

# **GENERAL SECURITY**

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The following points are a general guide intended to encourage good security sense amongst staff at all times.

When followed, these procedures can reduce losses and **prevent physical attack on you and your colleagues.**

1. When opening or closing the premises follow the agreed procedure using at least two people whenever possible.
2. When pairs of colleagues are opening or closing the premises, split the safe/alarm keys with your partner so that neither of you have both keys.
3. Try to avoid working alone on the premises. If extra hours are necessary, co-ordinate hours of work with colleagues so you are never alone.
4. The premises should always be closed for business whilst the display windows and cabinets are dressed/undressed, or stock is being prepared for safe keeping, and NO door should be opened to any callers at these times. Observe this routine at all times.
5. When under attack, or even if in doubt, use the silent panic alarm, if safe to do so. It's better to be safe than sorry.
6. Never leave customers or callers alone with stock.
7. Keep safes closed as much as possible during the course of trading.
8. Vary times of visits to the Bank, Assay Office, etc. Avoid routine patterns and ensure that you are accompanied when carrying substantial amounts of money/stock.
9. Do not leave stock or cash unattended in motor vehicles.
10. If you have to take samples or stock home, do not leave it unattended unless the security of your home has been approved by your employers and their Insurers.
11. Whenever deliveries are made to the premises, check the quantities and weights carefully. Note any discrepancies on the documentation before you sign it and report the matter accordingly.
12. Observe and practice good risk management. Split keys to safes and/or intruder alarm codes to avoid only one person having full access to stock.

## **ALWAYS BE ON THE LOOKOUT FOR:**

13. Suspicious people – especially when opening and closing
14. Diversions – watch for thieves working in pairs or bigger teams as “confusion” can often be a creative ruse.
15. Loss by trick, substitution, or sleight of hand.
16. Bogus delivery men, tradesmen, sales representatives, etc.

## **DO NOT BE EMBARRASSED TO BE CAUTIOUS**

**REMEMBER – YOUR SAFETY & LIVELIHOOD COULD BE AT RISK!**

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