



Protecting You, Your People, and Your Business



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Today's Topics

- Robbery Deterrence & Safety
- Age-Restricted Products

Robbery Deterrence

WHAT ROBBERS LOOK FOR

- Money.
 - One of the first things the robber considers is the amount of money (the take). It has to be low because then the risk is not worth the small take.
- Escape Route.
 - He considers the escape route. How easy is it to get away, so that he doesn't get caught? He especially does not want to get caught at the time. When the robbers were asked, 83% said they didn't think they would be caught.
- Anonymity.
 - Can he commit the crime without anyone knowing he did it? This is why robbers often wear disguises, especially when there are cameras.
- Interference.
 - Might someone surprise him and interfere with a robbery in progress? This could be a clerk in the back room, police, customers or passersby who can see into the store.
- Police Patrols.
 - Robbers do not want to be surprised by police, so they do not like it if the police make frequent, unexpected patrols or are in the stores.

Robbery Deterrence

WHAT WOULD BE IMPORTANT TO YOU IF YOU WERE TO ROB A CONVENIENCE STORE?

Rank Order of Average Ratings — Prisoners

- | | |
|-------------------|-----------------------------|
| 1. Escape Route | 8. Bullet-Resistant Barrier |
| 2. Money | 9. Number of Clerks |
| 3. Armed Guard | 10. Alarm |
| 4. Anonymity | 11. Number of Customers |
| 5. Police Patrols | 12. Camera |
| 6. Armed Clerk | 13. Video |
| 7. Interference | 14. Unarmed Guard |

Source: Athena Research Corporation

Robbery Deterrence

BASIC ROBBERY AND VIOLENCE DETERRENCE

- Keeping low amounts of cash in the register
- Ensuring good visibility
- Maintaining good lighting
- Limiting access and escape routes
- Training employees in proper behavior



Robbery Deterrence

ROBBERY DETERRENCE MEASURES

1. Cash Control
2. Lighting
3. Visibility
4. Customer Awareness
5. Police Presence

Robbery Deterrence

ROBBERY DETERRENCE MEASURES

1. Cash Control

- Follow your store's cash control policies.
- Make sure signs are posted about low cash.
- Keep registers open that aren't being used.
- Drop all excess cash in the drop safe.

2. Lighting

- Make sure the lighting, both inside and outside your store, is working.
- Replace, or report, lights that are not working

3. Visibility

- Keep store windows as clear as possible.
- Do not have signage or displays blocking the view to and from the register from and to the outside.
- Keep store neat and clean at all times.

Robbery Deterrence

ROBBERY DETERRENCE MEASURES

4. Customer Awareness

- Keep a sharp eye on who is inside and outside the store.
- Be aware and outgoing
- Give a friendly and courteous greeting to every customer.
- Stay active and move around.

5. Police Presence

- Encourage police involvement in your store
- Ask police to stop by on their patrols.
- If you're concerned or suspicious about anything inside or outside your store, call the police.

Robbery Deterrence

ROBBERY DETERRENCE MEASURES

1. Cash Control

- Cash Control includes how you handle money from the time it is given to you in a purchase to how it accumulates in the register to the time you deposit it in the bank.
- Your store may have policies in place regarding cash control. It is important that you follow your company policies as well as the following guidelines.
 - Never keep more than fifty dollars in the register.
 - Registers that aren't being used should be left open.
 - Use the drop-safe when cash in your register exceeds the store limit.
 - Make the drops immediately and in plain view of customers.
 - If you accept large bills, drop them in the safe immediately. If you cannot make change, ask the customer to wait. If you do not accept large bills, kindly explain this to customers and make sure signs are posted that communicate this message.

Robbery Deterrence

ROBBERY DETERRENCE MEASURES

1. Cash Control (cont.)

- Never hide change under the register, under the tray, or anywhere else.
- Never leave the cash drawer open longer than it takes to complete the transaction or turn your back on an open register. During busy transactions, such as lottery sales and money orders, it is critical to practice good cash control.
- Follow the policies on how to use the safes that are in your store. When cashing out your drawer, always count the money in a private area. When making a deposit, put the money in a plain bag. Vary your routine and go to the bank at different times.

Robbery Deterrence

ROBBERY DETERRENCE MEASURES

2. Lighting

- The second step in deterring a robbery is making sure your store has good lighting. A robber never wants to feel exposed. Keep your store well lit inside and out.
- Replace broken lights or report them to management immediately. The brighter the lights, the safer the store will look.

Robbery Deterrence

ROBBERY DETERRENCE MEASURES

3. Visibility

- The third step in deterring a robbery is maintaining good visibility. This means keep your store windows as clear as possible.
- The view from the register to the street should be open. Keep window signs to a minimum and place them below three feet and above six feet.
- Visibility inside the store should be clear as well. You should have a wide-open view from the register.
- Do not keep product displays higher than eye level.
- Make sure all window displays do not block your view.

Robbery Deterrence

ROBBERY DETERRENCE MEASURES

4. Customer Awareness

- The fourth step in deterring a robbery is through customer awareness. This means keeping a sharp eye on everyone in your store.
- Greet your customers and let them know you are aware of their presence in your store.
- Stay active and alert. Even when customers are not in your store, it is important for you to get out from behind the counter and stay busy. This can help discourage a potential robber.

Robbery Deterrence

ROBBERY DETERRENCE MEASURES

5. Police Presence

- The fifth step in deterring a robbery is encouraging police presence in your store. Ask them to stop by on their patrols.
- If you are suspicious or concerned about anything going on in or around your store, don't hesitate to call the police. Call them when you see any suspicious activity, cars slowly driving by and looking in the store, or people loitering outside.
- If you arrive for work and something doesn't seem right, call the police immediately.
- Finally, call the police if a fight breaks out between customers or if a customer is being abusive to you or another employee.

Robbery Deterrence

HOW TO AVOID VIOLENCE DURING A ROBBERY

Although you've done everything you can to help deter a robbery, there's always a chance that a robbery can still occur. You may be faced with the threat of violence. There are ways to avoid violence during a robbery.

1. Stay Calm
2. No Surprises
3. Cooperate
4. Be Aware

Robbery Deterrence

HOW TO AVOID VIOLENCE DURING A ROBBERY

1. Stay Calm

- The first thing you should do in the event of a robbery is to stay calm. A robber is usually very nervous. If you become nervous, it could make the situation worse and agitate the robber.

2. No Surprises

- The second step is don't surprise a robber. If you startle him, you could risk your safety. Let the robber know if a co-worker is in the store or if a customer is coming into the store or entering the parking lot. If you eliminate the surprise, you could help avoid the potential for violence. If you are the other employee in the store, don't intervene or try to play hero. Stay where you are, stay quiet, and wait until the robbery is over. Do not activate any silent alarms or panic buttons unless you are being physically attacked.
- Never use a weapon. Police records show that convenience store employees have been injured during a robbery after they pulled out a weapon.

Robbery Deterrence

HOW TO AVOID VIOLENCE DURING A ROBBERY

3. Cooperate

- The third step is to cooperate. Even if there is no weapon, give the robber what he wants. Do what you're told. Do not argue, stall or resist. It's a fact that employees who resist a robbery have a greater chance of being hurt than those who cooperate.
- If the robber asks for the security video tape and you have access to it, give it to him. If you don't have access, make sure your company has signs posted making it clear to the robber that the video recorder is secure from everyone.
- Cooperating with a robber also means telling the truth when he asks you a question. If he catches you in a lie, it could make him angry or violent.

Robbery Deterrence

HOW TO AVOID VIOLENCE DURING A ROBBERY

4. Be Aware

- The fourth step is to be aware. Be aware of what the robber looks like. Do it safely. Do not stare, but try to remember a few characteristics of the robber so you can give the police a good physical description. For example, is he heavy, light, short, tall? Try to estimate his approximate height on the height markers as he leaves the store.
- As mentioned, to avoid violence, you want to cooperate with the robber and not resist in any way. There are two exceptions to this rule:
 1. Do not allow a robber to force you to leave the store. Police advise that you should stay inside the store if you can avoid leaving.
 2. If you feel physically threatened or if you feel that your life is in danger, then you must do what you think is best. This could include fighting back or using any and all security resources such as a panic button. The decision is yours.

Robbery Deterrence

AFTER THE ROBBERY

After a robbery occurs, your role in managing the situation is vitally important. The police and store management are counting on you to follow the proper procedures and assist any customers who were in the store during the robbery.

1. Preserve the Crime Scene
2. Manage the Situation

Robbery Deterrence

AFTER THE ROBBERY

1. Preserve the Crime Scene

- The first step is to preserve the crime scene for the police investigation. This means lock the door and call the police. If there are other people in the store, tell them what you are doing. The robber may have an accomplice in the store, and this will give him a chance to leave.
- Be careful not to touch where the robber may have touched, so you can preserve fingerprints for evidence. This could include the door, the counter or even the cash register.
- Make sure you call 911 immediately. It helps to know your store's address and nearest cross street.

Robbery Deterrence

AFTER THE ROBBERY

2. Manage the Situation

- The second step is to manage the situation. This means taking charge of what happens in the store until the police arrive.
- If there are customers who have witnessed the crime, make sure they're okay and ask them to stay. If a customer insists on leaving, try to get his name, address, and phone number so the police can interview him later.
- While you're waiting for the police to arrive, record everything you remember about the incident. Ask customers to do the same. Make sure everyone does it individually, not together.
- The police will want any details you can remember, such as the robber's appearance, the type of car he may have had, a license plate, etc. Write everything down while the details are fresh in your mind.

Robbery Deterrence

AFTER THE ROBBERY

2. Manage the Situation

- Do not discuss the robbery with anyone other than the police.
- Do not mention the amount of money that was taken. This could give incentive to other robbers. It's management's role to conduct an audit and determine how much money was taken afterwards. You can decide later if and when that information will be released.



Robbery Deterrence

OTHER POTENTIALLY DANGEROUS SITUATIONS

Unfortunately there are several other potentially dangerous situations.

1. Shoplifting
2. Theft
3. Customer Fights
4. Angry or intoxicated customers
5. Sexual Assault

Robbery Deterrence

OTHER POTENTIALLY DANGEROUS SITUATIONS

1. Shoplifting

- The first is shoplifting. If you suspect someone of shoplifting, your first rule is do not physically intervene.
- Do not touch the person. Handle the situation professionally. Politely question the person. Do not accuse.
 - Sometimes customers will actually forget about an item they have picked up and placed in their pocket.
- If you are certain a person is shoplifting but the customer denies it, continue to be polite. Question him but do not physically intervene and never accuse. If he refuses to cooperate, follow your company policy to either call the police or complete a store incident report.
- If you're not sure that a customer has been shoplifting, still question him but be careful. You do not want to make false accusations. If a group tries to distract you while one person shoplifts, handle the situation in the same manner.

Robbery Deterrence

OTHER POTENTIALLY DANGEROUS SITUATIONS

2. Theft

- The second situation includes two types of theft: gasoline drive-off thefts and beer runs.
 - **Gasoline drive-offs** usually occur when you're busy with other customers. If your store has an intercom, use it. Welcome each customer just as if he were entering the store. Let him know you are watching. Remember, keep the windows clear so you can have good visibility of the gas pumps.
 - **Beer runs** can also occur when you're busy with customers. It is usually good to call the police in the event of a beer run because alcohol is involved. Make sure you complete a store incident report. Regardless of the type of shoplifting or theft you encounter, it is important not to be a hero. In most cases you can't stop it, and you should never take a risk.
- Your personal safety is more important. Play it safe and follow the rules.

Robbery Deterrence

OTHER POTENTIALLY DANGEROUS SITUATIONS

3. Customer Fights

- A third potentially dangerous situation is customer fights. Do not physically intervene or try to stop the fight. You could get hurt in the process. Call the police and let them deal with it. Then complete a store incident report.
- In many cases, customer fights are staged to distract store employees while accomplices rob the cash register or shoplift large quantities of merchandise like beer or cigarettes.
- Your personal safety is more important. Play it safe and follow the rules.

Robbery Deterrence

OTHER POTENTIALLY DANGEROUS SITUATIONS

4. Angry or intoxicated customers

- Angry or intoxicated customers can be dangerous. If you are a target, you must remain calm and follow the rules. In most states, it is against the law to sell alcohol to a customer who is clearly intoxicated. You may have to refuse a sale, which could make a customer extremely angry. Do not get pulled into the emotion no matter what happens.
- Do not physically intervene. When the customer leaves, try to get his license plate number. Then call the police and tell them you need to report a drunk driver on the road. If the customer won't leave and continues to threaten you, call the police immediately.
- Complete a store incident report. In cases such as these, incident reports could be important because the customer could be driving drunk. You need to keep track of the fact that you refused the sale and called the police.

Robbery Deterrence

OTHER POTENTIALLY DANGEROUS SITUATIONS

5. Sexual Assault

- Lastly, an unlikely but potential danger is sexual assault. Most sexual assaults occur in private homes, but they can occur anywhere. You need to know how to protect yourself both on and off the job.
- It is not uncommon for a person intent on committing a sexual assault to be in the store for 20 or 30 minutes. He could look like any other customer. He could also come back after having been in the store earlier. It's as if he's trying to make up his mind or perhaps waiting for the right moment.
- You need to be aware of who is in the store and what is happening around you. If you're at all suspicious, call the police. If you are cautious and still become the target of sexual assault there are three appropriate options:

Robbery Deterrence

OTHER POTENTIALLY DANGEROUS SITUATIONS

5. Sexual Assault

- If you are cautious and still become the target of sexual assault there are three appropriate options:
 1. The first is passive resistance. This means finding a way to stop the assault other than by fighting. These methods could include reasoning with the person, saying you have some type of disease, you need to use the restroom, or forcing yourself to vomit.
 2. The second option is active resistance. This means using any physical means necessary to stop the attack. This could include hitting, kicking, twisting, screaming, or running away.
 3. The third option is submission. This means giving in to your attacker. In a dangerous, life-saving situation, it can be a very appropriate response. You should never feel at fault for choosing this option. There is no one way to deal with sexual assault. Every person is different and every situation is unique. The appropriate response depends on what's best for you at that particular moment.

Robbery Deterrence

OTHER POTENTIALLY DANGEROUS SITUATIONS

5. Sexual Assault

- If you do become a victim of sexual assault, lock the door and call the police. Do both right away. It doesn't matter which you do first.
- As you wait for the police to arrive, do not change your clothing or destroy any other physical evidence. It will help the police in their investigation.
- Many law enforcement agencies have crisis counselors for victims of sexual assault. Make sure you get help as soon as possible.

Robbery Deterrence

NOT RESISTING

- The importance of not resisting has been proven through experience, research, and reports by police. A study in Chicago of commercial robbery found that active resistance accounted for 82% of commercial robbery killings, and victims who resisted were forty-nine times more likely to be killed than those who cooperated.
- It is essential that all employees working in the store be adequately and properly trained in
 1. Robbery deterrence measures
 2. How to avoid violence during a robbery
 3. After the robbery
 4. Other potentially dangerous situations.

Robbery Deterrence

MAINTAINING RECORDS OF INCIDENTS

- Keeping track of crime and violent incidents at your store will help you evaluate your security measures and training program. OSHA describes the need in this way: Good records help determine the severity of the risks, evaluate the methods of hazard control, and identify training needs.
- An effective violence prevention program can use records of injuries, illnesses, incidents, hazards, corrective actions, and training to help identify problems and solutions for a safe and healthful workplace.

Robbery Deterrence

MAINTAINING RECORDS OF INCIDENTS

NACS SECURITY AUDIT / SITE SURVEY

STORE INFORMATION

Address _____

Phone Number _____

Manager _____

Open 24 hours? Yes No

How many employees on each shift? _____

No weapons? Yes No

CASH CONTROL

Is there a drop safe? Yes No

Other type? Yes No

Are cash signs up? Yes No

Are large bills being dropped? Yes No

Is there less than \$50.00 in cash register?
 Yes No

Is cash register drawer open when register not in use?
 Yes No

Are safety measures in place for making bank deposits?
 Yes No

Armored car pickup? Yes No

LIGHTING

Are indoor lights working properly?
 Yes No

Is lighting adequate in parking and adjacent areas?
 Yes No

VISIBILITY

Is cash register area visible from street?
 Yes No

Is street and parking lot visible from cash register?
 Yes No

Mirrors? Yes No

Signs and merchandise not blocking window?
 Yes No

Escape Routes & Fencing

Is there adequate fencing? Yes No

Is it in good repair? Yes No

Are shrubs trimmed? Yes No

Training

Have employees been trained? Yes No

Cameras/Videos? _____

Are systems working? Yes No

Are tapes being replaced regularly?
 Yes No

Are signs up about not having access to video?
 Yes No

EMERGENCY MEASURES

Are emergency telephone numbers posted?
 Yes No

Is there an accessible working telephone near register?
 Yes No

Are all cash signs and decals up and readable?
 Yes No

OTHER SECURITY MEASURES

Bullet-resistant barriers? Yes No

Door buzzers? Yes No

Alarms? Yes No

Personal or mounted?
 Personal Mounted Both

Working? Yes No

Police podium? Yes No

Other police relations? Yes No

Automatic door locking? Yes No

Pay Phones? Yes No

CRIME & NEIGHBORHOOD CHARACTERISTICS

Any violent incidents in the past 2 to 3 years at this location? Yes (Please record) No

Level of crime activity in neighborhood —
 high, medium, or low?

Residential? Yes No

Commercial? Yes No

Graffiti? Yes No

Panhandling? Yes No

Loitering? Yes No

Prostitution? Yes No

Drug-dealing? Yes No

Litter? Yes No

Gang activity? Yes No

Location in relation to interstate or major thoroughfare? _____



Robbery Deterrence

OTHER PRACTICES, AS OUTLINED BY OSHA, INCLUDE THESE:

- Integrating violence prevention into daily procedures, such as checking lighting, locks and security cameras.
- Keeping a minimal amount of cash in each register. It is recommended that you keep less than \$50.00 in each register, if possible.
- Adopt proper emergency procedures for employees to use in case of a robbery.
- Establish a system of communication in the event of emergencies. Employees should have access to working telephones, and emergency telephone numbers should be posted by the phones.

Robbery Deterrence

OTHER PRACTICES, AS OUTLINED BY OSHA, INCLUDE THESE:

- Lock doors used for deliveries and disposal of garbage when not in use. Advise employees not to unlock delivery doors until the delivery people identify themselves.
- Establish rules to ensure that employees can walk to trash and other outdoor areas without increasing their risk of assault. In some locations, these activities may be limited to daylight hours.
- Keep doors locked before business officially opens and after closing time. Establish procedures to assure the security of employees who open and close the business, when staffing levels may be low. In addition, the day's business receipts may be a prime robbery target at store closing.



Robbery Deterrence

RESOURCES

- NACS Staff
- NACS Products
 - CD-ROM and video training
 - NACS “Inventory Loss and How to Prevent It”
 - NACS “Robbery Deterrence & Safety”
- NACS Online
 - Store Security & Safety Brochure

<http://www.nacsonline.com/pdfs/storesecurity.pdf>

Robbery Deterrence

RESOURCES

- Crime information and statistics
www.fbi.gov
- OSHA Website
www.osha.gov
- Local police department
- Insurance carrier
- AACSA
- Share and study groups



Employee & Customer Safety

INTRODUCTION

- All levels of management should be concerned about potential employee and customer accidents. Safety in the workplace affects everyone, but owners and managers have the primary responsibility of establishing and demonstrating the concept that safety has a high priority within the company.
- An active safety program is good for the owners, good for employees, and good for business.



Employee & Customer Safety

SLIP AND FALL INCIDENTS ARE THE #1 FREQUENCY AND SEVERITY LOSS ISSUE FOR THE C-STORE INDUSTRY

- Who Fell?
 - If employees, it's a workman's comp issue
 - If customers, it's general liability issue
- Where Did It Happen?
 - Outside the store, slippery sidewalks, poor lot conditions
 - Inside the store, wet floors, loose or frayed mats
 - Back of the store, generally poor "housekeeping"



Employee & Customer Safety

YOUR RISK

- Common expected costs
 - Medical expenses for the injured person
 - Potential workman's comp
- Hidden costs
 - Lost customer business
 - Chance of theft during the distraction
- Big \$ risk of potential for fraudulent claims



Employee & Customer Safety

REDUCE FREQUENCY AND SEVERITY

- Identify dangerous conditions & hazards
 - Consider your entire property
 - Create a checklist
 - Have appropriate warning signs
- Avoid negligence
 - Develop procedures and preventative measures
 - Develop an inspection process & document compliance
 - Establish an accident reporting procedure
- Train employees
- Install CCTV



Employee & Customer Safety

RESOURCES

- AACSA
- Insurance company materials
- NACS training materials:
 - “All’s Well: Smart Safety in Your Store” CD-ROM
 - “Move It, Fix It, Prevent It” Avoiding Slips, Trips & Falls CD-ROM
- NACS Online

http://www.nacsonline.com/NACS/Resource/StoreOperations/store_slipstripsfalls_ir.htm



Alcohol & Tobacco Sales

“TOO FREQUENTLY, RETAIL EMPLOYEES SIMPLY DON’T UNDERSTAND – OR HAVEN’T BEEN SUFFICIENTLY IMPRESSED WITH THE ABSOLUTE NEED TO TAKE RESPONSIBLE RETAILING SERIOUSLY.”

- Alcohol sales rapidly becoming one of the most costly areas of litigation
- Sales to a minor or to someone under the influence

Rollie Trayte, Industry Consultant, Former Director, Loss Prevention & Security ConocoPhillips/Circle K Stores
The Association for Convenience & Petroleum Retailing





Alcohol & Tobacco Sales

THE AREAS OF RISK

- Underage buyers
- False or invalid ID
- Intoxicated customers
- “Second-Party” or “Other-Party” sales
- Theft of alcohol beverages
- On-premise drinking
- “After Hour” sales

Alcohol & Tobacco Sales

LIABILITY

- ① Employees can be **fined**, **fired** and even **jailed**.
- ① Employers can be **fined** and faced with **costly litigation** as well as **imprisonment**.
- ① **Emotional costs** to all associated with serious incidents involving the loss of life

Alcohol & Tobacco Sales

THE SALE OF TOBACCO

- Underage sales declining in retail: violation rate down from 40.1% (1997) to +/-12% (2005)
- Perception still exists that underage sales are not as serious as that of alcohol
- Interstate smuggling and Internet/mail-order sales erodes controls on minors purchasing tobacco, giving minors easy access to cigarettes
- We Card Program – Online training improved; use up 44% from 2003

Alcohol & Tobacco Sales

LIABILITY

- Employees can be **fined and fired**
- Employers can be **fined** and faced with **probation or suspension** of license for the sales of tobacco
- Select states will also **suspend** or **revoke** the lottery license
- Tobacco companies may **take away** marketing dollars



Alcohol & Tobacco Sales

RETAILERS RESPONSIBILITY FOR ALCOHOL & TOBACCO SALES

- Train employees and test knowledge
- Have employees sign pledges to enforce
- EAV devices
- Video surveillance to encourage associates to follow procedures
- Mystery shoppers
- Enforce consequences of non-compliance
- Reward employees for compliance



Alcohol & Tobacco Sales

RESOURCES

- Alcohol and Tobacco Tax and Trade Bureau – links to state board websites
<http://www.ttb.gov/index.htm>
- Local and state websites
- NACS Techniques of Alcohol Management (TAM) CD
- NACS Online
www.nacsonline.com
- We Card Program
www.wecard.org
- Federal and state health websites