

Flying Squad



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# Jewellers Personal Safety And Security Guide For Robbery

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### **Association Chief Police Officers (ACPO)**

The jewellery industry has always taken security seriously, recognising the risks associated with high value goods and implementing measures to address those risks. For some retail jewellers knowing exactly what level of security is appropriate can be a challenge, this document aims to provide all jewellers with a tool to assess their existing security and implement an appropriate and robust system for protecting their staff, customers and businesses from today's threats.

The Jewellers Personal Safety And Security Guide For Robbery has been developed by experienced security professionals in the Jewellery industry, the police and other stakeholders. The guide identifies opportunities for reducing risk to customers, staff and stock and increasing the chance of catching offenders when offences do occur.

I welcome the development of minimum standards for jewellers security which are encapsulated in the Jewellers Personal Safety And Security Guide For Robbery. I know that one of the challenges has been to develop minimum standards in an environment where different jewellers have made varying professional judgments in respect of particular safety and security measures. However, the standards in this document are widely agreed to be achievable, realistic and cost effective for the industry as a whole.

### **ACC Matt Jukes – Asst. Chief Constable (Specialist Crime)**

### **British Jewellery Association**

This document is a continuation of the excellent work the London Metropolitan Police has undertaken in other high risk industries.

The BJA acknowledges the support of leading jewellery industry security experts who have worked with the London Metropolitan Police in producing this guide. Both authoritative and practical, the guide provides an excellent working document on how jewellers can be proactive in their approach to crime prevention.

**Simon Rainer**  
**Chief Executive**  
**British Jewellers' Association**

## **National Association of Goldsmiths (NAG)**

Retailing has always been a risky business, and if industry crime surveys are to be believed, the number of thefts from shops rise year on year with an incident occurring nearly every minute of every day; while violence and abuse against shop staff increases steadily. By its very nature, jewellery retailing carries higher risks than many other sectors. But short of putting a policeman in every shop door way, what can be done to stem the rising tide? The reasons for the upsurge in crime are too complex to analyse here, and one could have a long philosophical debate about how much consumerism fuels greed; how much temptation retailers put in the way of offenders; and how much protection taxpayers can reasonably fund. In the final analysis we face an ever present threat, and current financial constraints do not help! So, short of effecting a paradigm shift in society, we're potentially faced with demanding the police do more with less. But can they do it alone? My answer is no, they need help, and particularly from the businesses they seek to protect.

The subject of security may seem complex to most jewellers, and perhaps best left to experts. But in reality nobody knows the local circumstances better than jewellers themselves, and with just a little external help they can greatly reduce the risks to their own premises, and use police time more effectively. That is why the sponsors of these materials have produced this straightforward guide that we hope will, in conjunction with your insurers' advice, answer some of the more basic questions, and act as a template for your own security needs.

Naturally crime evolves as criminals adapt to new obstacles and deterrents, in much the same way that business changes its practices to deal with new economic circumstances or consumer trends. Therefore, no guide or template will ever foresee, predict, or describe every eventuality, but by paying attention to the fundamentals of security every business will be better able to cope when the unexpected happens.

**Michael Hoare**  
**Chief Executive,**  
**The National Association of Goldsmiths**

## **National Pawnbrokers Association (NPA)**

For the last 18 months the NPA has been participating in the London Jewellery Strategy Group which is made up of senior representatives of the Metropolitan Police, a number of prestigious jewellery companies in New Bond Street, NAG and ourselves. Its aim is to look at ways of preventing robberies in jewellery and pawnbroking shops.

One of the outputs is this Standards document which will help members both assess the risks of robbery and give suggestions on the appropriate measures to combat those risks.

A duty of care to staff is paramount and by taking simple steps you can mitigate the threats and help keep them safe.

The NPA Council endorses this document and I hope you find it useful.



**Des Milligan**  
**Chief Executive**  
**National Pawnbrokers Association**

## **Acknowledgements**

This document was compiled by security representatives from the jewellery industry, the Metropolitan Police Service and other sectors who formed the working and strategic groups. Assistance was also given by a number of other partners who have chosen not to be named. We would like to extend our thanks to all contributors who have enabled this document to be produced.

Mark Beale

Nathan Bray

Donna Bullock

Malcolm Hampton

Ken Hopwood

Simon LeMare

Pam Mace

Helen Mackay

David Rees

Stan Sinclair

Metropolitan Police

Graff

Acanthurus Ltd

AURUM Holdings Limited

Catlin Group and at Lloyd's of London

Chaucer Syndicate and at Lloyd's of London.

Metropolitan Police

Tiffany & Co

De Beers

Signet Jewellers

## **Contents**

<b>Introduction</b>	<b>9</b>
<b>Risk Assessment</b>	<b>10</b>
<b>Shop Front</b>	<b>11</b>
<b>Customer entrance and doors</b>	<b>11</b>
<b>Windows</b>	<b>13</b>
<b>Ram Raid and overnight protection</b>	<b>15</b>
<b>CCTV</b>	<b>16</b>
<b>Display Cases</b>	<b>19</b>
<b>Secure Storage</b>	<b>20</b>
<b>Private Viewing Rooms</b>	<b>21</b>
<b>Office /Repair / Manufacturing areas</b>	<b>21</b>
<b>Cash Handling</b>	<b>22</b>
<b>Signage</b>	<b>23</b>
<b>Opening Procedures</b>	<b>24</b>
<b>Merchandise / display set up / break down</b>	<b>26</b>
<b>Closing procedures</b>	<b>27</b>
<b>Security equipment maintenance</b>	<b>28</b>
<b>Suspicious incident recording and reporting</b>	<b>29</b>
<b>Liaison with local police Safer Neighbourhood Teams</b>	<b>29</b>
<b>Raising and maintaining staff awareness of crime</b>	<b>30</b>
<b>Appropriate training for staff</b>	<b>31</b>
<b>Excellent Customer Service</b>	<b>31</b>
<b>Good Management</b>	<b>32</b>
<b>Conclusions</b>	<b>32</b>



## **Introduction**

Welcome to the Jewellers Security Guide for robbery. This publication is intended to assist you in identifying the most appropriate security standards to protect your premises from robbery. The advice contained in this document has been compiled by jewellers for jewellers, with assistance from the Metropolitan Police. Before implementing any of the advice contained within this document please ensure that you consult with your insurer, the local planning and fire officers.

This document examines a number of areas including risk assessment, physical security system and process security. It is important to note that there is no panacea to crime and that good security is dependent on introducing not just the right equipment but also the right systems and training for staff.

When choosing your security systems it is always recommended that you use reputable companies and many insurers will insist that you use a National Security Inspectorate (NSI) approved installing company. However, in addition to the installation consideration should also be given to implementing a regular maintenance contract, to ensure your security system is always operating at its optimum performance.

If you require additional assistance please contact your insurer or local crime prevention officer.

## **PLEASE NOTE**

**It is the public function of the Metropolitan Police Service ('MPS') to prevent and detect crime and to promote measures, which further that function. The advice/guidance given is given in accordance with that function and is not an assurance that crime will be prevented. Nor does the giving of advice create a legal relationship between the MPS and its recipient. As such the MPS will incur no liability for any loss or damage (of whatever nature) occasioned to the recipient of the advice its employees agents or customers or any other person arising directly or indirectly from the giving of the advice.**

**This advice is based on current crime trends in the London area. The recommendations given are those of the officer Jewellery Crime Reduction Working Group, which in their opinion may reduce the risk of crime but do not offer or imply a guarantee of crime reduction.**

## Risk Assessment

The Health and Safety at Work Act 1974 places certain duties on employers in relation to health and safety in the work place. A key requirement is the provision of a risk assessment in relation to violence in the workplace. In the retail environment there is always the possibility of violence and in the jewellery sector robbery is a very real risk for you, your customers and staff. Robbery is a violent crime but the term is often misused or misunderstood, the legal definition is:

A person is guilty of robbery if he/she: steals and - immediately before or at the time of doing so, and in order to do so - uses force on any person, or puts or seeks to put any person in fear of being then and there subjected to force.

### Section 8 (1) of the Theft Act 1968

This section examines how to gather the information required for a risk assessment.

The Health and Safety Executive has produced a number of documents to assist in identifying the risk and conducting a risk assessment. The documents; 'Health and Safety Regulation ... a short guide' and 'Five Steps to Risk Assessment' are two key documents that will assist in the development of your risk assessment. The Health and Safety Act does not examine security measures to protect your stock, however, measures that you introduce to protect your stock may have health and safety implications, for these reasons it is important that before implementing any of the advice contained within this document you consult with your insurer, the local planning and fire officers.

The Health and Safety 'Five Steps to risk Assessment' identifies the following areas that must be covered to ensure that you meet the necessary statutory requirements;

1. Identify Hazards
2. Decide who might be harmed and how
3. Evaluate the risks and decide on the precautions
4. Record your findings and implement them
5. Review your assessment and update if necessary

The HSE have provided a useful website with case studies of risk assessments to assist you in developing a risk assessment for your premises. This is available at [www.hse.gov.uk/risk/casestudies](http://www.hse.gov.uk/risk/casestudies)

## **Shop Front**

Your shop front is as important a security feature as it is a marketing tool. As much thought should be given to security as is given to the window display.

Ideally staff should be able to see out of the premises and passers by should be able to see in. This allows staff to identify potential risks and possibly take action or warn other staff before offenders have entered the premises. The deterrent value is obvious, if offenders can be seen from outside the venue it increases the risk of them being caught and reduces the risk of protracted robberies.

Consideration should be given to the way jewellery is displayed in the window and the value of the display. Expensive jewellery clustered in small areas is extremely vulnerable to smash and grab raids. Consideration should be given to the use of secondary security measures within windows; these could include secure cabinets with more secure glass and items being secured to the display area or the introduction of internal or external shutters which can be activated during a raid and used for overnight protection. Additional measures could be considered for windows including fogging devices and unique taggents, however, these are most effective when used in conjunction with clear security signage.

## **Customer Entrance and Doors**

Where your shop is located will impact on the type of entry system you have in place, from unrestricted entry in a shopping mall to, potentially, a controlled airlock system. No matter what type of entrance you have it should be fit for purpose. Main doors should be of a robust construction in steel, aluminium or wood with split or full frames / edging. Door glazing should be of a comparable standard to the main exterior windows. Please note: Fully glazed laminate doors without side support edging will fold and collapse if attacked. Fully glazed plate glass doors will disintegrate.

All access points (Doors / windows) and communal areas should be included in the overall risk assessment. Rear doors should be of robust steel construction, ideally with integrated steel frames. Rear doors should incorporate a viewing facility (Spy hole, CCTV, Camera intercom, etc.) and all external points of entry, including skylights and roof access points should be linked to the main alarm system with day-time activation if opened.

Shopping centre sites: This type of location will have service corridors and loading bays. Establish access rights to these areas with the centre management and how these are covered by centre security.

When completing a risk assessment it is important to consider a number of factors. Have your premises previously been the venue for a robbery? Have other jewellers in the area been victims? This information may be obtained from your local Safer Neighbourhood Team and more general crime information is available from [www.police.uk](http://www.police.uk)

The following recommendations have been colour coded to assist you to identify the most appropriate measures for your identified risk:

<b>Normal Risk</b>
<b>Enhanced Risk</b>
<b>High Risk</b>

<b>Recommendation</b>	<b>Notes</b>	<b>Identified Risk Level</b>
Unrestricted	This type of entrance is normally only used in shopping centres, which are patrolled by uniformed security.	Standard
Audible warning of entry	The old-fashioned doorbell or buzzer to warn staff of customers entering the premises. This should only be used in areas where there is minimal value stock available. An alarm should be fitted to all rear doors and service doors to identify unauthorised access or egress.	Standard
Remote electronic (magnetic) locking systems	Remote locking allows a limited control of entry method. The lock is activated by staff when they are satisfied that the person at the door is a legitimate customer / visitor.	Enhanced / high
Airlock uncontrolled	An airlock means that there are two doors controlling entry. However, the locking mechanisms on the doors remain independent of each other meaning that both doors can be open at the same time.	Enhanced / high

Airlock controlled	With this type of control only one door can be opened at any time, offering staff two chances to vet customers before they enter the premises.	High
Access control staff	Door staff should be appropriately trained and fully briefed in relation to their duties. Door staff have a specific task; they control entry and are a visible deterrent to offenders. If staff are specifically employed for this role they will need to be SIA licensed.	Security or door staff are a way of deterring offenders at the point of access. These staff may be employed at times of increased risk or on an ongoing basis.

#### Daily key collection / delivery services

Key holder services reduce the risk of offenders targeting staff to obtain keys to the premises. This service is common across Europe but is not widely available within the UK, other than for out of hours opening following an alarm activation. Companies engaged in this service must be SIA accredited.

#### Windows

Windows are an area of considerable vulnerability; in London a great many of the attacks against jewellers have taken the form of 'smash and grab' raids. Various tools, including pick axes and sledgehammers have been used by numerous offenders to attack the windows and doors.

The attacks in London have predominantly involved more than one offender attacking the windows. For this reason the standards relating to shop front glass are highly recommended.

#### Rebates:

In addition to choosing the actual standard of window or counter glass, consideration must be given to the window surround and rebates, in order to ensure these are of a suitable standard with the ability to securely hold the glazing units during an attack. Glaziers will be able to advise on the maximum depth of rebate available, but this will depend on the type and style of the existing window frame. Older properties where a suitable rebate depth cannot be achieved, will require the installation of secondary batons in order to provide additional strength.

Glass bonding:

Both external and internal glazing can be joined or bonded using a number of different methods, Glazing providers will be able to advise on the most suitable method depending on the location and associated risk level.

The two main methods are as follows:

Silicon bond - provides a flexible joint, easy to replace damaged units / sections, weakness - can be cut using a razor blade / knife may separate during an attack.

UV Bond - provides a strong fixed joint using an ultra violet sealing method, full replacement of damaged units / sections, this is ideal for internal counters and where possible external windows. Speak to your glazier for full details. Simple silicon joints on corners of windows should be protected by metal or wooden coverings to prevent the silicon being cut or splitting during an attack on the glass.

Good protection of the windows and careful consideration of window displays may reduce the risk and impact of this type of offence. Stock display will be discussed in policy and procedure. The better the glass the longer it takes the offenders to access items in the window, increasing the possibility of them being caught thus increasing the risk to the offender.

Standard 1	BS EN 356 P5A provides protection against attacks 3x3 in a triangle.	Standard
Standard 2	BS EN 356 P6B provides protection against 31- 50 blows from a sledge hammer or axe.	Enhanced
Standard 3	BS EN 356 P7B provides protection against 51 - 71 blows from a sledge hammer or axe.	High

### Ram Raid and Overnight Protection:

Ram raid bollards	Where your doors and or windows are vulnerable to physical vehicle attack consideration should be given to installation of ram raid bollards.	Enhanced / High
Building reinforcement	If you are unable to fit ram raid bollards externally, consideration should be given to reinforcing vulnerable areas internally.	High
Internal / external shutters	Shutters are a measure for overnight protection. Please ensure that you check with your local authority to see if external shutters are permitted, you may require planning permission. All shutters should be secured by ground and shot bolts.	Standard / Enhanced / High
External Lighting	When fitting external and window lighting it is important to do it in conjunction with the CCTV to ensure that the lighting does not cause reflections or blind spots that affect the images being recorded.	Standard / Enhanced / High
Alarms	<p>Type A alarms are the most suitable for jewellers premises. These are alarms that meet the British Standard 4737/BS EN 50131, BS 7042 (high security systems) or BS 6799 Class VI (wire-free alarms). Such alarms will be registered with the police and identified by a unique reference number (URN) and can include personal attack alarms.</p> <p>Hold up (panic) alarms should be positioned in areas where staff have ready access to them.</p> <p>The alarm system should give full perimeter protection, internal cover and safe(s)/vault protection. Consider the installation of an additional secondary system for the safe(s)/vault only.</p>	Standard / Enhanced / High

	<p>Consideration should be given to 'alarm windows' i.e. time when alarms will be off. At all other times if an alarm is properly disarmed this in itself will activate an alarm and alert to all key holders. Times can be varied with your alarm company if required for stock taking, late opening etc.</p> <p>User error is the most common cause of false alarms. It is extremely important that you are careful not to accidentally activate the alarm as police response may be removed following 2 false activations in a 12 month period.</p>	
Adjoining buildings	<p>Where your business premises adjoin other premises you should consider the use of vibration alarms on the walls of the adjoining premises. This is particularly important where the adjoining premises are vacant or abandoned. Another area of vulnerability is where you have residential or business premises above your shop, again vibration alarms should be considered for use on the ceiling.</p>	Standard / Enhanced / High

## CCTV

CCTV is an extremely important factor in the security of your premises. CCTV can be used as a preventative tool, if certain other measures are in place; otherwise CCTV is an essential element in identifying offenders and securing convictions. For CCTV to be effective in prevention it needs to be monitored and when someone or something suspicious is identified action of some kind needs to be taken. If you are able to monitor CCTV ensure that when suspicious persons / events are identified staff are immediately informed to be on their guard and action is seen to be taken.

There are a number of elements to be considered when introducing a CCTV system. The recording of images of individuals is covered by the Data Protection Act 1998. The act makes some requirements on any operator of a CCTV system and a copy of the

CCTV code of practice (2008 Revised addition) is available at [www.ico.gov.uk](http://www.ico.gov.uk) then search for CCTV Code Of Practice revised edition 2008.

CCTV plays a major role in post event investigation. Often police are frustrated by poor quality images, cameras not recording and cameras being moved. A daily check should be conducted to ensure that all cameras are working and facing where they are meant to be. Recording equipment should be checked to ensure that it is switched on and recording. On a weekly basis all camera lenses should be cleaned following manufacturers recommendations and a check of recorded images should be made to ensure that the recording equipment is working correctly. If CCTV equipment is found to be faulty it should be repaired as quickly as possible. If equipment is found to have been deliberately damaged or interfered with you must raise the awareness of staff and report the incident to your local Safer Neighbourhood team.

If your CCTV system is not being monitored then its main value is as evidence following an attack. There are some simple rules to follow. Firstly from a police perspective there are a number of best practice issues;

All CCTV must be recorded	If CCTV is not recording there will be no video evidence.	Standard / Enhanced / High
All images should be recorded in real time. E.g. 25 frames per second (fps) minimum.	This frame rate allows investigators to see exactly what has happened. Slower frame rates may mean that important evidence is lost. Consideration can be given to using motion-activated cameras in some areas that do not require constant monitoring e.g. storerooms.	Standard / Enhanced / High
Recording equipment must be secured.	Offenders have been known to steal the CCTV recording equipment at the time of a robbery. Please ensure that all recording machinery is secured, using a cabinet or other suitable mechanism. As CCTV images are covered by the data protection act you have a responsibility to ensure that the data is kept safe. Consideration could be given to off site recording and monitoring of CCTV.	Standard / Enhanced / High

<p>All CCTV should be held for not less than 31 days.</p>	<p>There is a need to keep images for a reasonable period. ACPO recommends a minimum retention period of not less than 31 days.</p>	<p>Standard / Enhanced / High</p>
<p>All cameras need to have an identified purpose.</p>	<p>This means that you have to identify the role of each camera. There are four main uses for a CCTV camera. Monitoring an area, detection of offences, recognition of persons and identification of unknown persons. For all these purposes you will need to gather different images.</p> <p>From a robbery perspective police need at least one camera for identification, placed near the door, facing into the premises at close to head height. (An inward facing camera has a constant light source and records better images.) At least one camera that shows the whole shop for detection of offences. Other cameras covering areas of vulnerability e.g. the safe, strong room and private viewing rooms.</p> <p>If possible CCTV should cover the outside of your premises, especially windows and external entrances. These allow video evidence of smash and grab type raids. Please be aware you may need planning permission for this type of CCTV and there may be restrictions on what you can film. A simple rule of thumb is; if you saw your images on Crimewatch would you be happy that the images were very good, or holding your head because of the poor quality.</p>	<p>Standard / Enhanced / High</p>

There needs to be a method for removing images from the system. (Normally a CD writer built into the unit.)	Police will require the images from any CCTV system following a robbery. On occasions police have had to take the hard drive, as that is the only method of recovering the images. A member of staff should be competent at operating the CCTV and downloading content. An audit trail of who has viewed the images and who has taken copies must be maintained.	Standard / Enhanced / High
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### Display Cases

<b>Glass</b>	Minimum standard 11mm – 15mm laminate for all counters, wall/display cases and window backs. High-risk areas such as main window backs and high value counters should be upgraded where possible.	Standard / Enhanced / High
<b>Locks</b>	Locks should be fitted to all displays to prevent unauthorised access. Consideration should be given to the use of two locks on each cabinet. (There have been incidences where offenders have identified that one lock can be easily bypassed.)	Standard / Enhanced / High
<b>Alarms</b>	Consideration should be given to alarming all cabinets. This reduces the risk of lock picking / forcing whilst staff are distracted.	Standard / Enhanced / High
<b>Limits</b>	Reducing the reward and increasing the effort for offenders are two key reduction principles. Review your display limits and where possible divide high value goods amongst a number of cabinets, rather than a single high value display.	Standard / Enhanced / High
<b>Open Displays</b>	Open displays should only be used for low value items.	Standard / Enhanced / High

## Secure Storage

<p>Vault</p>	<p>Installation and use of a vault will be based on a number of factors including the value of merchandise held and the requirements of the insurers</p> <p>The vault should be connected to the intruder alarm system and the use of a time delay lock is recommended.</p> <p>A CCTV camera should be positioned to give cover of the interior of the vault.</p> <p>Access to the vault should be limited and where feasible, codes split between two or more staff</p>	<p>Enhanced / High</p>
<p>Safe/s</p>	<p>Installation and use of a safe will be based on a number of factors including the value of merchandise held and the requirements of the insurers</p> <p>Please note: Fire safes offer little protection from theft.</p> <p>Where there is a large amount of merchandise, two or more safes installed in different locations, allows the value to be spread.</p> <p>The safe should be connected to the intruder alarm system and the use of a time delay lock is recommended, the recommended time delay for daytime use is 20 minutes. The safe should remain locked throughout the day.</p> <p>The safe should also be protected by a secondary alarm system independent of the main system.</p> <p>A CCTV camera should be positioned to give cover of the safe and surrounding area.</p>	<p>Standard / Enhanced / High</p>

	Access to the safe should be limited and where feasible, codes split between two or more staff	
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### Private Viewing Rooms

Private viewing rooms are potentially vulnerable as the robbery may not be seen by other members of staff. There are also staff safety issues in closed rooms. Consideration needs to be given to locking systems that can be easily unlocked from inside or outside the room. Hold up alarms should be fitted in all private viewing rooms.

CCTV	Any private viewing rooms should be fitted with CCTV. The CCTV is in place to monitor what is happening in the room and should give full view of the table or display area being used to show merchandise.	Standard / Enhanced / High
Hold Up Alarm (Panic alarm)	Any room where staff are potentially alone with customers should be fitted with a hold up alarm	Standard / Enhanced / High

### Office / Repair / Manufacturing areas

CCTV	CCTV must be in place to monitor what is happening in the room.	Standard / Enhanced / High
CCTV Monitor	A monitor showing CCTV of the shop may provide staff with an early warning of an attack enabling them to take appropriate action.	Standard / Enhanced / High
Hold Up Alarm (Panic alarm)	A hold up alarm should be available for use by staff in the event of an attack.  Alarms should be positioned in easily accessible locations.	Standard / Enhanced / High

## Cash Handling

Whilst robberies against jewellers predominantly target stock, there is still a need to ensure that any cash on the premises is handled appropriately.

Till limits	<p>A realistic maximum limit for cash in tills must be identified for each store.</p> <p>The maximum limit must be enforced.</p>	Standard / Enhanced / High
Till lifts	<p>When the cash available exceeds the identified limit the excess cash should be placed in the safe. This should be done when there are no customers in the shop, and, if available, the remote door lock should be used.</p>	Standard / Enhanced / High
Banking	<p>Banking should take place as and when required. The following points should be noted.</p> <p>No fixed day or time should be arranged for banking. Banking must be a random activity not restricted to certain days or times.</p> <p>Staff and management must be trained in relation to banking procedures.</p> <p>Where the amount being banked is in excess of £5000 consideration should be given to using two members of staff.</p> <p>Consideration should also be given to the use of professional cash in transit services if cash regularly exceeds £5000.</p>	Standard / Enhanced / High

## Signage

CCTV	<p>Where CCTV is in use, there is a legal requirement to display a sign providing the following details:</p> <p>The fact that CCTV is in use</p> <p>Who owns and runs the system</p> <p>A telephone number for enquiries about the system</p> <p>A statement similar to that below:</p> <p>CCTV is operating in these premises for the prevention and detection of crime and for the safety of our customers and staff.</p>	Standard / Enhanced / High
Security Menu	<p>Many banks and retailers now display a 'Security Menu.' This is a sign that warns offenders of the security systems in place at the premises. The Security Menu is extremely important where time delay systems are in use as it explains that staff do not have unrestricted access to the safe.</p> <p>The sign may include the fact that other security measures are in place e.g. taggent devices (SmartWater and similar). It should be clear that staff do not have control over these systems.</p>	Standard / Enhanced / High

## Processes and Procedures

This section deals with simple processes to reduce the risk of robbery. Many of the processes here have very little cost implication but are dependant on staff being fully aware of the risk, properly trained and compliant with the procedures.

### Opening (Normal)

<p>Minimum 2 person</p> <p>(If there is a company policy or insurance requirement that two people need to enter the premises then there needs to be a 3 person opening and closing policy.)</p>	<p>The premises should always be opened by a minimum of two people. One person to open and search the premises, the second to act as a look out and to call police if anything should happen. Prior to opening the premises one member of staff should check all external entrances for signs of tampering / unauthorised entry.</p>	<p>Standard / Enhanced / High</p>
<p>Positioning</p>	<p>Staff should remain vigilant when unlocking the premises, looking for persons and vehicles waiting in the vicinity of the premises.</p> <p>One member of staff should position themselves away from the point of entry but where they can see the person/s that will enter the store.</p> <p>If the member of staff is suspicious of any person / vehicle they should warn the person/s opening the store or call police, dependant on the circumstances.</p> <p>If the person/s opening the store receives a warning they should not unlock the shop but move to a place of safety where they can call police.</p>	<p>Standard / Enhanced / High</p>
<p>Alarm procedure</p>	<p>On entering the premises the door should be locked and the alarm deactivated.</p>	<p>Standard / Enhanced / High</p>
<p>Premises search</p>	<p>The first member/s of staff should search the premises to ensure that nobody has gained entry overnight. Once satisfied they should signal to the second member of staff that all is well.</p>	<p>Standard / Enhanced / High</p>

Controlled access	<p>Until all staff arrive and all display stock has been returned to display, the door to the premises must remain locked. Someone must have responsibility for opening the door for other staff arriving. Before opening the door, always look to see if anyone is waiting close by.</p> <p>Avoid opening the door on spec as each member of staff arrives; consider predetermined door opening times which should be regularly reviewed.</p>	Standard / Enhanced / High
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**Opening (Following incident / alarm activation)**

Out of hours opening	<p>A pre-arranged RV point must be identified away from the store. You may wish to request police attendance before entering the store. If police attend then both members of staff may enter the premises. If police do not attend follow procedure above.</p>	Standard / Enhanced / High
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### Merchandise / Display set up and break down

A simple method of reducing the risk of overnight smash and grab raids and burglary is to remove all stock to a safe or vault where possible. Unfortunately, the cost of these types of offences is not only the loss of stock but also the cost of repairing or replacing display counters damaged by the offenders and the loss of trading time whilst repairs take place. An effective procedure for removing stock to a safe place may reduce the risk of this type of offence.

Where the removal of stock is not an option, consideration needs to be given to increasing protection of any stock left on display. The use of grills and or fogging devices for overnight protection of stock is a consideration.

### Display Set Up

All external doors to remain locked during store set up.	Stock should only be moved when the store is closed. All doors must remain closed until all stock is secured and not before hours visitors should be admitted.	Standard / Enhanced / High
Controlled set up of merchandise	Lower value items should be brought onto the shop floor first. High value items should remain secured until all the lower value products are on display.	Standard / Enhanced / High
Obstruct view of store during set up	During the setting up of the store blinds or similar should be used to 'hide' what is happening in the store.	Standard / Enhanced / High

### Merchandise / Display overnight

All external doors remain locked	Stock should only be moved when the store is closed. All doors must remain closed until all stock is secured and no after hours visitors should be admitted.	Standard / Enhanced / High
Controlled removal of merchandise	High value items should be removed and secured from the shop floor first. Once the high value stock has been secured other stock should be secured.	Standard / Enhanced / High

Obstruct view of store during break down	During the removal of stock the store blinds or similar should be used to 'hide' what is happening in the store.	Standard / Enhanced / High
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## Closing

<p>Minimum 2 person</p> <p>(If there is a company policy or insurance requirement that two people need to be on the premises then there needs to be a 3 person closing policy.)</p>	<p>The premises should always be closed by a minimum of two people. One person to search, alarm and lock the premises, the second to act as a look out and to call police if anything should happen.</p> <p>Remember that there is safety in numbers; where possible have all staff leave together.</p>	Standard / Enhanced / High
Positioning	<p>Staff should remain vigilant when locking the premises, looking for anyone waiting in the vicinity of the premises, either on foot or in vehicles.</p> <p>One member of staff should position themselves away from the point of egress but where they can see the person who will lock the store.</p> <p>If the member of staff is suspicious of any person / vehicle they should warn the person closing the store or call police, dependant on the circumstances.</p> <p>If the person closing the store receives a warning they should remain in the locked shop, or, if outside, move to a place of safety where they can call police.</p>	Standard / Enhanced / High
Premises search	The last member/s of staff should search the premises to ensure that nobody has remained on the premises.	Standard / Enhanced / High

Alarm procedure	On leaving the premises the door should be locked and the alarm set.	Standard / Enhanced / High
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**Security Equipment Maintenance:**

Your investment in security equipment is only worthwhile if the equipment is correctly installed and working effectively. All faults should be rectified as soon as possible and a regular maintenance plan should be in place.

CCTV	<p><b>Daily:</b> Check all cameras are working and covering the areas they are intended to cover. (i.e. no one has moved a camera or cameras.)</p> <p><b>Weekly:</b> Check that the recording device is working and that copies of images can be obtained. Clean camera lenses following manufacturers guidelines. Ensure that recorded images remain good quality.</p>	Standard / Enhanced / High
Alarms	Report all faults immediately. (If you are connected to a hold up alarm service and have two false activations police <u>immediate</u> response may be withdrawn.)	Standard / Enhanced / High
All security equipment	Automatic door closers and some other equipment such as time delay locks may require seasonal adjustment. A regular, e.g. monthly, check of all security equipment should ensure that they work when required.	Standard / Enhanced / High

## **Management and training**

### **Suspicious incident recording and reporting:**

Excellent customer service is a real deterrent to many offenders. Many professional criminals will perform a hostile reconnaissance of the premises prior to committing an offence. The offenders will be seeking to identify location of the items they wish to steal, security measures in place, awareness and professionalism of staff and other issues that may affect their decision to target a particular premises.

This is an opportunity for you to identify suspicious activity and suspects and assist police in identifying and potentially arresting these offenders. Unfortunately, in many cases, although staff may vaguely remember suspect persons and events, there is no record of the dates and times or descriptions of the suspects.

A simple measure is to introduce a diary or log where staff can record details of anything they think suspicious, including the date, time and brief description of any suspicious incidents, persons or vehicles. This simple process will, in the event of a robbery, assist police in quickly identifying suspicious activity / persons.

A significant advance for reducing the risk has been the introduction of Safergems. This service records details of suspicious persons and incidents nationwide. Safergems is specific to the jewellery trade but other retail information sharing platforms exist that relate to retail crime. All of these services may require either membership of an organisation or a subscription. Some platforms are supported by insurers. Keeping up to date with current crime trends will reduce your risk.

### **Membership of local crime reduction initiatives:**

It is extremely important to be aware of the crime risks in your area that may affect your business. In many areas there are local crime reduction schemes that promote the sharing of crime related information. Some of the initiatives provide radios that allow details of suspects and incidents to be quickly passed between members. These schemes are effective for many offences including plastic card fraud, switches, shoplifting and of course robbery.

### **Liaison with local police Safer Neighbourhood teams:**

Your local police officers will be able to provide you with information relating to crime in your local area, assist with basic crime prevention advice and review your suspicious incidents log. It is easy to identify your local Safer Neighbourhood Team (SNT), go to the Metropolitan Police Web site at [www.met.police.uk](http://www.met.police.uk) then 'click' on Safer Neighbourhoods in the left hand top panel, just below the search box. On the new page type your full postcode into the red box. You should now see the details of your local SNT. Please call your SNT team and arrange a meeting, build the relationship and keep in touch. Your SNT will be able to help with many of your local issues. However in an emergency always use the 999 system.

## **Raising and maintaining staff awareness of crime**

It is unfortunate that in some case robberies are made easier by staff who are either unaware of the risk or who fail to follow procedures. Good management and effective procedures are the skeleton that support any security measures you introduce. The following sections look at how you can improve your security regime by implementing simple measures.

Staff who are aware of the risks in the work place are more likely to follow procedures and reduce those risks. For this reason, it is essential that members of staff are involved in the risk assessment process. Not only can staff help identify risks and develop procedures to reduce risk, but engaging them helps them understand the risks and their part in combating them meaning that it is more likely that all procedures will be properly followed.

Early identification and reporting of suspicious incidents is a key factor. You will have knowledge of incidents that have occurred in your business and what the precursors were; sharing this experience with staff is an important part of raising awareness.

Your contact with the local Safer Neighbourhood Team (SNT) and crime reduction initiatives will keep you informed of local crime trends, however, this information needs to be passed to staff. In some areas photographs of suspects may be exchanged, please ensure that staff that need to see the pictures see them, whilst complying with any locally agreed information sharing protocols.

When completing a risk assessment or giving staff information relating to crime it is important that the information you give is accurate. There are a number of sources of information relating to crime figures. The Metropolitan Police publish a rolling crime figure update on their website. ( [www.met.police.uk/crimefigures/index.php](http://www.met.police.uk/crimefigures/index.php) ). Other web-based tools include the Neighbourhood Statistics from the Office for National Statistics.

## **Appropriate training for staff to follow before, during and after a robbery**

Your staff are the most important part of your security regime. Staff who are well trained are more likely to;

- Raise the alarm prior to a robbery.
- Act appropriately during a robbery.
- Reduce the risk to staff and customers (and potentially reducing the loss).
- Ensure evidence is not lost following a robbery.

Training should be aimed at ensuring staff are aware of the risk and are encouraged to act appropriately. The training should be divided into three key areas;

1. **What to do before a robbery.** This section should include what is suspicious behaviour, how to report suspicious persons, vehicles and incidents. The training should ensure that all shop / company security policies and procedures are identified and understood. This section should also look at how to use security equipment correctly.
2. **What to do during a robbery.** This part of the training should focus on reducing the risk to staff and customers during a robbery. Ensuring that staff adopt an appropriate attitude, whilst taking in details of offenders including full descriptions i.e. appearance, age, height, clothing, shoes, accent etc. In addition looking at ways to reduce the loss, throwing display stands in with the merchandise packs out the bag and reduces the amount that can be put in.
3. **What to do following a robbery.** First aid, police response and scene preservation are key in this section. Preservation of life must always have priority, next ensuring that staff call police and close the premises. Ensure that staff are aware not to touch anything until advised by police. Also try to obtain details of all persons in the premises at the time of the robbery and encourage them to await arrival of police.

Robbery can be a very traumatic event and even discussing it during a training session can be distressful for some staff. For these reasons this type of training should be delivered by a facilitator who is able to address the subject with authority, empathy and has the ability to answer the “What if questions.” Training should be balanced and not traumatic for staff. The training should be based on realistic assessment of the threat to your premises.

## **Excellent Customer Service**

Customer service plays a major role in reducing all offences. Many offenders will look to identify premises where they can pass unnoticed. A simple: “Good morning.” Or “Can I help you” will discourage the less determined offender. Maintaining a customer focus will also enable staff to identify suspicious behaviour and take appropriate action.

## **Good Management**

It is unfortunate that at some incidents it is apparent that staff have failed to follow policies and procedures. These failures can have a significant outcome on the robbery and the resulting investigation. Examples include staff who have failed to report faulty security equipment prior to the offence, leaving safes open, displaying more than one high value item to an unknown customer. Many of these incidents could have been prevented if managers had ensured that policy and procedure was complied with.

Following a robbery the first concern must be for any injured staff or customers, however, please remember the premises are now a crime scene and every person present at the time a witness. Correct actions immediately following a robbery may significantly improve the chance of police identifying and prosecuting the offenders. Managers and staff should be fully conversant with your post robbery procedures.

## **Conclusions**

Jewellers invest considerable capital in security equipment. It is hoped that this document will ensure that investment is wisely spent and that the support mechanisms, policies and procedures, training and security regime meet the current threats faced by the industry. This document has examined the basic requirements to assist in developing a safer retail environment.

As can be seen the investment in people is paramount. Your security policies are only effective if staff understand and abide by them. It is fortunate that robbery is a relatively rare occurrence but when it happens it can be devastating to both staff and the business. Early identification and mitigation of the risks can reduce those risks and the impact of a robbery.

This document has examined the outline of a robust basic security regime targeting robbery, however many of these measures will assist in deterring other types of offences. There are additional measures that you can take which may assist police to identify offenders and property and offer some additional preventative reassurance. These measures include the use of unique taggents (forensic DNA) which assist police to link property and offenders with a specific robbery, and new technologies intended to assist in the prevention and detection of crime. Take time to review additional security measures to see which is right for your premises.

Robbery affects people differently and companies exist that offer counselling services and support for staff following these traumatic offences. But don't forget your customers who were present and may also have been traumatised by the offence, offering them these services could be a wise move. If you do not subscribe to these services staff and customers experiencing symptoms of post traumatic stress disorder (Flash backs, bad dreams etc.) should be referred to their GP in the first instance.

This document is intended to assist jewellers to improve security and reduce the risk of robbery. We welcome your feed back and encourage the sharing of best practice if you

have any comments, suggestions or best practice please contact us on the details below.

**Mark Beale MSc**  
**Crime Prevention Coordinator**  
**The Flying Squad**  
**SCD7 Serious and Organised Crime**  
**Room CG01 Cobalt Square**  
**1 South Lambeth road**  
**London SW8 1SU**

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