



# BUSINESS SECURITY

*Chesterfield County Police Department, Crime Prevention Unit (804) 318 - 8699*

By taking an informed, proactive stance, businesses can dissuade potential offenders and help prevent criminal activities from occurring. The Chesterfield County Police Department recommends the enclosed procedures to provide a secure environment for employees and customers.

**Instruct employees to greet all customers entering the business.**

By immediately acknowledging individuals you not only provide excellent customer service, but you put potential offenders on notice that their presence has been detected. Potential offenders realize staff can describe and identify them.

**Encourage employees to be attentive to suspicious activities.**

Loitering, repeated visits and individuals who look anxious or suspicious (constantly looking around, fidgeting, wearing a heavy coat in warm weather, not having a legitimate reason for being in the business) are examples of activities that warrant attention. Instruct employees to report suspicious activities and persons to the police immediately.

**If applicable, post signage notifying customers that your business has drop safes, alarms and video surveillance. Also, post additional instructive signage such as “No Trespassing” and “No Loitering.”**

A posted property clearly defines unacceptable behaviors, makes unauthorized activities stand out, and puts potential offenders on notice that the business has measures in place to detect them, observe them and hinder their activities.

**If a criminal incident occurs at your business, try to obtain a detailed description of the suspect(s) and vehicle(s), as well as the direction of travel.**



Describing physical appearance (gender, build, height, weight, race, hair style and color, scars, tattoos), clothing, and mannerisms is extremely helpful to the police in identifying and locating a suspect. Vehicle descriptions and license plate information often facilitate rapid suspect's apprehension. Write down the information as soon as possible after the incident while it is fresh in your mind.

**Remember that employee and customer safety come first.**

Never confront or try to restrain a suspect. Obtain as much information as possible and notify the police immediately by dialing 911 in an emergency or 748 - 1251 for non-emergency situations.

