



BURR AND COMPANY

LOSS PREVENTION TECHNIQUES TO PREVENT SHOPLIFTING

Provided By:

BURR & COMPANY

- Request a free business security survey from your local police department's Crime Prevention unit.
- Position mirrors in the store so that all areas can be viewed from the cash register.
- Look the customer in the eye-offer assistance-talk with him/her.
- Be aware of the isolated shopper.
- Install some type of indicator that a customer has entered the shop.
- Train new employees to be alert in spotting potential thieves and in follow-up procedures after an incident.
- Keep candy and small high value items close to cash register and, where possible, in glass cases.
- Don't pile stock high on top shelves.
- Keep store areas well lit.
- No customers should be allowed to take merchandise into ice fishing shanties or pop-up blinds on display.
- Alternate the direction of clothing hangers on racks.

ALWAYS PROSECUTE!



BURR AND COMPANY

ROBBERY PREVENTION TECHNIQUES

Provided By:

BURR & COMPANY

- Light up both inside and outside.
- Maintain a clear view through the windows.
- Have a broad clear view of the store from the rear.
- Keep service entrances locked at all times.
 - a. Use some type of call system (bells, etc.)
 - b. Install a small window or wide angle viewer in door.
- Inspect restrooms, stockrooms, etc. before closing.
- Take extra precautions at closing time — it is a high risk situation.
- Advertise your alarm system.
- Examine your store policies
 - a. Keep only small amounts of cash on hand.
- Place a height reference tape on the front and rear doors.
- Report suspicious persons and/or vehicles in and around your shop. Call business neighbors and alert them.
- Do not open and close alone. Call a business neighbor.
- Train employees and establish set procedures to follow in the event of a robbery.
 - Who calls the police?
 - Who observes?
 - Who writes down names of witnesses?
 - Who protects the scene and evidence?
 - Who locks up?



BURR AND COMPANY

DURING A ROBBERY:

- Stay calm, obey and take no risks.

- Observe closely — be specific on:
 - hair ears
 - forehead chin
 - eyes clothes
 - nose speech
 - complexion idiosyncrasies
 - mouth hand preferences
 - weight height

- Observe method of operation:
 - make, model, color and license of vehicle, direction of travel
 - details of characteristics of situation

- Be neutral in all responses.
 - don't plead
 - don't try to be friendly
 - don't give more than asked

- AFTER THE ROBBERY:
 - call the police immediately and answer all questions.
 - protect the scene
 - don't move or touch anything
 - secure witnesses — names, phone numbers and addresses
 - record all details. Do not compare notes with others.
 - be willing to press charges.

TRAIN ALL EMPLOYEES IN THESE AREAS.



BURR AND COMPANY

LOSS PREVENTION TECHNIQUES TO PREVENT BURGLARY LOSSES

Provided By:

BURR & COMPANY

- Cash registers should be emptied at night and drawers left open.
- Lock up guns and bows before closing. At least run a plastic coated cable through the bows between the riser and cables and padlock ends together or at each end of bow rack.
- Having U.L. approved Central Station burglar and fire alarms is a must for archery retail shops. You are at the top of the list of most frequently burglarized businesses. You should also have a local bell or horn which activates when unauthorized persons enter the shop after hours.
- Having dead bolt locks on doors and bars on windows is also a good idea.
- Segregating high risk areas such as gun and bow storage with accordion style moveable metal walls is an effective burglar deterrent.
- If you don't want something stolen, don't leave it outdoors. If there is something of value outside that can't be brought in at the close of the business, extra security, i.e. video surveillance cameras, motion sensors, chains, cables, etc. must be considered.

Remember, burglars don't like being noticed and they don't like being slowed down. Most burglars pose as customers to "case" your shop. If it looks like it's going to take too much effort, risk detection or take too long, they'll look elsewhere.

Some of these techniques may result in rate or schedule credits on your insurance premium.



BURR AND COMPANY

LIABILITY LOSS PREVENTION TECHNIQUES

Provided By:

BURR & COMPANY

- Keep parking lots free of tripping and slipping hazards.
- Make certain your archery range is in accordance with ATA or other national guidelines.
- Those teaching archery should seriously consider obtaining instructor certification training from either the National Archery Association or the National Field Archery Association.
- Remind all shooters of carbon arrows that they must flex each shaft after each shot, and post signs to this effect.
- Make certain entry ways and aisle ways are free of obstruction and slipping and tripping hazards.
- Never allow a customer to draw any bow without shop supervision and post signs to this effect. This gives the shop owner the opportunity to determine eye dominance, draw length and draw weight. It is important that you advise the customer, prior to drawing the bow, of any unique characteristics of the bow, i.e. short valley, high let-off, how the bow will respond when letting down, etc. Warn against dry firing. Make certain if nock locators are on string, that they are securely attached.
- Always insist on receiving a certificate of insurance from all manufacturers of products that you sell verifying that the manufacturer carries at least \$1,000,000 of Products Liability Insurance for low to medium hazard products and at least \$2,000,000 for high hazard products (treestands and treestand related products). Make certain that the certificate shows that the insurance policy is currently in force and insist on receiving a new one each year. This will require that you monitor the expiration dates on all certificates. It is important that the insurance company listed on the certificate has a Best's Rating of "A" or better. If in doubt, ask your agent.
- Never sell display models of products if you cannot find the original box and verify all materials such as instructions, parts, safety equipment, etc. will accompany the sale.
- Always be certain that the customer receives the instructional and warning material that comes from the manufacturer.
- Never substitute one manufacturer's component parts with another manufacturer's product without prior written approval from both.
- Never alter a manufacturer's product in any way without prior written approval.