



5th November 2018

FAO: Head of Loss Prevention

Dear Retailer,

Re: Black Friday and Cyber Monday – Retail & Police Coordination

Once again I write in my capacity as the National Police Chief's Council lead for Business Crime and Private Security Industry liaison.

As we approach Black Friday, Cyber Monday and the run-up to the Christmas period, I reiterate my support and encouragement for a close working relationship between retailers, the business community, private security and police. We know that planning and partnership working has had a significant impact on preventing some of the issues experienced in previous years. I urge you to continue this good work so that the violence and disorder is avoided and to take the opportunity to engage with your local crime reduction partnerships.

Please ensure that your marketing and security teams communicate with each other, and that you have sufficient staff on duty during this busy period. It is essential that we do not expose the public, your staff, security personnel or the police to avoidable risk.

Collectively we have obligations to ensure public safety, and to that end, could I ask that you work closely with your in-store staff, security teams and police to make them aware of changes to opening times, to anticipate increased footfall and also queues that form outside stores prior to opening.

It is encouraging that many of you have again decided to spread the Black Friday sales period across the week, rather than relying on just one day. Please ensure that you communicate these changes in timings to all store partners who can contribute to your customers' safety.

Additionally if you have an on-line presence I would also encourage you to review your cyber security.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Craig Mackey'.

**Sir Craig Mackey, Deputy Commissioner Metropolitan Police
NPCC Lead for Business Crime**