



Floodwood Police Dept.

Business Crime Prevention

September 17, 2013

Business Crime Prevention Tips

Crime — burglary, robbery, and vandalism — can be particularly devastating to small businesses in terms of money, customers, and employee safety. Through crime prevention, business owners can protect their assets as well as their employees.

To assist the Police Department in making the Floodwood business community safe, it's important to report all crime and suspicious activities to the Floodwood Police Department or "911" as soon as possible.

Alarms, lighting, and security personnel

Make sure that security measures, such as lights, alarms, and security personnel, are not only in place but are clearly visible and activated.

Keep all areas used by patrons well-lighted to deter criminal activity.

Make sure that the main activities within your business can be clearly viewed from the street.

Check the parking lot for good lighting and unobstructed views.

Cameras and surveillance

Surveillance cameras can serve as a big deterrent to crime. Be sure these are activated and in plain view at all times.

Landscaping and maintenance

Crime Prevention Through Environmental Design is a great way to protect your business. Simple changes to lighting, landscaping and business practices can often prevent crimes of opportunity such as burglary and theft

Keep bushes and shrubs trimmed so that you can see trouble before it walks in the door.

Deter vandalism and show pride in your community with "thorny" plants and vines.

Ensure that your business and surrounding area is well lighted to reduce the areas for criminals to hide.

Make sure to keep your building and surrounding are clean and well maintained. Not only does it look good but it shows would be criminals that you are active and care about your business.



Safety/Security for Bank Transactions

Learn how to make handling money at you're business safer.

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Robbery Prevention

Learn ways to detour crime at you're business.

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Safety/Security Tips For Merchant Bank Transactions

As you walk out of the store with the deposit neatly tucked in a bank bag that has been wrapped in a store bag, do you feel like you have a giant bull's-eye on you? As you head to the bank to take the daily deposit, does it feel like all eyes are on you and the money?

Here are a few tips to remember when making your merchant deposit.

- Don't make your deposits part of a set routine. Try to alternate the times, days, driving route and person making the deposit.
 - Place your bank bag in a purse, small backpack or satchel. If you carry your own purse, place it inside the decoy bag so that you do not tip off a robber by carrying two bags.
 - Remove your name-tag/ID badge and cover up any clothing that indicates you are a merchant.
 - Go in pairs.
 - Contact the police immediately if you feel like you are being followed.
 - Park in a well-lit, highly visible area.
- Have your money pre-counted and sorted: **DO NOT LAY IT OUT ON THE COUNTER AT THE BANK!**
 - Be selective in which employees are able to make bank deposits (limit to upper level management).
 - Avoid making any stops on the way to the bank.
 - Make sure that employees keep the details of your cash handling procedures confidential and that they do not discuss them in front of customers or outside of the business.
 - Consider using the deposit drop box if your bank has them available.
 - Just drop your envelope with the pre-counted currency and deposit slip into the drive-thru or walk-up drop box and they will send you the receipt.



Robbery Prevention

Guide for Businesses

WHAT PUTS YOU AT RISK?

Any company that generates revenue by receiving payments at their business then makes deposits



at a financial institution **is at risk of robbery**. The risk may stem from: an individual (internal or external) identifying the routine utilized by a business to make their bank transactions, lack-of/inadequate cash handling procedures (crime of opportunity) or the inherent risk that comes from conducting a transaction at a financial institution (nature of the business).

SAFETY/SECURITY TIPS FOR CASH

HANDLING AT YOUR BUSINESS:

- Never keep excess cash in the register: create a set amount that is permitted and have employees make regular cash drops once they exceed the set amount.
- Post a sign that indicates you keep little cash on hand.
- Make it clear (through posted signs) that employees do not have access to the safe.
- Do not count cash drawers in public view: have a secured (fully enclosed and locked) location where employees can count in/out their cash drawers.
- Try to avoid counting cash drawers when the business is open to the public.
- Provide payment options such as checks and credit cards to limit the amount of cash on hand.
- Have a drop safe to deposit large bills so they are not in the cash register.

- Make sure that you have a silent alarm system that is routinely serviced/tested near each register. All employees should be trained on how/when to use it.
- Consider using dye packs/bait money.
- Limit physical access to the cash register by setting the register back from the counter (more than arms distance) and have a lockable door or gate that regulates access behind the counter.
- Some stores may keep the door locked at all times, and have an electronic buzzer to open the door for customers.
- Make sure the store is well lit, especially near the entrances and cash registers.
- From the cash register, you should be able to see all areas of the store, as well as outside to the parking lot or street: this allows surveillance of customers and potential robbers.
- If there are blind spots in the store use mirrors to increase visibility.
- The view through the front windows should not be obstructed with advertisements and posters.
- Greet all customers - this reduces their anonymity and lets potential robbers know you are paying attention.

Crime Reporting Tips

The last thing the police department wants is for anyone to put themselves in danger while a crime is occurring. However, if you do call to report a crime you will be asked several questions. While these questions may seem redundant, ridiculous and even invasive at times, they are designed to get the most accurate information necessary to assist officers with helping a victim and/or in apprehending a suspect.

If you have witnessed or are witnessing a crime in progress, try to remain calm and remember the most important detail is LOCATION. The police department can't help if they don't know where you are. Modern technology is helpful but in some circumstances does not provide the necessary information. The 911 system provides an address, phone number and resident/business name if the call is from a landline. Cell phones only provide latitude and longitude. While knowing the latitude and longitude helps, this only narrows a location down to within 100 meters in any direction. Unfortunately, the sophisticated equipment shown on television crime dramas and police shows isn't real life.

Dispatchers try to keep people on the phone while a crime is occurring whenever possible in order to give responding officers real-time updates. While it may appear the dispatcher is 'wasting time' asking for this information, these real-time updates are being added directly to the call and immediately relayed to the responding officers in the field. The more information gathered and disseminated quickly, the better chance police have of preventing further injury, property loss and catching the suspects or person(s) responsible.



The following tips will help you to be a good witness.

1. Location, Location, Location. If you don't know the exact address, a street name and a hundred block, or closest intersection helps. Landmarks are good for most dispatch staff as well.
2. What happened? Was it a crime or an accident? We will ask direct questions to try and ascertain what the officers will be dealing with at the scene.
3. Is anyone injured? Is medical assistance necessary?
4. Are/were any weapons involved? If so what kind of weapon(s)? Where is the weapon now?
5. Is the suspect still there? Is he/she still in the area? Who is the suspect? What do they look like? The dispatcher will prompt you for a general physical description such as race, height, weight, hair color and clothing the suspect is wearing.
6. If the suspect left, try to get a direction of travel. Did they leave on foot or in a vehicle? If they left in a vehicle, try to get a description of the vehicle (ie. color, make, model, body style and license plate). Be sure to note if there was anything unusual about the vehicle (ie. camper, bumper stickers, broken windshield, tinted windows, etc.) The dispatcher will ask for this information and prompt you for answers.