



# BUSINESS SAFETY

## RETAIL STORE 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.
- 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.

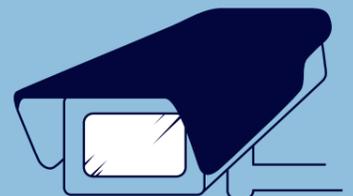
#### FOLLOW SAFETY PROCEDURES THAT PROTECT YOU AND YOUR STAFF

- 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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