

CITY OF PHILADELPHIA BUSINESS SAFETY GUIDE

The Department of Commerce is the umbrella organization for all economic development activity in Philadelphia.

The Business Safety Guide is part of a series of small business resources

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PREVENTING A ROBBERY

- Greet everyone who enters and make eye contact with them
- Maintain good exterior lighting and install a doorbell that rings when customers enter and exit
- Install security cameras at all entrances and an alarm system for doors and windows. The Commerce Business Safety Camera Program can help with installation costs. For more information, see here: <http://www.phila.gov/commerce/Documents/Business%20Security%20Camera%20Program.pdf>
- Register your camera system with the Police SafeCam program here: <http://safecam.phillypolice.com/registration>
- Eliminate hiding spaces within your store and lock interior work areas and exterior doors not used by customers while open
- Keep windows free of signs and ads so that the inside of the business can be seen from the street. Why?
 - Criminals prefer to operate out of the sight of passersby
 - Police can better respond to a crime if they can see inside
- If possible, always have two or more employees working. If you fire an employee, replace the locks
- Before closing, check all entrances and rooms, including restrooms. Never close the business alone

BANK DEPOSIT PROCEDURES

- Vary the time of day and the route you take when making a deposit. Make deposits during daylight without making stops
- When making a bank deposit, avoid wearing logos that indicate where you work, or driving vehicles with your business name
- Keep excess cash in an anchored depository safe with a time-delay lock

BE AN ACTIVE COMMUNITY MEMBER

- Introduce yourself to your business neighbors. Let them know if you observe suspicious activity. If you watch out for your neighbors, they'll watch out for you
- Show residents that you care about the community -keep a clean storefront and be courteous to customers. Residents are more likely to alert you and the police of suspicious activity if they think highly of your business
- Introduce yourself to your Police District's Community Relations Officer, or Lieutenant

IF YOU ARE ROBBED

- **Remain calm and do not resist.** Your well-being and the safety of your employees and customers is more important than the value of lost property
- If someone is behaving suspiciously, use a pre-established code word or phrase to alert your staff
- Avoid looking the robber in the eye or making sudden movements
- Concentrate on remembering what the robber looks like and what the robber is wearing
- Take note of what direction the robber flees and, if applicable, the car the robber flees in
- Lock the doors and call the police immediately after the robber leaves. Leave the scene of the crime "as is"
- Ask witnesses to remain at the scene. Write down the names and phone numbers of witnesses who need to leave
- Train employees to follow these steps by practicing what to do in the event of a robbery