



Getting Proactive

Law Enforcement Partnership

Special Situation Considerations:

- Contact local Police Department and notify them about any changes to service or hours of operation.
- Request to speak with the Police Department's Shift Supervisor.
- Request additional patrols if restaurant is closed.
- Ask the Police Department for their recommendations during this time.
- Ask the Police Department if their response to 911 calls have changed.
- Let the Police Department know that we are Law Enforcement friendly and invite them to the restaurant.

Law enforcement presence at restaurants can help deter criminal activity, such as robberies, and other incidents, by demonstrating to the community a strong partnership between local business leaders and police. The following is information about how you can establish a close working relationship and maintain strong rapport with your local law enforcement. COVID-19 has changed the operations of many Police Departments, as a business leader in the community, it is critical to connect with local Law Enforcement to discuss navigating through the current pandemic.

Where to Begin

Visit the Police Department's website and search for:

- Unit/Division dedicated to businesses or community
- Get to know the leadership of Police Department
- Get to know the leadership patrolling your location
- Schedule a meeting with leadership at your restaurant

What to Discuss

Introduction — Let them know...

- You are a law enforcement friendly business
- They are welcome into the restaurant anytime to dine, use restrooms, or complete reports
- You can offer discount to law enforcement

Issues

- Inform them about specific concerns within your restaurants
- Give them facts:
 - What have you done to prevent these concerns?
 - What are the repair costs related to vandalism/criminal activity at restaurant?
 - Ask for the call for service log- this shows all the response made by the police at your restaurant

Get Involved

- Community/Business Meeting
- Citizen's Police Academy
- Crime Prevention Programs

Ask

- Request additional patrols during high-focus times (nighttime hours, after school hours)
- Request support dealing with transients or other specific concerns
- How you can assist them (post signage, maintain Criminal Trespass documents, etc.)

Multiple law enforcement officials and departments including the Mayor, Chief of Police, Sheriff's Department, SWAT Team, etc. are often represented in these events.



Crisis Proactive Measures

Best Bets:

- Post signage on all entrances regarding operational changes.
- Ensure drive-thru windows are closing and locking automatically while not attended.
- Ensure alarm is operational and appropriate managers have access codes.
- Ensure "holdup alarms" both hardwired and wireless pendants are working properly.
- Ensure camera systems are functioning properly.
- Revisit cash handling policies with your employees.
- Notify Police if changes are made to operational hours.
- Managers should review robbery prevention guidelines with employees.
- Visit website for additional resources.

Physical Security

Behind the Counter – Only authorized personnel should be allowed behind the counter. All visitors MUST present valid credentials:

- Contractors
- Vendors/Utilities
- Government Officials (such as health or labor inspectors)
- Corporate or Field Office Staff

Cash Management

Skims – It is recommended to conduct skims every two hours and more frequently if the cash builds in the drawers to prevent robberies and reduce the opportunity of loss.

Transporting Deposits – Utilizing Armored Service is recommended. If Armored Service is not used, vary times and routes when transporting deposits to the bank. Always conduct banking during daytime hours.

Counterfeit – Train management and cashiers, especially drive thru cashiers, on security features and identifying marks of high denomination bills (\$20, \$50, \$100). Utilize counterfeit detection devices at the POS.

Scam Attempts Increase During Crisis

Systems – Ensure all security systems are functioning properly:

- Camera System
- Burglary Alarm
- Hold-up Alarms
- Emergency Exit Alarms

When was the last time you tested the alarm

Back Door – The back door should always remain closed when not in use for trash removal or deliveries.

Locking Hardware – Ensure all locking hardware devices are functioning properly:

- Drive Thru Windows
- Storage Areas
- Back/Side Doors
- Roof Hatch/Access
- Lobby Doors
- Play Area

Staggered Opening/Closing – Follow the RULE OF THREE when opening and closing the restaurant. Circle the parking lot to identify any suspicious activity. Utilize a lookout to ensure the safety of all employees entering or exiting the restaurant.

Lighting – Ensure all parking lot lights are functional and timers are set appropriately.

