

# ***ANNANDALE POLICE DEPARTMENT***

## **COMMERCIAL SECURITY AUDIT**

### **Assessment of targets**

- personal safety
- cash
- merchandise
- damage factors

### **Direct protection of targets**

#### ➤ **Safe**

- rating
- anchored
- lighted
- visible f/street

#### ➤ **Cash registers**

- visible f/street - rear of

### **Building**

- open at night
- limited cash accumulation
- locked when unattended
- limited access

#### ➤ **Merchandise**

- controlled storage room
- removed from windows
- controlled displays
- inventory accountability
- identifiable tags or markings

#### ➤ **Deposits**

- prepared in protected area
- made daily
- armored service
- made by two or more employees
- varied times and routes

#### ➤ **Employee training**

- shoplifting
- robbery
- checks & credit cards
- internal controls

### **Building surfaces**

#### ➤ **Construction**

- doors
- windows
- vents
- lighting

#### ➤ **Roof**

- doors
- skylights
- vents and ducts
- lighting

#### ➤ **Floor**

- construction
- cellar
- ongrade
- post and lift

#### ➤ **Key control**

- changes as necessary
- accountability

#### ➤ **Outside and perimeter**

- trees and shrubs
- loading docks
- trash storage
- roof access
- fences and gates
- police access

#### ➤ **Surveillance**

- lighting
- visibility
- cameras

#### ➤ **Intrusion detection - alarm**

- sensors
- control panel
- annunciation
- response
- cell back up

## ***SHOPLIFTING***

The following procedures may help reduce this type of crime:

- **Learn all characteristics of shoplifters** and their typical attack methods
- **Train personnel** to greet customers and look for any suspicious activity
- **Display high value merchandise in such a way that it cannot be easily taken without sales personnel help.**
- **Keep merchandise displays neat and orderly**
- **Inspect merchandise to checked out carefully** so that large items cannot be used to conceal smaller ones.
- **Tag merchandise** in a way that the price cannot be altered or the tag transferred from another item.
- **Be prepared to prosecute apprehended shoplifters and post conspicuous notices to this effect.**
- **Establish clear and legally sound procedures for detaining suspected shoplifters and safeguarding devices.**
- **Provide each purchaser with a receipt** so the shoplifted items cannot later be exchanged for cash.

## ***ROBBERY***

Robbery is a crime of confrontation and intimidation. Although the target of the robber is usually cash and valuable property, personal injury or even death can be a byproduct of the confrontation.

The following procedural steps may be considered:

- **Maintain only minimum cash reserves** in easily accessible places such as cash registers. Deposit cash in bank as often as possible and keep cash to be deposited in robbery resistant containers.
- **Post notices concerning cash precautions.** For example, "this safe can only be opened by armored car messenger," and "this business keeps less than \$50.00 on hand after 9:00p.m."
- **Safeguard cash movement** process by using armored cars to take cash to and from the bank, by hiring an escort service if employees carry the cash withdrawals and deposits, or by using random time schedules for cash deposits.
- **Arrange for maximum possible human surveillance** of key parts of the operation by providing adequate exterior and interior lighting, placing the cash register near front windows, and by removing signs or merchandise from doors or windows which obscure visibility into the premise.
- **Instruct all members of the organization** in proper use of holdup alarms and procedures for identifying robbers, reporting to police, transfer of cash to robbery-resistant containers and other preventive techniques used.

## ***CHECKS***

The main cause for loss from fraudulent checks is the lack of adequate check cashing procedures. Proper preventative procedures should include the following at a minimum:

- **Train all personnel** involved in check cashing to examine each check carefully for completeness, accuracy and legibility.
- **Limit the amount** of money for which a check will be accepted or cashed.
- **Require corroborating (valid) identification** from the check casher.
- **Establish a central check approval person.**
- **Verify** address, date of birth, obtain two phone numbers - if suspicious - obtain license plate number when the suspect leaves.
- **Subscribe to bad check list services** through trade associations, police organizations or better business bureaus.
- **Beware of unusual check features** such as counter checks, post-dating, improper endorsements, apparent erasures or corrections, and differences between numerical and written amounts.

## ***CREDIT CARDS***

Criminals enjoy easy access to credit cards bearing the names of others persons. Losses may be reduced by uses of the following procedures:

- **Maintain current files fo cancellation bulletins** from credit card companies. Require that such files be check each time a credit card is offered in payment.
- **Call the credit card company for authorization** if the signature on the card does not match the signature of the purchases; the card appears mutilated or altered; the purchaser has no other identification; the amount of purchase is above the established limit; or there is any other reason to suspect the authenticity of the card.
- **Train all employees** to follow established credit card procedures without exception.

## ***INTERNAL CONTROLS***

Train all you're employee's in the opening and closing procedures in which should be followed on a daily basis. Also develop procedures on cash handling, purchasing and receiving, ect.