



Black Friday and Cyber Monday -- Advice for Businesses and Security **23rd - 26th November 2018**

Black Friday has become one of the biggest shopping days of the year, when retailers reduce prices across their stock to kick-start the Christmas gift-buying season. The National Business Crime Centre is advising businesses to review their security and ensure they have adequate resources in place to respond to the increased demand. Violence and abuse against staff is never acceptable and should not be tolerated. Increased customer tensions at this time of year can be a trigger.

Retailers should provide their own security arrangements during the sales, and consider police assistance only as a 'last resort'. Think about how you can improve on what you did last year to prepare for large crowds.

The following check list will help with your event planning:

- Check and test building security and emergency systems and ensure staff are trained in your emergency and evacuation procedures. Ensure all essential equipment, including first aid supplies, are stocked and readily available.
- Review your emergency communication plan and optimise the use of your security radio system.
- CCTV should be fully operational and it is important there is a member of staff who can operate it, otherwise this can frustrate the investigation.
- High value and desirable stock are at increased risk. Is your security adequate?
- Have the ability to control all access points in to your premises.
- Security officers should have a high visible presence, clearly display ID badges and be briefed. Crowded places can lead to more pickpocketing opportunities.
- Reduce frustration by encouraging all staff to positively engage with customers, as this reduces the opportunities for conflict and can deter would-be thieves.
- Staff must remain vigilant and report any suspicious activity to security or police.
- If you have an online presence, ensure you are protected. For guidance go to: https://www.ncsc.gov.uk/content/files/protected_files/guidance_files/small_business_guide_actions.pdf

In an emergency, always call 999 with the business name, address and full postcode.