



S H O P L I F T I N G

Retail Guide To Security



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A company is never going to eliminate shoplifting entirely, but there are certain things it can do to reduce the incidences. Three of the main deciding factors for the criminal to choose to commit the crime:

- 1 Does the general shop security appear poor?
- 2 Have I a reasonable chance of getting away with the crime?
- 3 If caught, will I be let off with a stern word, but no prosecution?

Therefore, any retail company needs to think about its security first by using visual deterrents and then by displaying a positive prosecution policy.

“The overall appearance of the store has a strong deterrent factor”.

// Methods to discourage shoplifters

If you can gain the reputation as a particularly difficult shop to steal from, it will help deter shoplifters from attempting the crime. In many cases of retail theft, the criminal requires privacy to commit their offence. As a result of this, surveillance of the shop floor is the key to design.

// Aisle layout

Desirable products may require a nominated aisle, which is monitored by staff and designed in such a way that shoppers have only one entry and exit point close to the till/staff location.



// Restricting access

Restrict access to store rooms and non-public areas. Use a locked door, which is clearly signed, to avoid any excuse for accidental entry. Keep all non-public entrances securely locked. Employees should use the main entrance if possible. If rear doors are fire exits, use door closers so they automatically lock and permit only exit from the building.



// Eliminate blind spots

Minimise blind spots for staff, make sure you lay out your shop to suit where they spend the majority of their time - this is usually the cash tills. Staff should be able to see down every aisle. Mirrors and CCTV can help make this achievable.

// Tills - positioning

You need to think about till placement in order to give best monitoring of the shop floor. Ideally the counter should be deep to protect staff and positioned close to the entry and exit points, in such a position that who ever is working on the till can see as much of the shop as possible. Anyone leaving the store should be monitored by staff at the tills. Likewise anyone entering should be "greeted" and monitored.

// Stock placement

Expensive/desirable stock should be in the most monitored and controlled area. The most desired products are often kept behind the till and are service only items. Slightly lesser value would be near to the staffed till areas, with the least valued in the far corners of the store. Floor stacks of desired items near to an exit/entrance with no obvious security methods provide a tempting target for the passing criminal.

// Shelving / stock height

Don't allow shelving and or stock to restrict the view of the shop floor if you are relying on clear lines of sight to protect your sale goods.

// Establish a 'Red Route' - increased surveillance

To increase staff physical presence in an area of desired products consider directing all staff to take an elongated route down a certain aisle on the way from and to the warehouse area.

// Stock levels

When considering "desirable" stock only have available on the shop floor, what you can realistically expect to sell during the days trading and replenish as necessary.

// Shelving displays

A shelf with a clear plastic restrictor front edge prevents more than one product at a time from being selected; these hinder the stack and grab offenders. Neat and tidy display shelves give an early indication to staff, when stock is missing especially large quantities. Hanging stock is made more secure by alternating the direction of the hangers. Make sure staff know to do this when they open the store and throughout the day. Also, look out for people who are picking up lots of one item and replacing them, so the hangers face the same way.

// Cabinets & cabinet security

Displaying goods within glass cabinets is a measure which can reduce theft, especially if they are individually alarmed. If high value goods are displayed in cabinets, the glass needs to be fixed so that it cannot be lifted out. Laminated glass will provide better resistance to impact. Multi laminate or bandit glass dependent on thickness will provide protection up to ballistic grade. Locks must be of good quality and access to keys strictly controlled. Put yourself in the place of the thief and see how easy it is to steal, and then introduce measures which make it harder. Obviously members of staff should keep keys to locked display units on them at all times.

// Shop windows - keep clear

Keep your shop windows as clear as possible to aid good visibility. This will allow employees to see suspicious people outside and likewise passers by can see what's going on inside. This will also assist police in the event of an incident, as witnesses will be able to give details about the direction taken by offenders and give vehicle descriptions.

// Entrance & exits



Turnstiles limit the ways in which an offender can make an escape. Entry/exits should be located where they can be best monitored by staff. In some instances remote control entry lock systems can be effective. To help make describing offenders easier, consider placing a measured marker next to the exit, to gauge how tall people are.

// Warning notices and signs

A retail store should make their policies on shoplifting visibly clear by putting up notices around the store. These should state that the store takes shoplifting seriously and that the Police will be involved in any incident of shoplifting and that any perpetrators will be prosecuted if caught. That way, many shoplifters, although not all, will be deterred by knowing that they're unlikely to simply escape with a 'rap on the knuckles'. Knowing that shoplifting, if proven, will result in a prosecution is also likely to deter more teenage shoplifters.

The use of warning symbols can sometimes be acknowledged subconsciously by a passing thief and can be preferable to large quantities of text in some cases. Signs are inexpensive and work best if displayed in areas shown to be most at risk.

Topics covered could include:

- // A strict prosecution policy.
- // How many prosecution this month or year.
- // Shop Banning Policy.
- // Overt/covert security systems are in operation.
- // CCTV in operation.
- // Uniformed Security Staff operate within this store.
- // Store detectives are operating within this store.

// Fitting rooms

Fitting rooms are havens for shoplifters, as they have the privacy to commit the crime. Introduce restrictions on access and monitor all stock going in and coming out.

Restrict Access

Small stores

Keep the fitting room doors locked when not in use. This will enable you to know who is in there and be in a position to monitor their actions.

Large stores

Have an attendant in the fitting rooms. This person can assist with customers' selections and monitor the clothes people take in and out of the fitting rooms.

Count how many items someone is taking into the fitting room, and make sure they come out with the same number

A busy store can give customers going into the fitting room a pre-numbered tag corresponding to the number of garments they have. This keeps the attendants from having to remember details about each person.

Limit the number of garments that can be taken into the fitting room at any time.

Be sure to check the fitting rooms frequently for garments left behind. Pay special attention to price tags and hangers left around - these may be an indication that shoplifting has occurred.



// EAS tags

Electronic Article Surveillance (EAS) systems



When using EAS systems in-store, try to place the tags in discreet areas of your merchandise. If you can afford to place two tags on an item, one in an obvious place and one hidden, it might help to catch out more experienced thieves. Even if you can't afford an EAS system you can still buy recycled tags from suppliers and this could help deter potential shoplifters from operating in your store.

// Purchek or similar

This is an anti-theft solution for preventing push out theft. The system uses an integrated locking wheel on the shopping cart. When the shoplifter attempts to leave the store without going through the checkout to pay for the merchandise, the wheel of the shopping cart will automatically lock, disabling it from leaving the store.

// Smoke cloak

This is a device which when activated, causes a harmless white coloured fog to be emitted into the target area. This can be achieved in a matter of seconds and is usually backed up with a pre-recorded message to advise the fog is not harmful and give instruction to people in the vicinity. This has two standard uses, to protect staff in the event of an armed robbery and secondly to make grabbing items of value during a burglary impossible, as they are quickly hidden from view.

// Dummy displays

Wherever possible consider a display model, with little or no value. Consider displaying the empty packaging, or have a vital component part removed i.e. the right shoe. The product would be made complete at point of sale.

// Shop floor alarms

Display ('loop') alarms

High value goods can be protected by alarm wires, which 'loop' through them to an alarm box. If the wire is disconnected or cut, the alarm sounds.

// Cash handling

- // Cash held in tills should be kept to a minimum and till lifts should be conducted as necessary, with the majority of the cash being kept in a secure location, out of view from the general public.
- // Make sure you bank frequently and safely, always counting cash out of view, preferably in a locked room. Make sure policy dictates two staff have to be present.
- // You could use a safe requiring two different keys. Make sure this policy is available to be read from a notice, which is positioned on or near to the safe.
- // Consider signage: "Time delay security in operation" & "No money left on premises".
- // If you have to transport your own takings to the bank, vary the times and places where your cash is to be banked. Never carry cash openly, in cash bags or obvious containers.
- // Always bank before a weekend or any period where the premises are left unoccupied for more than 16 hours.
- // If safes are being used, make sure they are out of sight of the public, they are preferably hidden, securely fixed to an immovable object and protected by an alarm monitor.
- // No cash should be kept in a till overnight and the till drawer should be left open.

// CCTV

CCTV cameras will deter some thieves, and can help with prosecutions if good quality equipment is used. Some systems can also be fitted with voice recording facility if anti social and threatening behaviour is an issue. Cameras should be highly visible and monitors may be mounted at entrances, with signs displayed alerting potential thieves to the use of CCTV.

// Dummy cameras

Can provide an inexpensive short term deterrent on their own, or increase the apparent cover and hence deterrent value of a live system. But do not rely solely on dummy cameras.



// Covert CCTV

Ask your CCTV engineer about fitting a covert camera in a location within the premises, where it is felt an offender may be attracted towards. A hidden camera just below chest height facing towards the average head height can be effective. Ensure adequate lighting is available, especially after hours.

// Positioning the CCTV cameras

Consideration of where your equipment is situated is a key factor when setting up a CCTV surveillance system. Consider grading your stock in levels of desirability to a shoplifter and prioritise according to risk. The way images are captured needs to comply with Data Protection Principles.

Cameras should only cover the spaces where the equipment is meant to monitor.

The user needs to consult with the owners of any domestic areas that might be covered or border the area monitored by the equipment. Operators must be aware of the purpose of the scheme and only use the equipment for that purpose.

Operators should not adjust equipment to overlook spaces not covered by the scheme and should also be aware of privacy implications.

// CCTV signs

The public needs to be aware that they are entering an area that is being monitored by CCTV surveillance equipment. Signs should be placed so that they are clearly visible and legible. The size of the sign will vary according to the circumstances of its location.

Signs need to contain the identity of whoever is responsible for the scheme, its purpose and their contact details.

// Quality of images

For the data that you receive from CCTV surveillance cameras to be of any use, the images produced need to be as clear as possible. Frequent checks need to be made to make sure the equipment is performing properly.

// Lighting

Lighting should complement the CCTV and a lighting survey should be carried out at the same time as for the CCTV. Movement sensor lighting can be used after hours if not desirable to illuminate the premises 24 hours a day. Time controlled movement sensor lighting reduces the risk of staff error in forgetting to turn the system on. Avoid any darkened corners on the shop floor and consider external lighting to the building to deter burglary.

// Security guards

Highly visible Security guards act as a deterrent to shoplifters and when appropriately trained can provide a valuable service to legitimate customers. It must be remembered that security is the primary role and any additional duties would dilute their effectiveness.

// Property marking and records

All non-retail items within the business should be clearly property marked with the company name. Makes models and serials should be recorded, to aid description and recovery in the event of theft.

// Staff intervention: How to spot suspicious behaviour

There is no easy way of determining who will or will not shoplift. Be discreet when trying to spot potential shoplifters.

While the following characteristics don't necessarily mean guilt, retailers should keep a close eye on shoppers who exhibit the following:

- // Spends more time watching the cashier or sales clerk than actually shopping.
- // Takes little notice of products and may be waiting for an opportune moment to conceal an item.
- // Seems nervous and possibly picks up random items with little interest.
- // People who repeatedly refuse your offer of help.
- // Frequently enters store and never makes a purchase.
- // Frequent shopping times just after opening or before closing, when the shop is unlikely to be full of customers and staff are at their busiest.
- // Walks with short or unnatural steps, which may indicate that they are concealing potential stolen items.
- // Wears bulky, heavy clothing during warm weather or coats when unnecessary.
- // Carrying large bags or coat.
- // Takes several items into the changing room and only leaves with one.
- // Enters the changing room or toilets with store goods and exits with none.
- // Large groups entering the store at one time. A member of the group causes a disturbance distracting sales staff.

- // Loitering near exits may be looking for a quick steal and getaway.
- // Be alert for suspicious people outside the premises, those waiting for long periods in cars and generally causing you concern.

The above signs are usually displayed by petty thieves and it can be quite obvious that someone is acting suspiciously. The best way to deter suspicious people is to use exceptional customer service. Knowing where your customers are and offering assistance can be an effective way of deterring shoplifters that thrive on anonymity.

// What should employees do?: “Meet & Greet”

The best way to prevent shoplifting is also the easiest. Greeting people when they enter the store lets real customers know you are there to help them, and also sends a strong message to shoplifters -- they are being watched.

What else should employees do to prevent shoplifting? What should they not do?

DO

- // Be friendly and helpful to customers.
- // Keep displays and work areas tidy.
- // Pick up fallen clothing and hangers often.
- // Keep the fitting rooms locked (or monitor them very closely).
- // Check the fitting rooms frequently for clothing, hangers, and ripped-off price tags.

DON'T

- // Spend a lot of time talking to other employees and not paying attention to the customers.
- // Allow known shoplifters into your store.
- // Allow your shop to be labelled as a “shoplifter’s paradise”.

// Staffing:

Schedule an adequate number of employees to work at any one time. Two members of staff should open and close the shop. Prior to closing one member of staff should thoroughly check the premises for any potential hidden burglar.

Be Attentive

Make yourself available to all customers and never leave the store unattended.

Receipts

Give each customer a receipt for every purchase. Ensure your store has a policy requiring receipts for refunds for cash. Throw away any discarded receipts immediately.

Stay Focused

Don't allow customers to distract the cashier while another person is being checked out.

Code 3

If you notice suspicious activities, alert other employees immediately. Many stores have a security code to alert staff of possible shoplifters.



// Common shoplifting techniques

Covert selection and hiding stock

Favourite shoplifter devices

A large open bag placed at the thief's feet, where objects can be dropped in. The best prevention in these cases is be aware of unusual behaviour and "give away" signs, approach the customer and offer assistance, be observant.

Small hand bags, purses or rolled newspapers, can hide small items of stock. Pushchairs containing blankets, toys, and other items can be used to hide stock beneath. A meet greet and observe policy will help deter.

Umbrellas with handles are handy for shoplifters trying to steal small items. A common tactic is to keep a closed (but not snapped) umbrella hanging on one's elbow or leaning against a counter, and then to drop items into it.

Concealing stock within larger products which are then offered for payment is becoming common in the DIY market. Staff checking any disturbed packaging and warning signs will act as a deterrent.

Favourite shoplifter clothing

Baggy clothes in general are good places to hide stolen items. Some people have extra pockets or hooks sewn into coats and jackets.

Beware of the customer with a large coat who keeps his hand in a coat pocket. Especially on a hot day. Some shoplifters have cut slits in the pocket lining, so they can reach for items without being seen. They may make a big deal out of inspecting an item while the other hand slips out and grabs something.

The more open method

Some shoplifters grab stock and walk out with it. They rely on the element of surprise and slow response of sales staff.

Large amounts of clothing or desirable stock, can be grabbed from racks or floor displays, close to the door before staff can react. Alternating the directions of hangers makes this less rewarding and more time consuming. Move desirable stock away from exits and into heavily monitored areas.

Open display shelves can allow offenders time to stack a product and then make off. **Clear plastic shelf limiters where only one of each item can be selected at a time can be a deterrent.**

Leaving the store with large items that are not ordinarily put in bags, without making payment. **Reduce the risk by making it unusual for legitimate customers to carry out large/heavy purchases, Utilise bright coloured "sold" stickers on purchased large items. This at least makes it easy for employees to tell if the merchandise is being stolen.**

Fitting rooms provide a location for the offender to wear/hide clothing/stock under their own clothes and leave the store without making payment. Others will just put the clothing on and walk out. **Staffing and controlling fitting rooms is essential.**

Price label switching and offering to pay the lower price can catch out low-tech checkouts.

Returning stolen goods for refund. A policy of requiring a valid receipt or exchange only may deter. Being aware of large scale theft from other local stores, in the same retail group, will raise alarms should an attempt be made.

Tricks to Distract You

Most shoplifters want privacy. **One of the best prevention methods is to greet customers as soon as they walk in and remain attentive whilst in the store.**

But skilled shoplifters can distract sales associates using the following tricks:

They enter the store in groups, then separate, so there is no way the employees can watch all of them. **Rule setting sometimes helps "only 3 school children at any one time"**

A pair of shoppers comes in, and while one distracts with questions, the other steals.

A single shopper sends the only employee in the store into the back room to find something, and then steals stock leaving before the employee comes back.

// Retail loss prevention

Although shoplifting would also fall under this term, for the purposes of this section, it refers to staff who might also be involved in shoplifting. To reduce the opportunity for this kind of crime, it's important you try to screen any potential new members of staff before they even start work. You can do this by thoroughly checking references from previous companies where they have worked. Staff too should be informed about the store's security policies and told that legal action will result if they are caught shoplifting as well as being told that it would result in instant dismissal. Once again, incentives should be given so that other honest staff can seek to benefit if they catch one of their colleagues stealing. You may find it beneficial to explore how Crimestoppers can work alongside commercial businesses.

// Your safety

The bottom line is that you're not going to deter all shoplifters all of the time but by taking the action above, you're far more likely to see a reduction in the amount of shoplifting crime you have to deal with which can eat into a company's profits. Also remember, however, that no shoplifting crime is worth putting your own safety at risk so if you confront a suspected shoplifter who is carrying a weapon, do not try to tackle them. Let them take whatever they want and then call the police as soon as they have left the store. If you have CCTV cameras installed, recording quality images, it will make it far more likely that the Police will be able to identify the offenders.



// What can you do about it?

We appreciate that not all of the suggestions will be suitable for every business. The level of shop theft committed against your premises will depend on a range of factors. These include:

- // The type of goods you sell.
- // The location.
- // The layout of your shop and the style and location of your displays.
- // The local crime rate.
- // The hours you trade.
- // The number of staff you employ and their experience.
- // You need to consider all of your circumstances and then choose the preventive measures, which suit you best. Your local Neighbourhood Policing Team will help you do this. Remember - all retailers have some level of risk. Never think that your type of business is without risk, it is always preferable to be prepared.

// Establish a policy

Establish a store policy for the prevention of customer theft and ensure that all staff are aware of it. Remember to brief new and part time employees on store policy procedures.

// Train your staff

Well trained and alert staff forms the basis for good crime prevention. Don't rely on technology over investing in properly trained staff.

// Working with Others: Business Partnership Networks

Would you benefit from knowing what is happening and who is doing what near to your business?

Maybe a suspicious vehicle is in the area, would you like to know about it?

Do you know your local PCSO and would you benefit from sharing information relevant to your area?

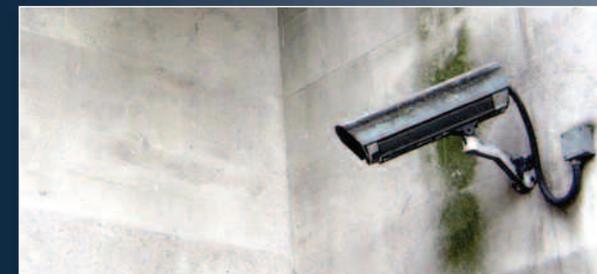
If you would benefit, contact your local Neighbourhood Policing Teams and ask for a PCSO to visit to discuss forming a Business Partnership in your area.

// Radio-link schemes

These schemes link a number of different retailers, and sometimes benefit from periodic monitoring by the patrolling officers. So warnings about the approach of known troublemakers can be given and they can also be used to summon assistance. Talk to neighbouring businesses, and ask your local Neighbourhood PCSO about forming a "Business Partnership Network" in your area.

// City Wide closed circuit television

CCTV in town centres can also deter shop thieves and be used to assist with their arrest if they are not caught immediately. Connecting town centre CCTV schemes to a radio link, pager system or other communication system linked to the police or other control centre greatly increases the value of CCTV to retailers.



// Truancy watches and unaccompanied children

Truancy watch is a partnership scheme which trains retailers how to deal with children who are found in stores during school hours. The schemes usually provide police and education authority contact points for problem cases, but the idea is that just being noticed will deter schoolchildren from truancing. Shopkeepers can put up stickers to advertise their involvement with a scheme. Some shops limit the number of unaccompanied children they allow in the shop at one time. Plastic screens in front of sweets displays can reduce the temptation to steal, speak to your local PCSO to see if there is a scheme in your area, or if not consider starting one.

// Store banning

Your shop is private property, just like your home. Although there is an implied invitation to come in and shop, you are fully entitled to exclude any person from your shop if you feel that their presence is unhelpful to your business - e.g. drunks, or someone whom you have previously caught, or suspected of stealing.

You do not have to give any reason for banning someone. Just politely tell them that you would rather they did not shop here any more and that you would appreciate it if they do not come into your store again. If they return they will be trespassing and you can order them to leave. If they refuse, you are entitled to call the police to assist you in removing them. If your shop is in a shopping centre, then you can call a security guard.

Be assertive and keep
unwanted people out,
before they
commit a
crime!

// Robbery: Your safety during a robbery

- // Try to stay calm.
- // Do not resist.
- // Do as you are told.
- // Activate an alarm only if you can do so discreetly.
- // Obtain the best description of the offenders as possible.
- // Give the offender time to leave.
- // Note the direction of travel.
- // Try to see if a vehicle is used and any description of it, but only if you can do so safely.
- // Use common sense and don't be a hero. It is better to lose your money than risk serious injury or worse.



// What to do following a robbery

- // Call the Police immediately even if you have already activated a monitored alarm.
- // Close the business and secure the doors.
- // Do not discuss details of the robbery with any witnesses as this may undermine any accounts if they are heard at court.
- // Ask all witnesses to remain until police arrive and if they refuse record their details and a contact number.
- // Do not touch anything the offender may have touched or walked on. If possible barrier these areas as forensic evidence is easily destroyed.
- // Try to remember as much detail about an offender as possible: appearance, speech and mannerisms. You could write yourself a reminder note, but you must keep this and hand it to the police.
- // Do not discuss its contents with any other witness.
If the media do enquire regarding the offence direct them to the Humberside Police Press Office.

// Burglary: Reducing the risk of burglary

Forced Entry

- // Ensure your doors and windows are protected.
- // Consider roller shutters and bars where practical.
- // Ask your alarm engineer if there is a way of having a potential intruder set your alarm off prior to him having free run of your premises i.e. alarm sensors on external shutters, wall vibration sensors and external motion sensor.
- // Make sure your alarm automatically alerts a key holder (if not on the police alarm call out system).

- // If your alarm signals an intruder by landline, consider alternative back up mobile systems, in the event of telephones wires being cut.
- // If there is only one land line into the shop consider what would happen if that line was blocked by an incoming call at the time of the break in.
- // Ensure your alarm is regularly serviced and covers all the risk areas.
- // Consider CCTV systems internally and externally.
- // Make sure your lighting complements the CCTV cameras.
- // Record details of all valuables and IT equipment.
- // Mark your property with the company name and postcode (consider such products as Smartwater, Selectamark etc.)

// Sneak-in

If your business invites the general public inside the building consider:

- // Are the non-public areas secure and locked.
- // Do you have private no entry signs visible.
- // Can you restrict the public to a particular area rather than give a potential burglar the chance to survey your security.
- // Make sure all doors in non-public areas are securely locked.
- // Don't leave rear loading area doors open, as offenders will walk in given the opportunity.
- // Ensure all staff takes responsibility for the security of personal belongings (handbags etc).

// ATM Security

Those premises with ATM cash dispensing facilities have additional responsibilities.

Positioning an ATM machine

Consideration should be given to surveillance. Security is greatly improved with CCTV coverage of the ATMs. Make it difficult for would be offenders to secrete themselves near to machines without drawing attention. No other service should be in the proximity of an ATM, which could provide an excuse to justify the presence of a potential offender i.e. litter bins, benches, parking spaces, cycle parks. CCTV coverage of car park entrance/exits, recording vehicles and their ID would assist greatly with all criminal investigations.

Warning Signage

Security signage near to the machine may help to deter crime

- // Warn users of the possibilities of skimming
- // Remind the user to check the machine for anything unusual attached
- // Remind the user to cover the key pad whilst entering their PIN
- // Remind the user to be aware of anyone behind them recording their PIN details.

Security checks

Ensure security checks are regularly carried out on the ATM for any unusual attachments.

Raise awareness of security, as offenders will go to great lengths to copy the colour and materials of an ATM and the "add on" skimming devices may well be quite large and appear to form a major part of the machine

Security staff should be aware of people sitting in cars and possibly approach cars and ask whether they require assistance or at least record the vehicle registration numbers.

Skimming

Skimming the information from bank cards has happened in this Force area.

The below illustration shows a skimming device being fitted to a standard ATM. Note the efforts the criminals have gone to match the colours and materials used.

Skimmer being applied



After the skimmer is applied



// General

In certain supermarkets the cash machines are run by banks completely independent of the supermarket itself. This is causing a dilemma for the supermarket to put resources into security checks/CCTV as described above. The argument has to be that most people using the cash machines will also be customers of the supermarket. By carrying out the basic work as detailed above you are protecting your customers.

// Action in the event of detecting suspicious activity

The police may ask the informant/caller to remain at the location.

If the police believe the offenders are parked nearby and may be unaware they have been detected, a covert police response will be initiated. The caller will be asked to continue being observant, without compromising their safety and will be directed to a discrete location to meet the arriving patrols.

If the caller is at the ATM they will be asked to remain there and await a police patrol to attend. The shop staff will be asked to check the surrounding car parks and note any suspicious vehicles or persons.

The police are particularly interested in anyone in possession of electrical equipment such as lap tops in the vicinity of the ATM machines.

If the shop has directional external CCTV it would benefit the investigation if that was directed onto car park exits to record and monitor vehicles leaving the site. If CCTV is not available consider a covert member of staff at the exit, recording details of any suspicious vehicles.

It is important that no one else is allowed to touch the ATM prior to police arrival in order to preserve any forensic evidence.



Humberside Police

WHEN IT'S LESS URGENT
THAN 999



101

IN AN
EMERGENCY
ALWAYS
CALL 999



**Humberside
Police**

Protecting Communities, Targeting Criminals