

# **Crime Prevention advice for commercial premises**

***The Coronavirus has necessitated businesses close for a prolonged period-now tentatively, stores are reopening***

***This may be the first time your building is going to have to change the way that you operate and interact with your customers.***

***The risk factor to your premises will naturally be dependent on a number of factors: area, local criminality, size, stock, security and this is an aide memoire for assisting you in your decision-making.***

***The Metropolitan Police Service are maintaining a visible presence across the capital-we are here for you- and are committed to preventing any crime. However, we need your help to ensure that your buildings are as safe and secure as they can be.***

***As a rule, it is important that you focus on the risks to your premises and regularly review your security. Work in partnership online to reduce the risk by sharing information with your local business community, crime reduction partnership and local police.***

***The restrictions are still in place. Only travel where necessary. Please consider your health, colleagues, friends, families, and wider population.***

**The following information will help you protect your property:**



The coronavirus has transformed much of how we interact societally and in turn the customer dynamics of your store.

Customers who have been self-isolating are now emerging into a new world of Perspex and plastic screens to protect us from the virus-this will naturally affect the ambience of your store.

Visiting a shop will likely necessitate customers being confined to restricted geographical areas-they will be denied unlimited space- and they will respond and react in different ways.

Some customers will be relaxed, whilst others will be anxious of being close to others. This may be the first time they have left their homes in months. This tension could potentially lead to conflict. The team working in your store are key: so whilst ensuring their own distancing and safety, they need to ensure they need to be both concise and compassionate when dealing with customers.

Sadly, criminals will seek to exploit the coronavirus epidemic. They could exploit wearing facemasks to conceal their identity, assuming that staff will be reluctant to engage with any criminality. They will also be aware that your store will be adapting their store operating contingencies, which is why it is essential that the stores continue, where possible, to regulate all customers. Continue with a 'meet and greet' philosophy on the entrances into your store. You can control numbers, convey any instructions etc whilst imparting a subliminal message of regulation: control the door, control the crime.

In assessing potential indicators, much will be dependent on the location, local criminality, the size and the merchandise sold in your store.-

This is a broad summary of tips that could assist in protecting your store. You can also contact us via e-mail for more bespoke advice; mailbox

[businesscrime.mailbox@met.pnn.police.uk](mailto:businesscrime.mailbox@met.pnn.police.uk)

- Consider SIA security-even for a trial period whilst the store is adapting new protocols into the store.
- ‘Meet and Greet’ in proximity of the front door or car parking areas- ensuring social distancing at all times-this could also be used to regulate numbers into the store and convey any distancing or instructions you may want the customers to follow. Humour, compassion, are great tension reducers.
- Ensure that any new screens etc do not reduce surveillance opportunities in the store.
- Consider implementing a one-way system into your store- this could be implemented with changing the store displays in concert with fire egress.
- If you have a small store that could easily get overrun- consider implementing a magnetic lock on the main entrance-your staff can then utilise a handheld remote release button to unlock the door and let people in to level they feel comfortable with.
- Consider changing the stock placement to free up space in concert with the size and dynamics of your store
- Use the in store communication systems exercising calm and diplomacy to convey any communications.

In the event of any criminality, despite using protective equipment, it may be impossible to completely protect yourself please consider all options before engaging with a suspect-the accent has to be on deterring. 999 in the event of any emergency.

*This report gives recommendations. Please note that Crime Prevention Advice and the information in this report does not constitute legal or other professional advice; it is given free and without the intention of creating a contract or without the intention of accepting any legal responsibility. It is based on the information supplied and current crime trends in the area. All*

*other applicable health, safety and fire regulations should be adhered to.*

*Yours sincerely*

*Matt*

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