



SHOPPING MALL SAFETY

SAFETY & SECURITY

A SHARED RESPONSIBILITY



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!



- Ensure that the panic button is easily accessible
- 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
- Test your panic button often to ensure that it is in working order at all times



- 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 – it can trigger a 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





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.



Suspect Identification



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:

- 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 who refuse to get out of the vehicle or their behaviour looks suspicious
- All foreign vehicles
- Reoccurring vehicles



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





SECURITY SERVICES

Personal • Integrated • Effective

Vehicle Identification



FOR STOLEN VEHICLES

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



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REMOTE CAR JAMMING



Using remote devices to block or jam the locking devices of vehicles are everyday occurrences in South Africa. It happens quickly and detection can be difficult - the perpetrators have often left the premises before they can be apprehended.

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



COUNTERFEIT CREDIT CARDS

Be aware of the following behaviour:

- 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 authorisation 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



**Check the security
features of credit and
debit cards:
Holograms
Signature Strips
Microprint
EMV Chips**





**If terminals are stolen,
immediately alert
security, mall
management, SAPS and
your financial services
provider.**

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
- 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



- 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
- Train staff to call for pickups when the register reaches its limit
- 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 premises
- Cash should be handled in a secure area
- Restrict access to cash office
- Recommended that cash offices be equipped with cameras and at least a category three drop safe



**Refrain from counting
large amounts of cash
in public view**





- Inspect the ATM for tampering: Check the card slot, keypad, and cash dispenser for loose parts or anything that looks unusual
- Cover your PIN: Use your hand or body to shield the keypad when entering your PIN
- Avoid isolated ATMs: Use machines inside banks or busy, well-lit areas where criminals are less likely to install skimmers
- Watch for 'helpful strangers': Never accept assistance from anyone at an ATM, no matter how friendly they seem
- Monitor your bank alerts: Enable SMS/app notifications so you can detect suspicious withdrawals immediately



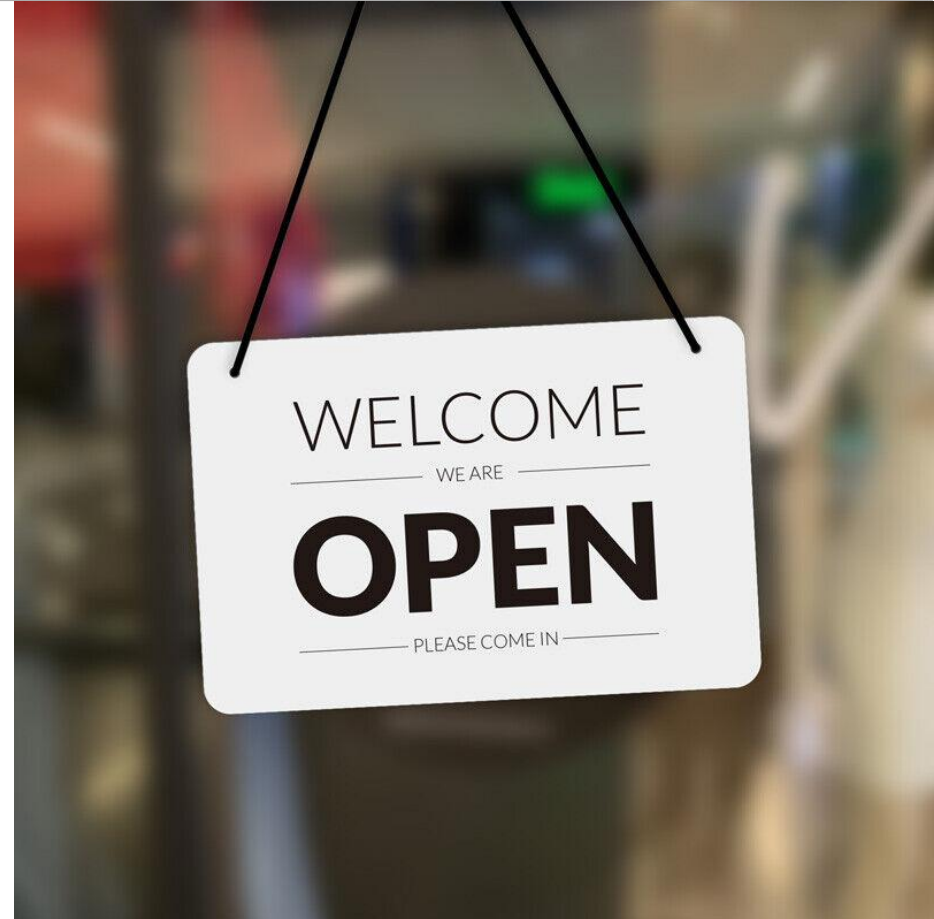
- Greet, acknowledge, and make eye contact with every customer to deter suspicious behaviour
- Offer assistance promptly and stay alert to nervous behaviour, unusual clothing, large bags, or customers splitting into groups
- Maintain clear staff coverage zones, eliminate blind spots, improve lighting, and use mirrors/cameras
- Monitor fitting-room activity with friendly comments that acknowledge items taken inside
- Keep stock controlled, back areas tidy, and restrict access to vulnerable spaces and information
- Stay vigilant for signs of concealment: sudden 'weight gain', buttoned jackets, odd walking, prams, and swapped or damaged tags



OPENING & CLOSING TIMES

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





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

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

- Verify qualifications and credentials
- Thoroughly check references and professional background
- Check criminal background/records



BLUE TOOTH THEFT ALERT

Thieves are increasingly using Bluetooth scanners to locate laptops hidden inside parked vehicles:

- Devices left in Sleep or Hibernate mode still emit detectable Bluetooth/Wi-Fi signals
- These signals act like digital beacons that guide criminals directly to your vehicle
- Smartphone apps can scan parking areas and display active Bluetooth device names nearby
- Signal strength helps thieves pinpoint exactly which vehicle contains the device
- Once identified, the vehicle becomes a high-value target for a quick smash-and-grab
- Fully shutting down your laptop is the best defence against Bluetooth detection
- If shutdown isn't possible, disable Bluetooth—and ideally, never leave electronics in your vehicle



- Have an evacuation strategy
- Maintain fire safety equipment
- Train your employees
- Conduct routine fire drills
- Post clear exits and escape routes
- Properly store and dispose of hazardous materials
- Schedule routine equipment maintenance
- Establish designated smoking areas
- Eliminate electrical hazards
- Switch off non-essential equipment during power cuts, and check all equipment after power is restored





Emergency Contacts:
Have key contacts or mall
security numbers easily
accessible in case of theft
or accidents.

- Stay Aware of Your Surroundings: Avoid getting too absorbed in your phone; be alert to people and obstacles around you.
- Use a Secure Grip: Hold your phone firmly or use a wrist strap to prevent snatching.
- Limit Display of Valuables: Don't flaunt expensive phones; keep them discreet when not in use.
- Avoid Walking While Distracted: Stop in a safe spot if you need to text, call, or scroll.
- Be Cautious with Public Wi-Fi: Use a VPN or avoid sensitive transactions on unsecured networks.
- Use Screen Locks: Activate PIN, fingerprint, or face recognition to protect your data if the phone is lost or stolen.
- Store Phones Securely When Not in Use: Keep your phone in a zipped bag or pocket, especially in crowded areas, to reduce risk of theft.



- **Keep Kids Close:** Encourage parents to hold their child's hand and avoid wandering.
- **Stay Alert:** Remind shoppers to watch their children at all times, especially in crowded areas.
- **Set Boundaries:** Advise families to establish clear rules and familiarise themselves with store layout and exits.
- **Minimise Hazards:** Ensure aisles are clear, and warn about sharp edges, heavy items, or hot surfaces.
- **Use Trolleys Safely:** Children should remain seated in shopping trolleys; never leave them unattended.
- **Spot Suspicious Behaviour:** Train staff to notice loitering or unusual behaviour and report to security immediately.
- **Have a Plan:** Suggest families designate a meeting spot for emergencies or if a child gets separated





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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