

2021

HOLIDAY RETAIL SECURITY STRATEGY

Protect your locations and product:

- Alarm lists up to date. Communicate holiday expectations with Alarm monitoring provider.
- Physical barriers in place to manage crowd and traffic flow.
- Establish capacity standards and protocols to facilitate traffic movement.
- Plan Open and Close procedure to ensure location is secure.
- Guard services arranged for high-risk locations. Post Orders in place.
- Reach out to suppliers in advance to arrange services.
- Assess and test all your Security Systems and equipment.
- Extend guarding coverage to earlier hours to assist with crowd control.
- Limit high value goods on sales floor. Establish protocols for high value items taken to sales floor.
- Validation of receiving of high value items.
- Review Cybersecurity plan and response. Ensure Incident Response Team list is up to date and available
- Ensure there is a process for disposing of garbage. Cardboard flat and garbage checked by management. Secure exterior bins.
- Remove merchandise from windows at close and leave strategic lighting on.

People

- Work with HR on Holiday hiring. Have a plan to provide a security overview to all seasonal hires.
- Identify high risk roles and positions and dedicate extra time training these roles.
- Train staff on security protocols including de-escalation techniques.
- Assign dedicated people / managers to oversee crowd control and capacity
- Implement additional audits, checks, visits to focus on internal controls
- Ensure staff are aware of emergency protocols. Conduct simulation exercises in advance of holiday rush

Communication

- Implement Security Talks at the beginning of every shift leading up to and during holidays
- Work with Operations on a communication plan to ensure there is a daily message
- Create Holiday key words to facilitate requests for security support
- Update contact lists, holiday availability list and escalation tree
- Contact your local police department and ask them of any plans and request an officer to speak to your team
- Connect with Mall Security management, where appropriate, review their plan and share yours with them