unexpected movements, which the latter may misconstrue as an alert signal. Activate any alarm system **ONLY** if it is safe to do so.
- \* Obey. They should do only what they are told. They should not try to overpower a thief, as there may be others whom they have not seen.
- \* They should observe closely and look for the unusual: gait, scars, tattoos, earrings etc. and try and make a mental note of the description of the culprits.

### Action after a Robbery:

- \* Preserve. Contact made by the thieves with all surfaces, tills, counters, floors may leave microscopic evidence behind. This may be fingerprints, cloth fibres, and soil residue. Most probably it will be invisible to the naked eye. It is therefore vital that no cross-contamination takes place by persons unwittingly touching or interfering with the crime scene. Preservation is best achieved by closing the premises and cordoning off the area the thieves have entered.
- \* A short written memorandum of all that occurred should be made. Descriptions of the culprits, car registrations and names of customers who may have been present during the robbery should be recorded. This can later be invaluable if a witness is challenged about the accuracy of his or her observations in any subsequent court case.
- \* Ideally, all customers should remain on the premises until the Gardaí arrive to commence investigations. It is advisable that media enquiries about the matter be referred to the Garda Press Office.



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# Stock



*"Fail to prepare, then prepare to fail"*

## 4.1 Stock Security and Control

Stock security and control within retail and commercial businesses will depend largely upon good co-ordination between management, staff, security personnel, and store detectives.

All staff should receive training or instruction to advise them of the security requirements and procedures for handling of stock. The crime prevention advice offered should include the following:

- \* Only an optimum level of stock should be retained on the premises, and stock requirements and holding procedures reviewed regularly for security purposes.
- \* Responsibility for stock handling should be shared amongst designated staff.
- \* Stock loading areas should, if possible, be located away from public areas, streets etc.
- \* The loading and unloading of stock should be supervised and all transactions recorded.
- \* Stock containers should be sealed and clearly identifiable with security markers.
- \* High value stock within the retail area should be security tagged, with electronic article surveillance systems in place, that are selected, installed and operated according to an approved security standard.
- \* Stock items in the retail area should carry a tag displaying the name of the shop and the price of the article. This will prevent disputes over the amount to be charged and the possibility of the stock being purchased elsewhere.
- \* High value goods which are easily portable should be kept out of sight at night.



- \* Displays which cannot be supervised should be avoided.
- \* Open displays, and in particular those of high value goods, should not be sited near the entrance/exit doors.
- \* Staff should ensure that customer receipts are issued for all transactions.
- \* Where there are large stocks of high value goods, the installation of security grilles or shutters should be considered.
- \* Stock rooms should be secure, and inconspicuous in décor and location within the premises so as not to attract undue attention.
- \* All stocks should be checked on delivery and re-checked in the storeroom. The movement of all stock should be recorded and accounted for by designated staff.
- \* Stock requisitions should be checked by some person other than the Issuing Authority.
- \* Spot checks should be carried out on stock levels.
- \* Visitors to the stock area should be kept to the minimum for work purposes, and always escorted.
- \* Loading bays and stock rooms should be locked when not being actively used.
- \* Stock rooms and stock loading areas should be under constant CCTV surveillance.
- \* The removal of waste/damaged stock should be supervised by nominated personnel and carried out by commercial refuse services.
- \* The effectiveness of security systems and crime prevention measures should be regularly evaluated against the rate of stock loss.



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*Keep vigilant, look out for persons acting suspiciously*

## 4.2 Goods Inwards Points

In the bigger retail stores it is essential that a "goods inward" reception point is identified and used at all times for the reception of goods inward. Persons responsible for receiving goods should be capable, honest and have their past work history fully investigated.

- \* All goods should be thoroughly checked in, especially goods which go direct to the sales floor.
- \* When goods are received on the stockroom floor they should be re-checked on a spot-check basis.
- \* Highly desirable products should be located as far away from doors as is possible. They should be stored in security rooms or, if provided, in suitable display containers. Security policies applicable to this area should be in writing and strictly enforced by management.
- \* Unauthorised persons should not be allowed in the goods inwards area. Contractors, delivery drivers, and helpers should always be escorted.
- \* Supervisory staff should watch for excessive friendliness between staff and delivery personnel to deter dishonesty.
- \* CCTV should ideally monitor delivery points.
- \* Receiving bay doors should be kept closed when not in use and securely locked during non-business periods.
- \* Goods outward should never be permitted through the inward reception area.

### 4.3 Internal Theft

Losses from shoplifting by staff in the retail sector can amount to a considerable percentage of all losses incurred. Good supervision generally helps to deter dishonesty. Retail staff often turn to dishonesty through temptation, or in the belief that they have invented a new way of theft that can go undetected.



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- \* No member of staff should be allowed to process his/her own purchases, or those of relatives.
- \* The times and method of staff purchases must be strictly authorised, controlled and subject to examination.
- \* Staff cloakroom facilities should be provided near the staff entrance and employees should not be allowed take handbags/bags onto the selling floors.
- \* If a staff uniform is provided it must be worn.
- \* Supervisors should regularly check purchases awaiting customer collection to ensure that they are bona fide sales, thus discouraging staff/customer collusion thefts.
- \* Regular but frequent spot checks at cash points are essential and "No Sale" recordings should be examined.
- \* Test purchases should be made by management or security personnel to ensure adherence to company security policy.
- \* Senior management should outline to staff the position regarding current stock shrinkages. This will tend to create security awareness and deter dishonesty.
- \* There should be a policy of reporting to the Gardaí all cases where staff are involved in dishonesty.



*Keep aisles clear for better surveillance and don't block CCTV cameras*

#### 4.4 Preventing Customer Theft

Loss through customer theft is accepted as a fact of business life for some retailers, but nevertheless making it difficult for the customer or the professional shoplifter to take goods can greatly reduce this problem. The common causes of shoplifting include poorly trained staff, poor management, bad store layout, no security personnel on duty, and inadequate/lack of internal security such CCTV, alarms, mirrors, or security tagging.

##### Methods of Shoplifting

Common methods of shoplifting include:

**Palming:** Stealing small items and concealing them in the palm of the hand.

**Switching Prices:** Putting price tags from low cost goods onto more expensive goods.

**Steaming:** A large gang enters a shop, intimidates, threatens or distracts staff in order to steal large quantities of goods before running off. It can be dangerous to tackle these people, as they are likely to resort to violence.

**Staff Collusion:** Staff working in conjunction with the thieves by turning a blind eye to theft or colluding in the crime.

Other methods can be the use of belts, special pockets in the inside lining of coats, wearing baggy clothes, brief cases, shopping bags, prams, and children's buggies for concealment purposes. The professional shoplifter will try to overcome electronic security devices by removing tags in changing rooms, by stealing a de-tagger from the shop or using foil-lined bags.

Attentive staff are the best asset in shoplifting prevention. Staff should be encouraged to be observant, and made conscious of the risk of customer theft. Too often this is left to security staff alone. Well-trained, alert staff can prevent a large proportion of theft.

- \* Staff should be trained to recognise thieves, as the thief will always be watching staff or looking around the shop rather than at the products.
- \* They should know what to do if they see a customer acting suspiciously; making a customer aware that he/she has been noticed will often be sufficient.
- \* Staff should use normal sales approach such as “Can I help you?” or make themselves busy near a suspect.
- \* If a theft has already occurred, staff should keep the suspect under observation and alert other staff, security and call the Gardaí.

CCTV cameras will deter some thieves and can help to prosecute the more daring ones. The cameras should be highly visible with warning signs on display. A camera should monitor the entrances to the shop to record thieves entering. Recordings may become evidence and must be kept under lock and key in an appropriate cabinet.

### **Criminal Types engaged in Shoplifting**

The groups of criminals engaging in this type of crime can be categorised as follows:

**Opportunist:** Not a regular thief, but if the goods are left unattended or concealed from staff he/she will take them. This type of thief comes from all walks of life.



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*Don't pre-judge - shoplifters come from all ages, gender and classes*

**Persistent:** Many thieves steal regularly, every day or every week. They mix genuine purchases with some stolen goods, and can be some of the oldest or most trusted customers. No one should be taken for granted.

**Juveniles:** They usually engage in theft when they are in a group or as a result of peer pressure. They tend to steal items such as electronic games, CDs, fashion goods, or sweets.

**Drug Abusers:** They may consider theft from shops as an easy or safe way to raise money to support their habit. A drug habit can be very expensive and therefore the drug abuser tends to concentrate on high value goods.

**Professional:** Thieves target high value goods and often steal a large number of goods, e.g. an entire rack of clothes. They nearly always work as a team passing goods through several pairs of hands very quickly. Some gangs use minders to protect them, or if they are well-known they will wear disguise.

### Dealing with a Shoplifter

When a staff member or a member of security detects a case of shoplifting he/she should act as follows:

- \* The suspect should be kept in sight at all times.
- \* The staff member should be absolutely sure that a theft has taken place and that the suspect has the item stolen in their possession.
- \* It may be necessary to allow the suspect leave the shop to confirm that a theft has taken place. The

suspect should not be approached until he/she passes the final cash point and heads for the exit door.

- \* At this stage, the suspect should be approached, asked if they have forgotten to pay for the item(s) subject of the suspected theft and asked to come back into the shop to an interview room away from the view of other customers or staff.
- \* If possible two staff members should be involved in the process at this stage. The suspect should be given an opportunity to explain and produce the items involved. The staff member has no power of search and should call the Gardaí at this time.
- \* The staff member should record details of the incident, and the date and time in their notebook. When the Gardaí arrive at the scene they will then take charge and may arrest the offender if an offence is disclosed.
- \* All retailers should have a policy of prosecuting all identified shoplifters. It is one of the only deterrents available to them.

The law in relation to shoplifting is contained in:

- \* The Criminal Justice (Theft and Fraud Offences) Act, 2001.
- \* Criminal Law Act of 1997- "Arrestable Offence".
- \* Criminal Justice Act, 2006, and
- \* Criminal Justice Act, 2007.

These Acts can be viewed on the Acts of the Oireachtas website - [www.acts.ie](http://www.acts.ie).



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# Customers

## 5.1 Dealing with Customer Complaints



*“Properly trained staff are staff prepared properly”*

This section, from a crime prevention viewpoint, is aimed at providing advice with regard to aggressive customers. Dealing professionally and successfully with customer complaints is a fundamental requirement for retail staff, and appropriate training courses should be in place. A disgruntled customer, unhappy with some aspect of the treatment they have received, is potentially a lost customer that can generate negative publicity and reduce the marketing success of that company. It is important to remember that most people do not enjoy confrontation, and complain about a product or service because they feel it is important that their dissatisfaction is communicated.

All retail staff should be trained to:

- \* Provide the customer complaining suitable privacy and record the complaint in writing. Show the customer that they have their attention and concern and allow the customer fully communicate their problem before replying.
- \* Politely ask key questions that will establish the facts of the complaint and avoid interrupting the customer. Do not to take the criticism personally. Treat the customer politely and remain calm regardless of the verbal provocation that can sometimes occur. Acknowledge the customer’s viewpoint and apologise for the inconvenience caused.
- \* Avoid negative or hostile phrases such as “It is not our policy” or “It is not my fault” etc. Try and offer a compromise solution to the problem on the day if possible. A replacement, repair, refund or money off the original price is a normal company policy in such circumstances.



## 5.2 Aggressive Customers

Some customer service or complaint situations can lead to aggression and violence. Recognising the early signs of aggression and learning how to control the situation in a conciliatory and non-confrontational manner is the key to avoiding potential violence. When a member of staff is faced with an aggressor they should be able to discern where the customer's anger is directed. Is it you, your product, service or your shop? The best way of dealing with aggressive customers is to recognise the signals beforehand and respond appropriately. Compromise and empathy will usually diffuse any potential for hostility. An unsympathetic, aggressive or hostile stance on the part of staff can become the trigger point for violence.

- \* Never delay or defer dealing with the aggressive customer. Recognise the aggressor's body language – facial expressions, body stance, hand and arm positions, and vocal style. Never mirror the aggressor's body language as this can provoke further anger.
- \* Employ sympathy and empathy to help calm aggressive people. Give an aggressive person your full attention and refrain from showing agitation or impatience. Try to ascertain what they think would be an acceptable solution to their problem.

In rare situations, an angry customer may try to and succeed in physically assaulting staff. In such circumstances staff will have to decide the best option to take to minimise any potential injury. This will usually mean one of three choices – run, defend oneself or do nothing.



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*It's good to talk -  
keep in touch with  
your local Community  
Gardaí*

The primary aim is self-preservation. One should only attempt to restrain or arrest an aggressor if they have sufficient help to do so. However, one should report all such incidents to the Gardaí as soon as possible. There should be no hesitation in instituting legal proceedings, where the evidence is clear, against any party involved in violent behaviour against any member of staff.

# Checklists

## 6.1 Cash Office

- \* How suitable is the location and construction of the cash office?
- \* Is there sufficient CCTV coverage of the cash office?
- \* Is the safe adequate, suitable for the application and secured to the floor or wall?
- \* Is there a need for a cash transfer unit?
- \* Is there adequate intruder alarm protection and suitably located PABs (Panic Attack Buttons)?



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## 6.2 Retail Premises Opening / Closing Procedures

- \* Are the opening and closing procedures for retail premises drawn up through consultation between management, staff and security personnel?
- \* Are designated personnel appointed to carry out the opening and closing procedures?
- \* Is knowledge of the opening and closing procedures and security or alarm codes restricted to nominated personnel?
- \* Are the opening and closing procedures varied?
- \* Are key holders and those staff employed for opening and closing the premises trained to operate the intruder alarm system, and instructed on the security precautions to be taken?
- \* Are the opening and closing procedures for the premises carried out by at least two personnel?
- \* Are key holders and personnel responsible for the opening and closing of retail premises advised to vary routes to and from the premises and late night deposit boxes at financial institutions?
- \* Are the names and contact information for key



*“Never underestimate the resourcefulness of the thief”*

holders available to the Gardaí and is this information kept up-to-date?

- \* Is extra key cutting or the use of master keys for opening and closing procedures forbidden?
- \* In cases of multi-occupancy premises, is an overall procedure for the opening and closing of premises agreed among the parties concerned?
- \* Are the opening and closing procedures carried out in well-illuminated conditions and recorded on a CCTV system?

### 6.3 Burglary, Vandalism and Robbery Prevention

- \* Are the premises well-illuminated after closing to ensure high visibility and increase the likelihood of intruders being noticed?
- \* Have grilles and shutters been considered to provide a solid barrier and help prevent intruders?
- \* Are anti-ram bollards, removable during trading hours, required in conjunction with shutters or grilles for extra protection?
- \* Should laminated glass be used in the windows to increase resistance to attack?
- \* Are anti-climb brackets required on conduits, drain-pipes etc., to prevent intruders gaining access to the roof?
- \* Are doors and locks fitted and maintained to a suitable security specification?
- \* Are tills in clear sight of windows, and after trading hours left open, empty, and visible to passers-by?
- \* Are the cash amounts held on the premises kept to the minimum required for business purposes?
- \* Is the movement of cash from the premises to banks etc. conducted by commercial security ser-

vices or by designated staff who are advised on the appropriate security precautions?

- \* Are personal attack alarms with duress codes fitted for use by staff in the event of threat of robbery?



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#### 6.4 Stock Security & Control

- \* Is only an optimum level of stock retained on the premises?
- \* Are the stock requirements and holding procedures reviewed regularly for security purposes?
- \* Is the responsibility for stock handling shared amongst designated staff?
- \* Are the stock loading areas located away from public areas, streets etc.?
- \* Is the loading and unloading of stock supervised and all transactions recorded?
- \* Are stock containers sealed and clearly identifiable with security markers for identification purposes?
- \* If there is an electronic article surveillance system in place, is it selected, installed and operated according to approved security standards?
- \* Do stock items in the retail area carry a tag showing the name of the shop and the price of the article?
- \* Are high value goods, which are easily portable, kept out of sight at night?
- \* Are there displays that cannot be supervised?
- \* Do staff ensure that customer receipts are issued for all transactions?
- \* Are the stock rooms secure, inconspicuous in décor and location within the premises so as not to attract undue attention?
- \* Are all stocks checked on delivery and re-checked



*Need further advice -  
talk to the local Crime  
Prevention Officer*

in the storeroom?

- \* Does some person other than the issuing authority check stock requisitions?
- \* Are spot checks carried out on stock levels?
- \* Are visitors to the stock area kept to the minimum for work purposes and always escorted?
- \* Are loading bays and stock rooms locked when not being actively used?
- \* Are stock rooms and stock loading areas under constant CCTV surveillance?
- \* Is the removal of waste/damaged stock carried out by commercial refuse services and supervised?
- \* Is the effectiveness of the security systems and crime prevention measures regularly evaluated against the rate of stock loss?

For further information on this or other crime prevention issues, please contact -

Your local Garda Crime Prevention Officer  
(details available on the Garda website [www.garda.ie](http://www.garda.ie))

or

The Garda National Crime Prevention Unit  
Garda H.Q., Harcourt Square, Dublin 2.

Tel: (01) 6663362

Fax: (01) 6663314

Email: [crime\\_prevention@garda.ie](mailto:crime_prevention@garda.ie)



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