

# Retail Crime Prevention

## Daily Security Checklist

### 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 shop
- ▶ **Keep** store 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

Well maintained, secure properties with good visibility inside and out are the best crime deterrent.

## Aggressive and threatening customers

- ▶ Remain calm
- ▶ Let them vent
- ▶ Keep a safe distance – two times arm's length
- ▶ Listen, nod and ask questions. Repeat back to the customer what they are saying to help you understand
- ▶ **DO NOT:**
  - ▶ Tell the customer to calm down
  - ▶ Point or shake your finger
  - ▶ Turn your back or touch the person

You can ask anyone to leave your store, if they refuse to leave, call 111.

## In a robbery

- ▶ **Stay calm**, no sudden movements
- ▶ **Obey** the offender's instructions
- ▶ **Note** the offender's description but don't stare
- ▶ **Call 111** as soon as it is safe to do so

Most robberies take less than one minute – stand back and stay safe.



For a retail crime prevention checklist, and other resources and advice:  
[www.police.govt.nz/retailcrime](http://www.police.govt.nz/retailcrime)

**USE 105** FOR NON-EMERGENCIES

**CALL 111** FOR EMERGENCIES