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SHOPPING MALL SAFETY

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SHARED RESPONSIBILTY

Safety and security is everybody's responsibility.
We need to work together to create a safe environment for businesses to thrive and where shoppers and retail staff feel safe and secure.

Not every pedestrian walking into your business is a customer, and not every vehicle is a delivery vehicle.
Stay alert and be pro-active!

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SITUATIONAL AWARENESS

What is situational awareness, and why does it matter?

Situational awareness is being aware of what is happening around you and recognising whether there could be a threat to your safety or security. Well-honed situational awareness skills help you to identify the early signs of a threat and enable you to react and respond quickly to potential danger.

When we have lots of things going on around us, we may fail to notice signs that a situation is changing and becoming more volatile. Sometimes, these signs may be tough to pick up on, and even if we don't spot something, it doesn't mean it's not happening. When we are in noisy and busy environments, such as reception areas or public transport, we can become absorbed in our own thoughts and fail to see and hear signs of a threat.

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ARMED ROBBERY

Armed Robbery – What to do

- **Do not resist!!** Do exactly as you are told
- **Relax -** Regulate your breathing to slow down heart rate
- **Speak slowly -** Do not shout or raise your voice to the robbers
- **Make no sudden movements -** inform them of movements such as “I am going to take the keys out of my pocket now” - and then do it slowly
- **Do not set off the siren -** can trigger violent reaction
- **Do not look the robber directly in the face**
- **Give the robbers time to leave**
- **Do not be a hero**
- **Do not attempt to prevent their get-away**

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OBSERVATION TECHNIQUES

Clear information on the robbers assists in the SAPS investigation

- **Do not be obvious** in your observation of the robbers
- Focus on **one person** at a time
- Gain an **overall impression** first: height, build, weapon, clothing
- Special features - a limp, deformities, birthmarks, etc.
- Look at **details** e.g. facial features - round/sharp, eyes close set/wide apart, etc.
- Remember any **names** used by the robbers when talking to each other
- Remember **what they touch**, where they walk, any cigarette butts discarded, body fluids deposited, etc.

Vehicles

- First look at make and model and colour
- Noticeable features - markings, damaged areas
- **Registration number**

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Suspect Identification

Take note of as many details as possible

- **HAIR COLOUR**
- **SCARS**
- **BRAND NAMES**
- **TATTOOS**
- **SHIRT** (Long/short/shirt/T-shirt)
- **JEWELERY**
- **GLOVES** (Light/medium/dark)
- **WEAPON** (knife/gun/club)
- **PANTS** (Long/short/denim/nylon)
- **HEAD GEAR**
- **GLASSES**
- **FACIAL HAIR** (Clear face/Beard/mustache)
- **CLOTHING GRAPHICS**
- **JACKET** (Hoodie/windbreaker/jersey)
- **PANTS** (Long/short/baggie)
- **FOOTWEAR** (Boots/takkies/sandals)

VERY IMPORTANT:
Height / Build / Complexion

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Vehicle Identification

COLOUR

WINDOWS
(Tinted / clear)

DAMAGE
(Scratches or dents)

RIMS
(Standard/ aftermarket/ trim/color)

STICKERS

SUNROOF
(Yes/no)

SHAPE
(Specific model / sedan / hatchback)

TYPE

MAKE

MODEL

REGISTRATION

FOR STOLEN VEHICLES
Is the vehicle equipped with a tracking/anti hijacking system?
How much fuel in the tank?

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SUSPICIOUS VEHICLES

Crime can very rarely be committed without a vehicle being involved in one way or the other. Here are some indicators to assist in identification of **suspicious vehicles**.

In the parking area:

- Reverse parking - especially **close to entrances**
- Vehicles in **disabled parking** or with disabled sticker that are reverse parked
- Vehicles just **driving around** and not parking
- Vehicles parked in front of the entrance with the **engine idling**
- People **loitering** around the car parks
- People **sitting in the vehicle** for long periods (especially in the heat of the day)
- People that refuse to get out of the vehicle or their **behaviour looks suspicious**
- All **foreign** vehicles
- **Reoccurring** vehicles

Please do not open secured entrances on behalf of others and report all incidents of tail-gating.

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REMOTE CAR JAMMING

Using a remote device to block or jam the locking device to motor vehicles has unfortunately become an everyday occurrence in South Africa. This could be due to the simplicity of the crime as well as the fact that it is so quick that detection is extremely difficult and the perpetrators have often left the premises before they can be apprehended.

The scam works as follows, when a person leaves the vehicle and pushes the remote to activate the vehicles locking system a criminal pushes a remote at the same time effectively blocking the signal of the locking remote. This causes the person to believe the vehicle is locked, but it is actually left open for the criminal to freely access the vehicle and help himself to the contents while the owner of the vehicle is going about their business. Often thousands of Rands worth of valuables are stolen, and insurance companies sometimes do not cover these losses.

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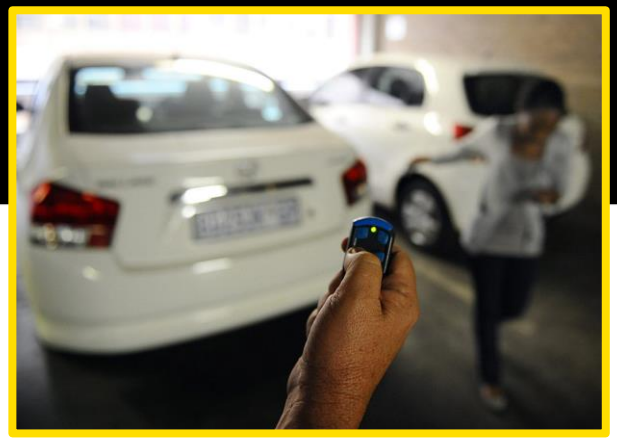

Remote car jamming, continued…

Avoid becoming a victim of remote jamming by following these steps:

- **Be aware** of the surroundings at all times and take note of suspicious persons or activity in and around the parking area
- **Report suspicious activity** to centre management or security
- **Do not leave valuables** in an unattended vehicle
- **Never push the remote locking whilst walking away** from the vehicle
- **Check that the vehicle is locked** by testing the door before walking away
- **Ensure the boot is locked**
- **Tell as many people as possible** about the modus operandi

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Credit Card – Best practice

- Request **personal photo identification** when presented with credit card payments
- **Compare** the card holders signature on the card to that of the sales voucher
- **Hold the credit card** until the transaction is complete
- Ensure that the **security features** on the card are present
- **Phone for authorization** if requested to do so
- **Report lost or stolen cards** to the bank immediately
- Be wary of re-encoded **movie or loyalty cards** as bank cards
- For manual transactions, make an **imprint of the card**. This is proof that the card was present at the transaction. Scanned, faxed or photocopy is not regarded as an imprint
- **Do not accept** authorization numbers from the client and do not let the client phone on your behalf

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COUNTERFEIT CREDIT CARDS

Counterfeit Credit Cards: Identification and best practices

Be aware of:

- Taking a card from a **pocket** instead of a wallet
- Purchasing an **unusual number** of expensive items
- Unable to provide **identification** when requested
- **Random purchases**, selecting items with little regard to size, quality or value
- Providing an **authorization number** allegedly obtained from the bank prior to the transaction
- Making **several small purchases** to stay under the floor limit, or enquiries about the floor limit
- Be aware of customers insisting the **purchase is split** into more than one low transaction value
- Signing the sales draft **slowly or awkwardly**

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Counterfeit Credit Cards: Identification and best practices, continued…

Identification of counterfeit credit cards:

- Counterfeit cards are rarely used more than **three times**
- The **hologram** holds the key to identifying counterfeit cards
  - In most instances the hologram on a counterfeit card is fixed / pasted on top of the card, whereas the legitimate hologram is embedded in the plastic during the manufacturing process.
  - On closer inspection the hologram on a counterfeit card appears slightly raised above the card.

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SPEED POINT THEFT

Please be aware of the theft of speed point terminals. Suspects use the machines as part of refund scams and other crimes.

- **Never leave terminals unattended** and ensure a staff member is present when customers conduct transactions
- To minimise the theft of terminals, **secure/fasten the devices** to the counter
- Most terminals have security features and PIN technology - ensure that these are **activated** so that if the devices are stolen, suspects won't be able to use them
- Terminal theft usually takes place towards the **end of the trading day**. Look out for suspicious people at this time and ensure that panic buttons are on hand to alert security
- Speed point terminals are often **replaced** by identical, but non-functioning, machines
- If terminals are stolen, **immediately alert** security, mall management, SAPS and your financial services provider

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Cash Management

- Keep amounts of cash on hand to a **minimum**
- Install highly visible signs that there is **low cash holding**
- Set a limit for the **maximum amount** of cash available in the registers
- **Staff training** to call for pickups when the register reaches its limit
- Assistance in **checking cash** in tills during busy periods
- Excess cash from the register/s to be secured in a **drop safe or secure safe** that is not accessible to the public
- **Regular banking** to reduce cash on premise
- Do not count money in **public view**
- Cash should be handled in a **secure area**
- **Restrict access** to cash office
- Recommended that cash offices be equipped with at least a category three **drop safe**

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Identification of suspicious activities/ people: Tenant use of panic buttons

- Keep your panic button **in your possession** at all times
- When you suspect that a suspect has entered your shop activate your panic button **immediately**
- Do not wait for the suspect **to act** before you push your panic button
- Security will be **dispatched to monitor** the situation first before entering the store
- Once **assessed** and if necessary, security will enter the store and intervene
- The abovementioned will always be attended to on a case-by-case basis depending of the **severity of the situation**
- If the incident is determined as severe, **armed response** will be called as back-up
- **Test your panic button** more often to make sure that it is in working condition at all times

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Guidelines to prevent shoplifting

1. The first line of defence in loss prevention is by greeting or acknowledging every customer that enters the store.
2. Make eye contact with the customer, this might make the suspect think twice before stealing.
3. Try to assist all customers as they enter the shop to avoid him/her browsing and possibly waiting for a golden opportunity.
4. Assign zones for staff coverage so that floor personnel don't leave vulnerable areas unattended.
5. Any person looking around, acting nervous, fidgeting with his hands or who cannot stand still, is a cause for concern.
6. When a couple of customers enter the shop simultaneously and everyone goes their own way once inside, it is cause for concern.
7. Do not allow a customer to keep you busy while his friend wonders around the shop.

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Guidelines to prevent shoplifting, continued…

8. Make a pleasant comment to every customer about the item(s) being taken into the fitting room, so that the customer is aware that you know which items they have taken and that they are expected to be either returned or purchased.
9. Install security measures in “blind spots” around the store (e.g., bright lighting, security mirrors, anti-shoplifting signs, and cameras). The brighter the area the less hiding places there are.
10. Lower displays around the cash register that block the cashier’s view of the selling floor.
11. Don’t keep large amounts of money in your till.
12. Think carefully about the best position for the till.
13. Prohibit the unsupervised removal of trash from the premises.
14. Keep back areas neat and clean so that it is easy for store management to quickly observe irregularities and manage security.

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Guidelines to prevent shoplifting, continued…

15. Control stock tightly and limit access.
16. Routinely check debit and credit cards to protect against fraud.
17. Look out for customers wearing big jackets or jerseys on a hot day.
18. Be aware if a customer puts on extra “weight” when returning to the till.
19. When a jacket is suddenly all buttoned up by a customer who intends on leaving the store, this should raise concern.
20. Take note of a customer who walks funny, as if he/she is hiding something.
21. Is the customer looking around for bargains, or is he observing the set up?
22. Customers carrying big hand bags or bags.
23. Customers who loiter outside the shop before entering.

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Guidelines to prevent shoplifting, continued…

24. Babies and baby prams are excellent hiding places.
25. Always inspect inside items where smaller items could be hidden and check that the correct item is in the corresponding box.
26. Damaged price tags usually mean swapped price tags.
27. Be especially alert during peak periods (lunch time or just before closing time) when the shop is extremely busy. Customers may leave without paying.
28. Never leave handbags, cell phones or wallets on your desk, counter top or in jackets. Lock these in a secure place.
29. Never leave money lying around or in a place where it can be seen. Put it in a safe or in the till.
30. Never leave keys unattended and keep duplicate keys locked in a safe place.

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Guidelines to prevent shoplifting, continued…

31. Always close your office door when leaving and never leave a customer alone in your office.
32. Should someone browse in a shop, ask the person what he is looking for.
33. Double check any contractor that claims that he/she has to perform any kind of duties in your shop.
34. Never allow any customer to dominate you, whatever the circumstances may be. Be calm and if you cannot handle the situation, ask for help.
35. Do not discuss any security related issues with customers e.g. keys, locks, turnover, key holders, alarms, staff schedules etc.
36. Never assume that everybody is as honest as you, trust no one.

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Criminals target businesses during opening and closing times, as shopping mall hours are fixed and it is easy for criminals to scope out and survey the mall and its operations.

- Staff must **arrive early** to allow time to inspect the perimeter and ensure the store is safe to enter
- A minimum of **two people** should be present at opening and closing times
- Staff must be aware of people in the surrounding area during opening and closing times, and **suspicious people** must immediately be reported to security
- Cell phones and other valuables must be kept **out of sight**, as these items attract criminal attention

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What is employee vetting?

Employee vetting is a screening process conducted by employers for checking the background and verifying the information of a new hire or applicant.

1. Verify **qualifications and credentials**

2. Thoroughly **check references** and **professional background**

3. Check **criminal background/records**

Please ensure that all staff are thoroughly vetted prior to employment.

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A syndicate is hacking restaurants' Google listings and amending the details to impersonate the establishments. They then report the real Google profile as fake/duplicate, which is hidden from public view, and it takes several weeks for the establishment to get this resolved with Google.

When customers search and dial the establishment's number via Google, their calls are diverted to a mobile number, and customers are asked to pay a deposit via e-wallet to secure bookings. These syndicates even create fake websites for various establishments to ensure they appear legitimate.

Several establishments in Gauteng and KZN have been victims of this scam.

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QR code scams are known as quishing

Fraudsters use QR codes to give unsuspecting victims access to false websites or download dangerous programs onto their devices.

1. QR code phishing scams entice victims to scan codes, leading to fake websites that imitate trusted organizations, such as banks. The victims are prompted to enter their personal data or login credentials, which the attackers then capture.
2. Face-to-face QR scams involve fraudsters approaching victims and asking them to scan a code for parking, discounts, etc.
3. QR code viruses are spread when victims scan a code that leads to the automatic download of malicious software, compromising sensitive data and potentially installing keyloggers or other harmful programs on the victim's device.
4. QR payment fraud involves tampering with QR codes or placing fraudulent codes in locations where online payments are made.

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Reduce your business's fire risks

1. Have an evacuation strategy
2. Maintain fire safety equipment
3. Train your employees
4. Conduct routine fire drills
5. Post clear exits and escape routes
6. Properly store and dispose of hazardous materials
7. Schedule routine equipment maintenance
8. Establish designated smoking areas
9. Eliminate electrical hazards
10. Switch off non-essential equipment during load shedding, and check all equipment after power is restored

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Cell Phone Safety

- Do not leave your phone on the restaurant table while dining out - put it in your pocket or bag.
- When queueing at a shop or ATM, keep your phone out of sight.
- Don't walk and text in public.
- While refuelling at a filling station, do not sit in your car engaged on your phone with the window open.
- Do not text while sitting in traffic – you are a soft target for criminals moving between vehicles.
- Be alert when making calls in public.
- You need to exercise, your phone does not!
  Leave your phone at home when exercising in public.

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