

## Business Security {2}

Be smart at the till

- Train staff to look for fraud and theft.
- Adopt a cash limit. Install a drop safe and have staff deposit money when over a certain amount in the cash register. Post a sign with 'maximum \$50 cash in register' someplace obvious.
- Don't place large bills under the cash register – use a safe or other alternatives.
- Leave empty cash drawers open after hours to show thieves there is nothing in them.
- Do not accept cheques from any customer you don't know.
- Ensure debit card PIN pads are stored in a known location, out of sight when not in use, and locked after closing.

### Have good cash habits

- Keep cash to a minimum.
- Make frequent, irregular bank deposits.
- Deposit incoming cheques and cash each day. Don't keep large sums overnight.
- Adopt and advertise a cash control policy. Have a cash limit for the register and deposit excess in a safe that the cashier can't open.
- Vary your banking routine and camouflage your cash bag.
- Consider using bait money. Record the serial numbers of bait money and keep the record in a safe place. Put the bait money at the bottom of a till section for larger bills, and do not use for

regular transactions. If you are robbed, give robbers the bait money.

### Special tips for offices

- Insist delivery drivers check-in with the receptionist before entering.
- Ask all service and repair workers for I.D.
- Have a reception desk so anyone entering must go through reception.
- Keep washrooms locked at all times. Keep the key with the receptionist.
- Consider having a code the receptionist can use to alert staff to a potentially threatening situation.
- Office furniture should be organized to ensure you won't be trapped behind your desk in a threatening situation or blocking your exit through the door.
- Ensure you are seated closer to the door than the customer.

### Keep an accurate inventory of all valuables

- Secure all equipment and computers with security locks.
- Record equipment and software serial numbers and registration data and keep with other important business records in a locked cabinet or locked room.
- Register with Operation Provident, a national business identification program.

Putting identifying numbers on company property deters thieves and helps police return stolen property to rightful owners.

Your local police service can assign your business an Operation Provident number. You can engrave or stamp this number in plain sight on tools, equipment, business machines, furniture, and other items.

You need your own marking kit – standard or heavy-duty engravers or metal stamping dyes will do.

Police will provide decals that can be placed on marked items and doors and windows to warn thieves away.

### Address loss prevention

The loss of assets and inventory are mostly due to three causes: internal theft, shoplifting, and document/vendor errors.

Reduce theft by reducing temptation and opportunity.

### To prevent internal theft:

- Do frequent cash audits.
- Keep one person to a register.
- Break shifts so that one employee doesn't work cash for the whole shift.
- Do daily reports, bank deposits, retail inventory, and trend sheets to monitor shortages and overages. Also look at number of voids, refunds, readings, and 'no sales' per employee.

To prevent document/vendor errors:

- Watch for a series of suspicious ‘mistakes’, free samples, swaps, and vendors who want to count product for you.
- Insist on counting product yourself and count all product, not just cases.
- Initial all packing slips indicating the number of items received.
- Check all invoices with a company wholesale price book.

To prevent shoplifting:

- Watch and tend to customers in a pleasant, interested manner.
- Greet and serve customers promptly. Shoplifters do not want your attention.
- If you suspect someone has stolen something, call the manager, police, or security. Watch them, engage them in conversation, and offer to assist them.

- Shoplifters come in all shapes and sizes. Watch for loose clothes, shopping bags, and large handbags or backpacks. Watch for customers who seem to be on drugs or alcohol.
- Do not allow your attention to be diverted by a shoplifter’s accomplice. Stay alert and avoid unnecessary conversation.
- Keep displays neat and tidy. Constant attention to stock means staff members spot missing merchandise quickly.

- Lock small or valuable merchandise in display cabinets.
- Sales personnel should have a full view of the entire sales floor area. Rearrange displays, shelving, and lighting to eliminate blind spots.

Know armed robbery safety

- Employees should be trained on armed robbery procedures.
- Cooperate. Don’t argue or try to be a hero. The robber may be unstable.
- Do exactly as robbers ask. Be polite and accommodating.
- Don’t make sudden moves. Tell them what you are doing if you have to move to do what they want. For instance, tell them you are reaching below a counter to get cash.
- Watch robbers carefully and describe them in your head. Write everything you remember down as soon as you can safely do so after the robbery happens.
- If it’s safe, try to get a description of the robbers’ car or the license number as they leave.
- Set off the hold-up alarm if you can do so safely without obvious movements.
- Don’t touch the hold-up note or anything else robbers may have touched.
- Lock doors immediately after robbers leave and touch as little as possible.

What do we have in common?

Find out more about our common goal for secure workplaces.

Your local police service can help you work on upgrading your workplace security. Crime prevention ideas and information are also online at [www.crimeprevention.gov.ab.ca](http://www.crimeprevention.gov.ab.ca)