



# BUSINESS SAFETY

## BOTTLE SHOP FACT SHEET

Licensed bottle shops attached to hotels, clubs and independent traders are exposed to the risk of violence and robbery because of cash handling, night work and alcohol. Incidents could include robbery, threats of violence, intoxicated or abusive customers.

### DESIGN AND LAYOUT YOUR STORE TO DISCOURAGE ROBBERY AND VIOLENCE

- Use electronic sensors to alert staff that customers are entering or leaving the premises.
- Locate cash registers or POS terminals so they are clearly visible from the outside.
- Display minimum amounts of goods that are often targeted in robberies.
- Maintain a well-lit interior and exterior to minimise hiding places.
- Secure rear and side exit doors to restrict access and escape.
- Use physical means to reduce quick escapes in drive thru areas (e.g. speed humps).
- Use drop safes and time delayed safes.
- Install security devices to monitor people in high risk areas in the store.

### FOLLOW SAFETY PROCEDURES THAT PROTECT YOU AND YOUR STAFF

- Avoid opening and closing the shop alone.
- Keep counters clear of heavy or sharp items that could be used as weapons.
- Roster more staff and more experienced staff at high risk times (e.g. night).

- Encourage electronic forms of payment.
- Display signs to advise minimal cash is held and time delayed safes are installed.
- Minimise cash levels and use low visibility cash handling procedures.
- Transfer cash to banks regularly, at irregular times and via different routes with two people or use professional security services.
- Work and communicate with neighbouring businesses to reduce risks.

### PROVIDE TRAINING AND INFORMATION SO EVERYONE IS PREPARED

- Inform staff that their safety is paramount and not to put their safety at risk.
- Train staff in non-violent responses to threatening situations and what to do in the event of a robbery or shoplifting incident.
- Make sure staff are familiar with cash handling procedures and credit checks.
- Ensure all staff know how to raise the alarm and operate security equipment.
- Make sure staff are aware of emergency contact numbers and procedures.

### A MESSAGE FROM NSW POLICE FORCE



**Triple Zero (000)**  
For emergencies or life threatening situations.



**Police Assistance Line (131 444)**  
For non emergencies.



**Crime Stoppers (1800 333 000)**  
To provide crime information. It can be in confidence.

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