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## RETAIL JEWELLERS

### 10 HELPFUL HINTS FOR SECURITY AND PROTECTION OF PERSONS & PROPERTY

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To ensure your Retail Jewellery store has good security protocols in place and to minimise your exposure to risk or loss of stock, incorporate the following safe business practices in your day to day operations.

- 1. Opening:** Immediately relock the door before turning off the alarm - Protects against "Tailgaters"/Armed Robbery/Hostage taking. A minimum 2 person entry allows one person to be on the lookout whilst the other person is opening the premises.
- 2. Set Up & Pack Away:** Where possible, a minimum 2 person set up and keep doors locked. Do not allow any person to enter or exit whilst set up is in progress. Same applies for Pack Away procedure.
- 3 Cabinet keys:** Sales staff to keep keys on chain or clip and carried with them at all times. Do not leave on hooks or in locks - minimises theft exposure. Lock keys in safe after hours.
- 4. High Value Stock:** Do not present valuable diamond stock over the counter if suspicious: Enter the retail floor and produce the item(s), but keep control of the stock - minimises snatch and grabs. Ask for more staff to assist you if you are suspicious of the customer's motives.
- 5. Verbal Codes:** Have your own unique/verbal codes to allow staff to seek assistance from other staff members when suspicion is aroused or confronted with danger.
- 6. Distraction offences:** Beware of "Customers" who entice staff to leave one viewing area for another without notice. Invariably such "customers" are testing for a key to be left in a cabinet and will then create a distraction for other associates to steal stock. Locking of each consecutive cabinet after viewing will deter distraction offenders.
- 7. Substitutions:** Recheck rings and tags if a ring is dropped and returned by the 'customer' - substituted by a CZ? Prevents theft/deception offences.
- 8. Trays:** Never produce trays of stock over the counter. Always limit numbers produced - prevents theft/snatch grabs.
- 9. Greeting customers:** Look at and greet all customers who enter your store. Criminals casing your store do not like to be noticed.
- 10. Closing:** Lock all safes, doors, windows and set alarm. Always leave in numbers and in presence of others. Protects against hostage taking/armed robbery.

**Be Security Aware**

**For further information contact Anton Gelbart on 0415 207 410.**