24/7®
SECURITY SERVICES
Personal • Integrated • Effective





SHOPPING MALL SAFETY

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SAFETY & SECURITY
A SHARED RESPONSIBILITY

Safety is everyone's responsibility

Safety and security are everyone's responsibility. By working together, we can create an environment where businesses thrive and shoppers and retail staff feel safe and secure.

Not every pedestrian entering your business is a customer, and not every vehicle is a delivery vehicle.

Stay alert and be proactive!



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PANIC BUTTONS

Panic button safety

- 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.



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OBSERVATION TECHNIQUES

Be an observant witness

Clear information about the robbers can assist the SAPS investigation.

- Observe discreetly – do not make it obvious.
- Focus on one person at a time.
- Note their height, build, weapon and clothing.
- Look for distinctive features, such as a limp or birthmarks.
- Note facial features, including face shape and eye spacing.
- Remember any names the robbers use when speaking to one another.
- Remember what they touch, where they walk and anything they leave behind, such as cigarette butts or body fluids.



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ARMED ROBBERIES

During a robbery

1. **Do not resist –** do exactly as you are told.
2. **Relax –** regulate your breathing to slow your heart rate.
3. **Speak slowly –** do not shout or raise your voice.
4. **Make no sudden movements –** explain what you are going to do, then move slowly.
5. **Do not set off the siren –** it can trigger a violent reaction.
6. **Do not look the** robber directly in the face.
7. **Give the robbers time to leave.**
8. **Do not be a hero.**
9. **Do not attempt to** prevent their getaway.



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SHOPLIFTING

Preventing shoplifting

- Greet and acknowledge every customer, and offer assistance promptly.
- Stay alert to suspicious behaviour and consider the circumstances together.
- Maintain staff coverage, reduce blind spots, improve lighting and use mirrors or cameras.
- Monitor fitting-room activity and acknowledge items taken inside in a friendly manner.
- Control stock, keep back areas tidy and restrict access to vulnerable spaces and information.
- Watch for signs of concealment and swapped or damaged tags; follow your store's procedures.



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CHILD SAFETY



Keeping Children Safe While Shopping

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.

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Suspect Identification

Details to remember



- **Hair colour**
- **Scars**
- **Facial hair**
  clean-shaven, beard or moustache
- **Shirt**
  long sleeves, short sleeves or T-shirt
- **Jewellery**
- **Gloves**
- **Weapon**
  knife, gun or club
- **Cap**
- **Glasses**
- **Tattoos**
- **Clothing graphics or brand names**
- **Jacket**
  hoodie, windbreaker or jersey
- **Trousers**
  long, short or baggy
- **Footwear**
  boots, trainers or sandals

Take note of as many details as possible

Height • Build • Complexion

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SUSPICIOUS VEHICLES

Stay alert in the car park

Observe behaviour and circumstances together

- **Watch** for vehicles repeatedly circling without parking.
- **Notice** vehicles idling near entrances.
- **Be alert** to people loitering in car parks or remaining in vehicles for long periods.
- **Notice** unusual or suspicious behaviour around vehicles.
- **Be aware** of vehicles repeatedly returning to the area.
- **Check** vehicles parked close to entrances or in accessible bays when other behaviour gives cause for concern.
- **Report** concerns to security; do not approach or confront anyone.



Do not open secured entrances on behalf of others. Report all incidents of tailgating.

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REMOTE CAR JAMMING

Protect yourself from remote jamming

Remote jamming can prevent your vehicle from locking. It can happen quickly and may be difficult to detect.

- Be aware of your surroundings and note suspicious activity in the car park.
- Report suspicious activity to centre management or security.
- Do not leave valuables in an unattended vehicle.
- Stay beside your vehicle when using the remote to lock it.
- Test the door to make sure the vehicle is locked before walking away.
- Check that the boot is locked.
- Tell others about remote jamming and how to protect themselves.



LOCK IT. CHECK IT. WALK AWAY.

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Vehicle Identification

Vehicle details to remember



- **Colour**
- **Windows** tinted or clear
- **Damage** scratches or dents
- **Rims** style and colour
- **Stickers**
- **Sunroof** yes or no
- **Body shape and type**
- **Make**
- **Model**
- **Registration**

For stolen vehicles
Does it have a tracking or anti-hijacking system? How much fuel is in the tank?

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COUNTERFEIT CREDIT CARDS

Be alert to card fraud

Consider the circumstances together and follow your store's procedures.

- A card taken from a pocket instead of a wallet.
- An unusual number of expensive items.
- Unable to provide identification when requested.
- Random items selected with little regard to size, quality or value.
- An authorisation number allegedly obtained from the bank before the transaction.
- Several small purchases to stay under the floor limit, or enquiries about that limit.
- Insistence on splitting a purchase into low-value transactions.
- Signing a sales draft slowly or awkwardly.



Check card security features

Holograms • Signature strips • Microprint • EMV chips









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SPEED POINT THEFT

Protect your payment terminals

Stolen payment terminals may be used in refund scams and other crimes.

- Never leave terminals unattended.
- Secure or fasten devices to the counter to reduce theft.
- Activate available security features and PIN protection, following your provider's instructions.
- Stay alert, especially towards the end of the trading day, and keep panic buttons accessible.
- Check for terminals that may have been replaced with identical, non-functioning machines.



If a terminal is stolen, immediately alert security, mall management, SAPS and your financial services provider.

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CASH MANAGEMENT

Safer cash handling

- Keep cash on hand to a minimum.
- Display visible signs indicating low cash holdings.
- Set a maximum cash limit for each till.
- Train staff to request a collection when the till reaches its limit.
- Secure excess cash in a drop safe or safe inaccessible to the public.
- Bank regularly to reduce cash on the premises.
- Handle cash in a secure area.
- Restrict access to the cash office.
- Equip cash offices with cameras and at least a category three drop safe.



Do not count large amounts of cash in public view.

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ATM SCAMMING

Stay safe at the ATM



Inspect the ATM

Check the card slot, keypad and cash dispenser for loose parts or anything unusual. If concerned, do not use it.

Cover your PIN

Shield the keypad with your hand or body.

Choose a safer location

Use ATMs inside banks or in busy, well-lit areas.

Be wary of offers of help

Do not accept assistance from strangers at the ATM.

Monitor your bank alerts

Enable SMS or app notifications to spot suspicious withdrawals.

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OPENING & CLOSING TIMES

Opening and closing safely

Shopping mall hours are predictable, so stay alert when opening and closing your store.

- Allow time to inspect the perimeter and check that the store is safe to enter.
- Ensure at least two people are present at opening and closing times.
- Be aware of your surroundings and report suspicious activity to security immediately.
- Keep mobile phones and other valuables out of sight.



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FIRE RISKS

Fire safety at work

- Have an evacuation strategy.
- Maintain fire safety equipment.
- Train employees.
- Conduct routine fire drills.
- Clearly mark exits and escape routes.
- Store and dispose of hazardous materials safely.
- 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.



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EMPLOYEE VETTING



Employee vetting

Employee vetting helps employers check an applicant's background and verify the information provided.

- Verify qualifications and credentials.
- Check references and professional background thoroughly.
- Check criminal records where appropriate.

Ensure all staff are thoroughly vetted before employment.

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BLUE TOOTH THEFT ALERT

Protect devices in your vehicle

Bluetooth signals from some devices may be detectable nearby, even when they are hidden from view.

- Some devices can continue to transmit while in sleep mode, depending on their settings.
- Bluetooth scanning apps can identify nearby broadcasting devices; a signal may alert a thief to a device in the area.
- Avoid leaving laptops and other electronics in your vehicle, even when hidden.
- Shut down your laptop fully when it is not in use.
- If you cannot shut it down, turn off Bluetooth and Wi-Fi where possible.



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CELL PHONE SAFETY



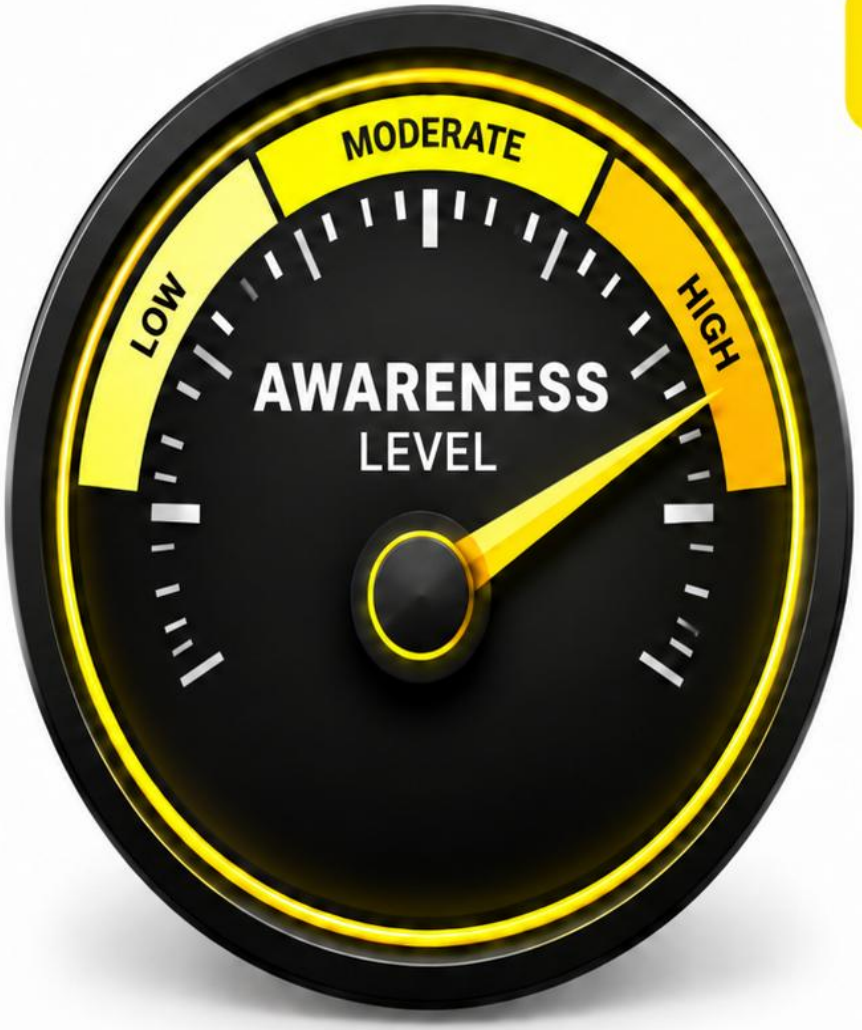
Mobile phone safety

- Stay aware of your surroundings and avoid becoming absorbed in your phone.
- Hold your phone firmly or use a wrist strap.
- Keep your phone discreet when not in use.
- Stop in a safe place to text, call or scroll.
- Be cautious on public Wi-Fi; avoid sensitive transactions on unsecured networks or use a VPN.
- Use a PIN, fingerprint or face recognition to protect your data.
- Keep your phone in a zipped bag or pocket, especially in crowded areas.

Keep emergency contacts and mall security numbers easily accessible in case of theft or an accident.

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SITUATIONAL AWARENESS



Situational awareness

Paying attention to what is happening around you can help you recognise potential risks and respond more quickly.

Notice your surroundings
Look and listen for changes around you.

Recognise potential risks
Early signs of a threat can be subtle.

Limit distractions
Busy or noisy places can make warning signs easy to miss.

Stay alert
In reception areas, on public transport and wherever you go.

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