



DIAMOND DEALERS CLUB
SOUTH AFRICA



consumer
goods council
of south africa



Jewellery Council of South Africa

Crime Prevention Guidelines for the 2015 Festive Season



This document provides crime prevention security tips in support of the efforts made by shopping centers, retailers and the South African Police Service (SAPS) in ensuring the safety and security of customers over the festive season.

These serve as a reminder of the important security considerations over this period, to ensure a pleasant and joyful experience of customers visiting shopping centers.

This document has been prepared by the Shopping Centre Crime Risk Initiative (SCCRI), a partnership between the Consumer Goods Council of South Africa and the South African Council of Shopping Centers. The initiative is also supported by the SAPS nationally as part of the joint SAPS/business initiative to address crimes in the retail industry as well as within shopping centers.

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OVERVIEW

Traditionally, the year-end sees an influx of shoppers and visitors to shopping centers across the country. This, together with the concomitant increase in spending and purchasing power creates a fertile environment for criminal activity.

The festive season, therefore, places great responsibility on shopping centre owners and management companies, and their service providers, as well as law enforcement agencies to ensure the safety and security of shopping centres.

The close cooperation between these role players is usually facilitated through the annual SAPS Festive Season Operation, which sees the mobilization and prioritization of SAPS resources focused on high police visibility and planned operations across the country.

This mobilization of SAPS resources is supported by an increased focus on security matters by shopping centre owners and management companies, and their respective security service providers.

OBJECTIVES OF THESE GUIDELINES FOR SHOPPING CENTRES

The objective is to provide information which will ensure safe and crime-free shopping centres over the Festive Season and beyond.

This information provided hereunder serves as a reminder of some of the core security principles and guidelines aimed at ensuring a safe and crime free festive season. These guidelines form part of a holistic effort by the Shopping Centre Crime Risk Initiative (SCCRI) to encourage shopping centres across the country to subscribe to, and exceed, a set of basic minimum security standards. These are currently being formulated, together with appropriate measurement criteria, and will be subjected to industry consultation in the New Year.

For further information and/or suggestions, kindly contact Puleng Rachidi on 011 777 3570, or pulengr@cgcsa.co.za.



FESTIVE SEASON GUIDELINES

The following guidelines are provided to supplement security plans of shopping centres.

- **Your local Police station:**
 - Build a solid relationship with the local police station (Station Commander, Cluster Commander and other key personnel);
 - Participate in Police Cluster meetings and Community Police Forums;
 - Formulate joint operational and activation plans for your shopping centre (taking into account trading hours, people movements, crime risks, etc.);
 - Have at hand all necessary emergency contact numbers;
 - Keep a list of SAPS Sector policing vehicle contact details (which are obtainable from your local police station).
- **Shopping centre security service providers:**
 - Private Security protocols and procedures must be in place and adhered to;
 - Centre management must verify that the security company is registered with the Private Security Industry Regulatory Authority (PSIRA);
 - All security guards must be vetted (criminal records via AFI switch) regularly and the official report presented to center management;
 - Ensure that all communication radios are in good working condition;
 - Careful attention to be given to individuals seen loitering/behaving suspiciously within the Shopping Centre/parking lot and should be offered “assistance”/questioned by the security guard;
 - Car guards should be given particular attention (e.g. clear procedures & protocol must be in place, these should be vetted for criminal records and training should be provided regarding suspicious behavior and response).
- **Festive Season Crime Prevention operational plan:**
 - Take into account all potential vulnerabilities (such as entry and exit points) and include an activation plan in the event of an incident (such activation plan should be developed in partnership with the SAPS);
 - Increase visibility of uniformed security guards;
 - Encourage stores to reduce the amount of cash, Jewellery stock kept on the store premises (explore the possibility of more frequent cash collections and alternative secure storage valuable commodities, such as Jewellery/diamonds and the use of time delay safes);
 - Identify high risk stores and high risk times and draft a prevention plan.
- **Physical security:**
 - Ensure that all CCTV cameras are in good working condition and the lenses are clean (CCTV installers should comply with the developed industry standards, and cameras should not be obstructed by Christmas decorations/advertising nor displays);



Ensure that all CCTV cameras are positioned correctly to gain the best possible image of suspects in the event of an incident (i.e. at eye level, with the best lighting);

Test all panic buttons, alarms and smoke cloaks to ensure that they are still in good working condition (Protocols & procedures must be in place for responding to panic alarm activation);

Vulnerable areas within the Shopping Centre must be identified and assessed in terms of security risks (fire escapes and back passages should not be used as additional entrances and this must be closely monitored, whilst exits must be clear of rubble (packing boxes etc.).

- **Staff:**

Temporary festive season staff must be vetted before being employed (assuming that permanent staff have already been vetted via AFI switch);

Staff should receive training on identifying suspicious behavior/activity and how to respond (clear procedures must be in place to address suspicious activity/behavior).

- **Awareness and communication:**

Arrange crime and security awareness campaigns inside the mall in partnership with SAPS, customers and staff

Report all suspicious behavior to the Security guard on duty or SAPS (formulate a response to reports on suspicious behavior and inform staff on the plan of action.

SAPS FESTIVE SEASON OPERATION

The SAPS Festive Season Operation is aimed at increasing police visibility, co-ordination of information sharing in cooperation with shopping centres. These planned and coordinated operations are intended to prevent the incidence of crime in shopping centres and, in the event of a crime incident, ensure effective and timeous response.

Core elements of the SAPS Festive Season Operation include:

- The **sharing of crime incidents and suspect information** between the SAPS and the industry, through the **JCCRI**. (It is critical, therefore, that all crime incidents are reported to the SAPS as well as the **JCCRI** for consolidation and analysis);
- **Intelligence-led operational planning**, including the use of the Weekly Geographical pattern analysis derived through the partnership;
- **Increased police visibility** of the SAPS by maintaining a higher uniformed police visibility at shopping centres and other measures, such as the stationing of Nyalas at identified centers;
- **Closer liaison** between the local SAPS police stations, Shopping Centre managers and security service providers, including participation in Cluster meetings and Community Police Forums;
- **Increased number of SAPS operations** in and around shopping centres, including “stop-and-search” activities
- **Communication and awareness** initiatives targeting shopping centres, retailers and customers in partnership with industry bodies. Shopping Centre management is encouraged to make contact with their local police station commander to discuss the festive season planning and the formulation of a joint integrated plan over this period.



CLIENT FESTIVE SEASON SAFETY TIPS

The visitors to the shopping centre forms an integral part of any crime prevention plan. An awareness and communications campaign should therefore be undertaken to inform visitors of their responsibilities and to provide a number of measures which will reduce their vulnerability to crime.

These tips include:

- **General awareness:**
 - Be aware of your surroundings and any suspicious looking persons/behavior (especially in queues);
 - Report any suspicious behavior/activity to the center guards/SAPS on site;
 - Be alert when leaving shopping centres. Should you suspect that you are being followed, drive to the nearest police station;
 - Jamming devices are frequently used by criminals, so ensure that your vehicle is locked- by physically checking it before leaving;
 - All valuables must be safely put away in the boot or under seats in order to avoid smash and grab incidents;
 - Do not leave your handbags/ valuables unattended while shopping.
- **Cash risk management:**
 - Avoid withdrawing large sums of money. If this is unavoidable, ensure that you have made appropriate security arrangement;
 - Do not accept assistance from strangers at ATMs;
 - Protect your PIN number;
 - Never let your card out of your sight when making purchases;
 - Refrain from forcing your bank card into the ATM slot if there seems to be an obstruction;
 - Report any irregularities observed at an ATM and avoid using such machines;
 - Be advised to register for the “Notify Me” service with your bank in order to know what is happening with your account.

