

BUSINESS SAFETY

PHARMACY FACT SHEET

Reduce the risk of theft, robbery and violence

DESIGN AND LAYOUT YOUR STORE TO DISCOURAGE CRIME

- Window displays, shelves and signs should allow clear view of the shop area from outside.
- Design the dispensary area to restrict access and to separate the public from staff.
- Minimise customer queuing with well defined and easily accessible customer lanes.
- Maintain a well luminated interior and exterior and minimise hiding places.
- Ensure rear and side exit doors are secured to restrict access.
- Install security devices to monitor people in high risk areas of the store.

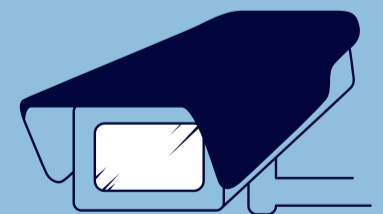
FOLLOW SAFETY PROCEDURES THAT PROTECT YOU AND YOUR STAFF

- Avoid opening and closing the store alone.
- Keep counters clear of heavy or sharp items that could be used as weapons.
- Encourage customers to use electronic forms of payment.
- Minimise cash levels and use low visibility cash handling procedures.
- Advise customers that minimal cash holdings are kept on the premises.

- Ensure regular cash transfers to banks, at irregular times and via different routes or use professional security services.
- Conduct regular inspections and audits of safety and security measures.
- Work and communicate with neighbouring businesses to reduce risks.
- Designate escape routes and safe areas for you and your staff.

PROVIDE TRAINING AND INFORMATION TO STAFF

- Train staff in non-violent responses to threatening situations.
- Train staff in what to do in the event of a robbery or shoplifting incident.
- Provide staff training on dealing with customer complaints.
- Ensure staff are familiar with safe cash handling procedures.
- Encourage staff not to put their own safety at risk.
- Ensure staff are aware of the emergency contact numbers.
- Select staff to review and download images from Closed Circuit Television (CCTV).



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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