

# Business Crime Prevention



A guide to make your business  
a safer place for you, your staff,  
and your customers.



NEW ZEALAND  
**POLICE**  
Ngā Pirihimana o Aotearoa

This booklet has been designed for retailers, small business operators, and your staff to help you identify opportunities to prevent crime and identify criminal activity and offenders.

Keep this book handy as a reference. It provides crime prevention and safety advice as well as a security checklist template, trespass log, and a witness memory enhancement tool you can use.

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### ***Police working with ethnic communities***

Police has officers working in ethnic communities around the country. They work with communities to help them understand and access police services. Visit your local police station or call 105 to be put in touch with community police staff who are available to hear your concerns and offer advice specific to you and your community.

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*The information in this document is general in nature and intended solely for informational and educational purposes. Nothing in this document should be considered the ultimate and final crime prevention advice. Every situation is different. Consult your local community constable for crime prevention advice for your specific situation.*



## ***Keep yourself safe***

If a crime occurs at your business, keeping yourself, staff, and customers safe should be your priority.

Educated and well-trained staff are a good crime deterrent in any business.

You and your staff should:

- ▶ Know what to do in different situations such as dealing with aggressive customers, suspected shoplifting, or robbery.
- ▶ Have regular re-refresher training.
- ▶ Rehearse real life scenarios.
- ▶ Be aware of your surroundings and trust your instincts.

***Always create safe distances, stand back, and stay safe.***

## Get to know your neighbours

*Getting to know neighbouring businesses means you can look out for one another and combine your local knowledge to reduce crime in your area.*

***A good way to do this is to join or create a business support group.***

If a business support group doesn't exist in your area, consider setting up a group. The following pointers will help get you started:

- ▶ Start small – discuss with a few neighbours or nearby businesses.
- ▶ Share contact details with neighbouring businesses.
- ▶ A social media group (such as Facebook or WhatsApp messenger), an email group, or a telephone tree can be used to share information and suspicious behaviour.
- ▶ Call a meeting and invite your local community constable to give you information and answer your questions.

## Theft and shoplifting prevention

*Offenders like businesses where they don't think they will be noticed and where there is quick and easy access to expensive items.*

Display items most likely to be stolen close to the checkout.

Consider putting security tags on expensive items, using anti-theft cables, or keeping items in locked cabinets.

***Thieves feel uneasy when approached by staff:***

- ▶ Make eye contact and greet each customer when they enter your business.
- ▶ Don't stereotype – anyone can steal, and anything can be stolen.
- ▶ Offer good customer service, ask "Can I help you?" or "Are you looking for something in particular?". Genuine customers will not mind the attention.
- ▶ Don't be afraid to approach a suspicious customer a second or third time, asking if you can help.
- ▶ Ensure all staff know about common shoplifting tactics and what to look out for.



### ***Shoplifting techniques and suspicious behaviour:***

- ▶ Shoplifters may work alone or as part of a group.
- ▶ Bait-and-switch shoplifting technique is where one person distracts staff while the other steals.
- ▶ People entering and exiting the business without buying anything.
- ▶ People scoping the business, filming/taking photos of the inside or outside of the building.
- ▶ Multiple people in a dressing room.
- ▶ People wearing bulky clothing or bags that can easily hide stolen products.



### ***If you see suspicious behaviour:***

- ▶ Always keep yourself safe.
- ▶ If you feel safe to do so, approach the person(s) and ask if you can help.
- ▶ If the person runs off, note down the date, time, their details, and CCTV image if available.
- ▶ Advise your neighbours of the suspicious behaviour, including suspect descriptions.
- ▶ If you are concerned about suspicious behaviour and the suspect is still there, **call 111**. To report suspicious behaviour if the suspect has left the building, **use 105 online or call 105**.

### ***If you believe a theft has occurred:***

- ▶ Ask another staff member to help you.
- ▶ If the suspect does not appear dangerous, approach them, and identify yourself.
- ▶ Be polite and professional and tell them what you saw them do.
- ▶ Ask the suspect to wait in a suitable area where they cannot hide or steal items.
- ▶ If you can, recover the goods and take photos of the goods.
- ▶ If the suspect is cooperative, ask for their name and address.
- ▶ If it is safe to do so, record the number plate and description of any vehicle used by the suspect.
- ▶ If the suspect is still present, **call 111 and ask for Police.**
- ▶ If the suspect has left your business, **use 105 online or call 105.**

**When reporting theft to Police, use the checklist on page 28.**



## Trespassing

There are many different reasons why you might want someone to leave your business. Such as people who have shoplifted, acted suspiciously or been abusive.

### **Anyone can be given a trespass notice.**

- ▶ A trespass notice is a formal request to **leave and stay away** from a property for two years.
- ▶ A trespass notice can be verbal or written.
- ▶ If you choose to invite a person back onto your property, the trespass notice is no longer valid.
- ▶ You can trespass children under 14 but need to confirm they understand they have been trespassed.
- ▶ If someone who is trespassed comes back within 2 years, ask them to leave and report the breach using **105 online or call 105**.
- ▶ If someone refuses to leave when they are trespassed, **call 111 and ask for Police**.

### **How to issue a trespass notice:**

#### **Verbal trespass**

- ▶ If you ask someone to leave and not return, this is a verbal trespass notice. For example, you could say: “You are trespassed. I want you to leave my shop right now and I do not want you to come back for two years”.
- ▶ If you give a verbal trespass notice, record the date and time, reason, and name and description of the person, along with CCTV image of that person if available.

#### **Written trespass**

- ▶ A written notice can make the situation clearer, but you **must have the name of the person** being trespassed to issue a written trespass order.
- ▶ More information and copies of a written trespass notice can be downloaded from our website:

**[www.police.govt.nz/advice-services/personal-and-community-safety/trespass-notices](http://www.police.govt.nz/advice-services/personal-and-community-safety/trespass-notices)**



## De-escalation and conflict management

Customers are generally not angry with you personally. Give them an opportunity to make their complaint without interrupting them and their anger will likely decrease.

### ***If your attempts to de-escalate the situation aren't working:***

- ▶ Maintain a safe distance.
- ▶ If possible, ask another staff member support you.
- ▶ Explain to the person that you are finding it difficult to understand them.
- ▶ If they continue to be aggressive or abusive, politely but firmly ask the person to leave the business.
- ▶ If the person refuses to leave the business, **call 111 and ask for Police.**
- ▶ If you are alone in the business, stay in public view.

There are New Zealand security companies that offer training on conflict management and de-escalation tailored for your situation. Consider using training available online or engaging a security training expert.

- ⊗ **Don't tell the customer to calm down.**
- ⊗ **Don't point or shake your finger.**
- ⊗ **Don't turn your back or touch the person.**

### ***Top tips:***

- ▶ Remain calm.
- ▶ Let them vent.
- ▶ Keep a safe distance – two times arm's length.
- ▶ Maintain good eye contact with the person.
- ▶ Listen and nod, ask questions and repeat what they are saying to understand their concerns.

***If a customer assaults you, call 111 and ask for Police. Ask staff members and other customers to note the person's description and actions.***

# Robbery

**Stand back and stay safe.**

Staff should be well practiced in what to do in a robbery to keep themselves safe. Have a plan and regularly rehearse your plan.

- ▶ Stay calm.
- ▶ Activate your panic alarm and fog cannon if you have one.
- ▶ Staff should go to your safe room if possible.
- ▶ Follow the offender's instructions.
- ▶ Do what you are told.
- ▶ Note the offender's description but don't stare at them.
- ▶ If safe to do so, note the direction they take when they leave and the details of their vehicles.
- ▶ **Call 111** as soon as it is safe to do so.
- ▶ Lock the doors and don't touch anything the offenders may have touched.
- ▶ Ask witnesses to stay and not discuss what happened until Police arrive and speak to them.

- ⊗ **NEVER** try to chase or catch the offender.
- ⊗ **Don't confront the offender or put yourself in harm's way.**
- ⊗ **Don't use weapons or encourage your staff to use weapons.**

*There is a memory enhancer form at the back of this book that you can use to record offender details (page 27).*

## Working alone or working late

- ▶ Make sure staff are trained and have discussed and practiced what to do in different situations.
- ▶ Ensure the building can be adequately secured from the inside.
- ▶ Keep doors locked to prevent casual entry (if appropriate).
- ▶ Display warning signs that security cameras are operating.
- ▶ Provide staff with a wearable panic alarm to activate a fog cannon and audible alarm if safety is threatened.
- ▶ Park as near to work as possible in an area that will be well lit at night.
- ▶ Let someone know they will be working late.

***Try to always have at least two staff working. If staff must work alone, or late at night, take steps to increase their safety.***



## Cash Management

Safe cash management procedures can reduce the opportunity for robbery and theft of cash.

- ▶ Regularly move cash from the till to the safe and keep minimal cash in the till.
- ▶ Cash-drop and time-lock delay safes are readily available from security companies.
- ▶ Count cash out of sight and out of public view.
- ▶ Don't discuss cash takings in public.
- ▶ Ensure your safe is in a secure area and not in public view.
- ▶ Make sure your business is locked and secure before you take bulk cash into or out of tills at the start and end of your business day.
- ▶ Clearly display signs that no cash is kept on the premises overnight.

## Banking Cash

The following tips will help reduce the risk of robbery and assault when staff are taking cash to a bank.

- ▶ Change the banking time each day.
- ▶ Don't carry cash in a bag that has a bank logo.
- ▶ If you can, send staff in pairs to the bank.
- ▶ Let other staff know when you are going to the bank and what time they can expect you back.
- ▶ If driving, lock the vehicle doors and use different routes each day.
- ▶ If walking to the bank, take the most direct route and don't make any stops.
- ▶ Carry a mobile phone and be alert for suspicious people or vehicles.

# Credit card, EFTPOS and PayWave fraud

## Watch out for signs that a stolen PayWave is being used:

- ▶ Multiple transactions under the \$200 PayWave limit by the same customer.
- ▶ Children that look too young to be using PayWave (age limit is 13 years old).

## If you do suspect card fraud:

- ▶ Ask to see photo identification to check the person presenting the card is the rightful card holder.
- ▶ Be suspicious if the person doesn't want to give details or appears nervous or hurried.
- ▶ Note descriptions of people using the card and keep details of date and time, and CCTV footage if available.
- ▶ Record number plates and descriptions of any vehicles suspicious people are using only if it is safe to do so.
- ▶ Use 105 online or call Police on 105 to report the suspicious activity.



**Trust your instincts. If your instinct tells you that a person may be trying to use a card fraudulently, you may be right!**



## Refund scams

**Refunds are commonly used for fraud and theft.**

### **Common refund fraud techniques:**

- ▶ People steal goods and return the goods for a refund (without receipt), either from your business or another business that sells the same item.
- ▶ People buy goods at discounted prices and return the goods (without receipt) for a full-priced refund.
- ▶ Staff steal or purchase goods at discount prices and have someone else return the goods (without receipt) for a refund.

***There should be one key rule when dealing with refunds: No proof of purchase—no refund.***

### **What you can do to reduce risk:**

- ▶ Never give cash refunds. Instead replace or offer credit.
- ▶ Always get a receipt or proof of purchase from the person who presents the goods and thoroughly check the returned goods.
- ▶ Record contact details, including a form of photo ID (drivers' licence or similar).
- ▶ Be suspicious if the person doesn't want to give details or appears nervous or hurried.
- ▶ If possible, never allow a single staff member to process a refund. Ensure a second staff member sees the person returning the goods and checks the refund. This will reduce the risk of staff working with customers to commit fraud.
- ▶ Use 105 online or call Police on 105 to report suspicious activity.

## Staff thefts

***Theft at work is serious misconduct, and you should take steps to prevent it and learn what to do if it happens in your business.***

### **Prevention:**

- ▶ Create a positive work environment to keep workers happy and content.
- ▶ Use pre-employment screening checks.
- ▶ Make staff aware that they all need to help reduce theft. Ask for their ideas on theft prevention.
- ▶ Make it clear that ALL thieves will be prosecuted, whether they are staff or customers.

- ▶ Provide an easy anonymous way for staff to report illegal or suspicious behaviour.
- ▶ Keep accurate cash flow records, stock balances, and equipment levels.
- ▶ Limit access to the safe, keys, and alarm codes.
- ▶ Take quick action when staff theft is discovered. Let staff know that theft will not be tolerated.
- ▶ Consider changing locks and access codes if a staff member is asked to leave their job.
- ▶ When you suspect a staff member is stealing you must make sure there is a full and fair investigation. For more information please visit:

**[www.employment.govt.nz/resolving-problems/](http://www.employment.govt.nz/resolving-problems/)**

If you have dismissed a worker because of theft, contact the police on 105. Unless the person is prosecuted, they could start offending at another job.





## ***Keeping your business safe***

Well maintained and secure properties with good visibility inside and out can reduce the risk of being victimised.

# Improve visibility to increase safety

Offenders like to work without being noticed. The better you can see both within your business and outside your business, the less risk of crime. The darker your business is, and the more hidden you are from the street, the greater the opportunity for theft and robbery.

## Inside your business

The layout of your business can help reduce crime. This can also increase the feeling of safety among your staff and customers.

- ▶ Are windows clear of posters and displays to allow visibility from the checkout counter to outside?
- ▶ Is the checkout counter near the door?
- ▶ Is the cash register bolted to the counter?
- ▶ Are cigarettes kept in a locked cabinet?
- ▶ Are personal belongings kept secure away from the checkout counter?
- ▶ Is a gate or screen in place to prevent public getting behind the checkout counter?
- ▶ Are all areas of the business well lit?
- ▶ Is there an entry buzzer in the business to alert staff of customers coming in?
- ▶ Is the entire business visible from the checkout counter?
  - ▶ Raise the platform behind the counter to give staff a better view inside the business.
  - ▶ Keep shelves low enough for staff to see over them.
  - ▶ Where blind spots exist, use carefully positioned mirrors and/or CCTV.

## **Outside your business**

- ▶ Are bollards/planter boxes used outside to prevent ram raid burglaries?
- ▶ Is there additional window security, such as window security film, in place to reduce the risk of windows being smashed?
- ▶ Can people outside see clearly into the business?
- ▶ Can staff see members of the public outside before they enter the business?
- ▶ Are all entries and exits well lit? Make sure the exterior of buildings and loading areas are well lit, with no blind spots or hidden areas.
- ▶ Is the property free from graffiti and rubbish? Shrubbery should be trimmed so that the view is as clear as possible.
- ▶ Are the neighbouring properties free from rubbish, graffiti, and vandalism?

## **When your business is closed**

- ▶ Are CCTV cameras and alarm systems operating?
- ▶ Are valuable items hidden from view from outside the business?
- ▶ Is cash removed from the business? Consider a sign at the business entrance – “No cash is kept on premises overnight”.
- ▶ Is there lighting outside the business? Street lighting may not be enough, consider sensor lights covering all doors and windows.
- ▶ Are all doors, windows and skylights secured with good locks?
- ▶ Ensure ladders, rubbish bins or other objects are secured and do not provide access to the roof.



## CCTV Cameras

CCTV systems will vary based on business layout and budget. The following are some general guidelines:

- ▶ Consider having CCTV cameras both inside and outside your business.
- ▶ Install a monitor and surveillance camera at the entrance so customers can see themselves in the monitor when they enter the business, this shows potential offenders the CCTV is active, and they have been recorded.
- ▶ Footage should be recorded and kept for 31 days, and easily downloadable.
- ▶ If possible, look for cameras that shoot and record in 4k resolution. 4k is also known as Ultra HD, or UHD.
- ▶ Frame rate should be at least eight frames per second (8 fps).
- ▶ Don't direct cameras towards bright lights as it can cause target persons to become silhouetted.
- ▶ If you use CCTV you must clearly display a sign that CCTV cameras are operating.

**The use of a good quality CCTV system should be part of your crime prevention strategy.**

**A good quality CCTV system can help prevent crime as offenders know there is a greater chance of getting caught.**

## Other prevention measures

Install a range of complementary prevention measures. The following list is a recommendation only, businesses should consider their individual situation to decide what measures are most appropriate:

### REINFORCED STEEL BOLLARDS



Reinforced steel bollards, street furniture, or other protective structures in front of your business such as that pictured may help to prevent potential ram raids. Bollards should be concreted in when possible. If bollards are on council land you may also require consent from your local council.

### PANIC ALARMS

Panic Alarms can be a fixed button behind the counter or a button on a pendant worn by staff members which activates a loud alarm that can scare off potential offenders. The panic alarm can also be designed to activate the fog cannon and alert a security company.

### WINDOW SECURITY FILM



Window security film is a film that goes over your window to make it harder to get in. The longer it takes and the harder it is to get in, the less likely an offender will be to target your business.

### SAFE ROOMS

Safe rooms, consider making a safe room where staff can go if there is a crime in progress. By physically separating themselves from offenders, staff are less likely to be assaulted or injured.

### FOG CANNONS



Fog cannons are security devices that fill a room with dense fog in a matter of seconds. They are activated by an emergency button. Fog cannons create a no-go area for offenders. Offenders are unable to see anything inside the business and cannot locate high value items. It also allows staff to escape to a safe place and lessens the risk of staff becoming a target of violence.

### REINFORCED ROLLER DOORS



Reinforced roller doors are used when your business is closed. They make it harder to get in and may help prevent smash and grab style burglaries.

## ***Protecting crowded places from attack***

### **All New Zealanders have a responsibility to help detect and prevent attacks in crowded places.**

Everyone who works in, or uses, a crowded place should be aware of their surroundings. You should report unusual and suspicious behaviour not just in your business, but your shopping centre, street and neighbourhood. In the event of a terrorist attack or similar incident in your neighbourhood you need to remember three words:



[www.police.govt.nz/crowdedplaces](http://www.police.govt.nz/crowdedplaces)

# FAQs

## What's the difference between theft, burglary, and robbery?

**Theft** is taking of any property that does not belong to you. There must be a clear intention to commit theft.

**Shoplifting** is a type of theft when something is stolen from a business during opening hours. If a business is closed, or the item is stolen from an area closed to the public (like a wallet stolen from a staff room), then this is burglary rather than theft.

**A burglary** refers to entry or attempted entry into a building without permission with the intent to commit a crime.

**A robbery** refers to theft or attempted theft of property accompanied by force or the threat of violence to a person or property.

## I'm having trouble with children shoplifting, what can I do?

You have the right to stop anyone coming into your business, including children. You can tell a young person they are not welcome in your store and ask them to leave.

All offending by children (under 14 years) and young persons (over 14 but under 17 years) should be reported. Children can't be charged through the criminal justice system, however reporting offending assists police to identify those repeatedly offending.

Children and young persons will be held account for their actions. This can be through official warnings, Family Group Conference, Alternate Action Plans, and more serious repeat offenders can appear before Youth Court.



## If I suspect someone has shoplifted, can I search them?

No, you cannot search a person or their possessions unless they have agreed to the search. You can ask a person to open a bag or empty their pockets and you may search their bag if they agree.

## Can I name and shame people who steal from my business?

You are within your rights to publish images of offenders, so long as three conditions are met:

- ▶ You are 100 per cent sure of the accusation (to protect you from defamation action).
- ▶ You have a CCTV sign which is clearly visible at the entrance of the business that lets people know they may be recorded.  
For example: Crime prevention cameras are in operation.
- ▶ You have a written policy which sets out the purpose of collecting camera images.

For example: *We record images of all people entering our business. These will be used for security purposes, including reporting crimes to the Police. We will also publish images of people who steal or commit other crimes on our premises.*

## Can I stop someone from leaving if I think they have shoplifted?

In most circumstances, you cannot stop a suspect from leaving. If you feel unsafe or they run off – let them leave and don't chase them.

### **If you prevent a suspect from leaving your business call 111 immediately.**

Your first concern should always be your own safety and that of other staff and customers. Never take unnecessary risks.

## Can I do anything about people I don't want to come into my business?

As the owner you have the right to stop anyone you don't want to come into your business. This might include people who have shoplifted or been abusive, but you don't have to give a reason.

You can also set conditions of entry for customers entering your business by displaying a sign at the entry to your business. Conditions of entry could include:

- ▶ Bags must be left outside, or at the counter.
- ▶ No bike helmets to be worn inside.
- ▶ No gang patches permitted.

If someone in your business breaks a condition of entry or you think they are acting suspiciously, you have the right to ask that person to leave.

You may want to issue a trespass notice that will make it illegal for a person to return to your business for up to two years.

There is a more information about trespassing on page eight.

## I phoned the police, but they did not come, what should I do?

Each situation is considered on a case-by-case basis. Police aim to attend every critical incident as soon as possible, but depending on the incident and other emergency calls, Police may not be able to attend straight away, or follow up Police action may take place later.

You can **call 105** to get a file number for your case, or if you already have a case number you can use the Case/Report update form available at **105.police.govt.nz** to request an update from Police.

## What if I don't want to talk to police but I have information?

If you have information about crime or suspicious activity and you don't want to contact Police, you can tell Crimestoppers.

Crimestoppers is anonymous – no-one will find out who you are. Crimestoppers is not part of the Police and will pass on the information you provide to the right authority. Call Crimestoppers toll-free anytime on 0800 555 111 or use **www.crimestoppers-nz.org**

# Daily Security Checklist

Use the following example to create a simple checklist for your business for staff to use at the start and end of each day to reduce the risk of crime.

## **Opening**

- Look for signs of forced entry and report all attempts to Police on 105
- Check windows and aisles are clear so you have good visibility inside and outside your business
- Keep business locked until ready for opening

## **Closing**

- Check CCTV cameras and alarm systems are operating
- Remove valuables from view
- Clear your till and leave open
- Light up entry and exit points
- Set alarms
- Lock skylights, doors and windows

# Memory Enhancer

Use this description checklist as a memory enhancer. Try to complete as soon as possible and don't discuss with anyone else until you are done.

<b>Male/Female</b>	
<b>Clothes</b> <i>Consider what the person is wearing starting from the head down. ie. Hat, what type, what colour, shirt, what type, what colour, etc</i>	
<b>Footwear</b>	
<b>Age</b>	
<b>Ethnicity</b>	
<b>Speech</b> <i>Do they have an accent, did they use names?</i>	
<b>Height</b> <i>Use something as a guide – door height, shelving, or poster on the wall.</i>	
<b>Build</b> <i>Slim, medium, solid.</i>	
<b>Hair</b> <i>Colour, length, style.</i>	
<b>Facial hair</b> <i>Moustache, beard, side burns, goatee.</i>	
<b>Eyes</b> <i>Colour, glasses.</i>	
<b>Other</b> <i>Tattoos/scars/marks, earrings/piercings, bags, jewellery/watch, cell phone.</i>	

# Reporting Theft Checklist

The details you report to Police make a big difference in Police's decision to progress an investigation. Please provide:

- The description and value of goods.
- A receipt showing the value of the goods stolen. If you have recovered the goods include photos of them.
- A description of the suspects(s)—use the memory enhancer on page 27 as a guide.
- CCTV stills/footage of showing the face and identifying features of the suspect and evidence of the offence.
- If you know the identify of the suspect provide known names.
- If you provide CCTV footage include short clips only. Note the time the suspect entered the store, the time of offending, and when they left the store.
- If anyone saw the offending with their own eyes, include a clear written statement of what that person saw and include their contact details.
- Include the number plate and description of any vehicle used by the suspect(s).

***The more thorough the information reported, the better the chance the offender will be held to account.***





# Contact Information

## 111

### 111 (One-One-One)

Always call the Police on 111:

- ▶ In an emergency or if there is an offender present.
- ▶ If someone threatens or assaults you or your staff or refuses to leave.
- ▶ If a suspect is in possession of stolen property and is still in your store.

## 105

[105.police.govt.nz](https://105.police.govt.nz)

### 105 (Ten-Five)

For non-emergencies use 105 online or call 105 to:

- ▶ Report someone who has left your business, either with your property or having tried to steal your property.
- ▶ Report suspicious behaviour.
- ▶ Reach out to your local community Police constable for more advice.

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**105 Online** is a convenient way for business owners to report offending and suspicious activity.

- ▶ No waiting on the phone.
- ▶ Can continue to serve customers in between completing the form.

# Retail Crime Hub

For more information and resources visit  
[police.govt.nz/retailcrime](https://police.govt.nz/retailcrime)



# 0800 555 111

**Crimestoppers**

[www.crimestoppers-nz.org](https://www.crimestoppers-nz.org)

Call Crimestoppers toll-free anytime to report a crime anonymously.  
Crimestoppers is an independent charity.

# ***Business Crime Prevention***

A guide to make your business a safer place  
for you, your staff, and your customers.



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