



Safer Shopping Environments

Safe shopping environments attract more shoppers and provide secure workplaces for employees. The last thing one should do is instil a sense of fear in staff, but a healthy sense of awareness of possible dangers can save a lot of heartache and even lives.

- At opening time, inspect the business for forcible entry. One employee should inspect the premises before the rest enter.
- At closing time, task one employee to inspect the exits and parking area for any suspects or suspicious vehicles lurking around.
- Avoid having large amounts of cash on the premises and alternate your banking or cash collection routine regularly.
- Avoid fixtures and signage that obstruct views of the cash register points.
- Use mirrors and cameras to cover blind spots in the store and at exit points.
- Invest in good lighting both inside and outside stores.
- Test alarm systems and panic buttons regularly and train staff on emergency panic procedures.
- Stagger lunch rosters to ensure that the store is staffed sufficiently during these times.
- Safety in numbers - increase the store's headcount during opening and closing times.



Cell Phone Safety in Restaurants

- Restaurants are high-risk areas for cell phone theft – please remain alert and aware of your environment
- Do not leave your cell phone on the table while dining out – criminals are specifically targeting patrons in outdoor areas
- Keep electronic devices out of sight by putting them in your pocket or bag
- Be alert when making calls in public or waiting for a taxi
- Avoid drive-by phone snatchings by keeping your cell phone out of sight



Shop Owners Must Look Out for Suspicious Activities

People: Although criminals will do their best to be inconspicuous when scouting, suspicious behaviour like loitering in a particular area, pretending to wait for someone, just hanging around, taking pictures in the vicinity of places such as jewellery shops, cell phone shops and IT businesses are red flags.

Vehicles: Cars seen regularly in the same areas – especially those with persons staying in the car, with others leaving and returning – should be reported.

We welcome feedback and suggestions. Please send your input to info@24-7security.co.za
If you did not receive our Quarter 1 Shopping Mall Safety Bulletin,
please contact martizah@24-7security.co.za

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National Youth Month

South Africa celebrates National Youth Month this June, and 24/7 Security encourages everyone to do their part to ensure the safety and security of our children.

- Ensure that children do not wander off or leave the store while their parents are shopping.
- Keep a lookout for strangers who start conversations with shoppers, even if it is women. Remember, criminals work in pairs: one distracts the parent, and the other snatches the child.
- Keep a lookout for children left alone in shopping carts.
- Be aware of adults that are watching or following kids in the mall.
- Keep dangerous items out of children's reach.



Vehicle theft at shopping malls remains a concern.

- Shoppers and tenants must lock their vehicles and not leave valuables such as laptops etc., in the vehicles – not even in the boot.
- Car-jamming is an ongoing problem. When you press the remote-control button, make sure that you hear the beep of the alarm activating and see or hear the locks clicking into place. Always check your door handle before leaving the car.
- Strictly monitor tailgating.
- Alert security immediately of suspicious people, vehicles and activities.

Shoplifting is an alarming trend that requires preventative measures.



SHOPLIFTING

Know The Signs

Shoppers trying not to be noticed or nervously walking around are obvious candidates, as are those who loiter purposefully, picking up and putting back the same items repeatedly. Look out for customers wearing oversized coats or clothing items, especially in warm weather, or carrying large bags.

Let Customer Service Be Your Tool

Greeting your customers as they enter your store is not just excellent customer service. By acknowledging their presence, you send a clear sign that you are aware of your environment, which could deter opportunistic criminals.

Use Your Store Layout To Your Advantage

The layout of your store can make an enormous difference, as criminals are well versed in spotting those unmanned corners and dead spaces. By changing your store's appearance from time to time and keeping blind spots to a minimum, you will keep criminals on their toes.

Gear Up With The Correct Security Measures

Unfortunately, staff members can't monitor every customer at all times, particularly if you need them to drive sales. As such, it is important to use crime prevention tools such as security cameras, stock tags and additional alarms to act as a backup when your employees are otherwise occupied.

“Security is not expensive. It is priceless.” - Jerry Smith

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Laptop Safety

Many shop owners and staff utilise their laptops and tablets for business purposes and travel with their electronic devices. Laptop theft is on the increase and 24/7 Security Services encourages everyone to follow the below tips to improve laptop security:



Secure Laptop Bag: Place your laptop in a cushioned laptop bag, preferably one that's plain and inconspicuous, so you don't attract unwanted attention. For extra protection, choose a laptop bag with slash-proof fabric and tamper-resistant zippers. If you travel a lot, consider buying a checkpoint-friendly laptop bag that will allow you to stroll through security without taking the laptop out of the bag. Keep the bag on your person or within view at all times.

Get a Security Cable Lock: A cheap anti-theft device, a security cable lock works like a bicycle lock. You loop it around a fixed object, connect it to the laptop and lock it with a combination or a key. If you don't mind spending a little more money, you can buy a high-tech cable lock with a motion sensor system and an alarm. When someone tries to remove the laptop, the movement will trigger the alarm, alerting you of the theft attempt.



Invest in Insurance: A good insurance policy goes a long way. Get a policy that covers theft and loss of personal items. Make sure the coverage will be enough to buy a new laptop and accessories.

Use Antivirus Software: Using unfamiliar Wi-Fi networks can lead to security breaches. Keep your antivirus software updated and running when you are in public spaces. If possible, avoid shopping online or logging on to your online banking website on a public Wi-Fi network. If you have to do it, always check that your Internet browser shows a URL beginning with 'https' and a padlock icon.

Install Theft Recovery Software: Your chances of getting your stolen laptop back are much higher if you have theft recovery software installed on your computer. This software allows you to locate the laptop so you can have the local authorities retrieve it for you. Good theft recovery software works even if the thief has erased all data and installed a new operating system.

Record Laptop Details: Take down the specifications of your laptop and store it in a safe place. The computer make, model and serial number will come in handy if you have to report a theft. Also, take photos of the laptop, focusing on any distinguishing details, such as scratches and dents.

Backup Your Data: The information stored on a laptop can be more valuable than the laptop itself. So, protect yourself from losing your data by backing it up on a hard drive or in cloud storage online.

Data Encryption: You probably have sensitive information stored on your laptop. Copies of your IDs, your home address, contact details of your associates, personal photographs, banking details - all this information can be used for identity theft if it falls into the wrong hands. You can encrypt your data and use



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