

"SAFETY & SECURITY"

One of the most discussed topics in the last few months has been safety & security. Especially safety & security on forecourts. We offer the following stories and tips:

"Criminals are prohibiting customers from locking their vehicle by jamming the remote signal. We noted the following:

1. They do not use complicated devices to unlock your car. They just prevent you from locking your vehicle with a normal gate remote
2. They come mornings, afternoons and weekends
3. They work in two's or three's. One follows the customer to the shop and distracts you if necessary by asking directions
4. They are very well dressed and drive new cars – mostly VW's
5. They loiter around by walking around fake talking on the cell phone, one hand in the pocket on the remote
6. They are normally onsite for more than 45min
7. They are very alert, which makes it very difficult to watch them. They also know us (management), if they see us they get into the car and leave"

"Hijackers put a sticker or paper on the back window of your car. You will normally start your car's engine and then notice the paper, open the door and go to remove it. When this happens the engine is running and you get hijacked."

"We arrive at site at different times. The first manager on site must open the office blinds if everything is okay. If there is a

problem the blinds stay closed and we will not stop at the site and go into the office."

"We make a point of listening before entering or exiting the office so we don't walk into an unexpected situation. We also don't open the office door unless we know or can see who is on the other side. Lastly we make a point of keeping the office security gate closed at all times."

"I try not to have a daily routine. Some Dealers arrive at a specific time and then spend 2-3 hours in the office. All employees know this and act accordingly. I frequently walk around the site and have caught many employees sitting around, not serving customers and even throwing out stock with the rubbish."

"We had a customer drive into the site, get out of his car and pass out on the forecourt. We didn't know what to do and the customer could have died. Now we have made sure that there is a trained first aider on each shift and all managers have been trained. We also have monthly 20-minute meetings to prepare if something similar happens."

"I tell stories to my employees of safety & security issues at other sites. A story is a much better tool to prepare people for incidents than to just have a lot of policies, rules and procedures. Few remember the rule, but many remember a good story."

Safe & secure trading everyone.

BEST PRACTICES:

DO survey your parking area and remember who gets out of what car or if someone takes stuff out of a car, look at where he is taking it (this is often difficult)

DO Start to build a case: If you had an incident save the CCTV footage. Get the customer to report the case to the police – get the case number, keep the customers details. We once caught a thief that we could link to other cases, but did not have the previous customers' details; we could not let them know that we caught the thief that stole their stuff

DON'T forget to have a monthly safety meeting with your managers and supervisors. Discuss the things that can happen and what the right way is to handle them. For example: what should be done during a robbery or when there is an incident on the forecourt.

DO frequently walk around your site at different times of the day. Watch employee's reactions when you enter a room and look at what they are busy with. Use this as an opportunity to spot problems and give training on the spot

DON'T forget to train your employees to report any suspicious behaviour to management immediately

QUICK WINS:

"Take photos of the CCTV screen with suspect's faces, cars and so on. We pin this on our customer notice board. The other day we were watching a suspect. He went into the shop to go to the restrooms and he walked pass the notice board and saw himself; he made a u-turn never to be seen again. We also had customers identifying suspects. We then relay this to the police. The more evidence you have the easier it is for the police to convict the thief when he is caught"

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