



SECURE YOUR CONVENIENCE STORE:

An essential safety checklist

EXTERIOR AND PARKING LOT

- **Lighting:** Confirm that all exterior lights, especially in the parking lot, around fuel pumps, dumpster areas, and back entrances, are functioning correctly to ensure the property is well-lit.
- **Visibility:** Ensure there is a clear line of sight across the entire property, including parking areas and fuel islands, with no overgrown landscaping creating blind spots.
- **Cleanliness:** Regularly inspect and clear the property of debris, illegal dumping, and any signs of vandalism to maintain an appealing environment and deter criminal activity.
- **Hazard-Free Lot:** Check that the parking lot is free of hazards, that curbs and bollards are clearly visible, and that traffic flows safely around the pumps.
- **Fuel Pump Security:** Regularly inspect fuel pumps for signs of tampering, skimming devices, or damage.
- **Monitoring:** Actively monitor for and address instances of loitering, solicitation, vagrancy, and potential drug activity, particularly in parking areas and near restrooms.
- **24/7 Awareness:** Establish protocols that enable 24/7 site monitoring to respond swiftly to any incidents.
- **Visible Security Presence:** Evaluate locations for a visible security deterrent, like a mobile security unit (MSU) or building mounted camera, to discourage theft, violent crime, and other unwelcome behaviors.
- **Pump-to-Store Conversion Monitoring:** Regularly review camera feeds to ensure the path from the pump to the store is clean, safe, and inviting to encourage in-store sales.
- **Apply the Broken Windows Theory:** Prioritize rapid repair of any vandalism and maintain a high standard of cleanliness to deter further crime.
- **Brand Reputation:** Actively consider how security incidents, or a lack of perceived safety, can damage the store and brand's reputation, potentially deterring loyal customers and preventing new ones from visiting.



EMPLOYEE SAFETY AND PROCEDURES

- **De-escalation Readiness:** Confirm that associates are trained on de-escalation techniques for handling aggressive individuals. Associates must also know the policy for when not to engage, especially during a robbery.
- **Regular Safety Meetings:** Conduct brief, regular safety meetings to discuss any recent concerns, reinforce policies, and keep security top-of-mind for all staff.
- **Address Crime Desensitization:** During safety meetings, actively discuss the risks of becoming desensitized to recurring issues and reinforce that all incidents are serious and must be reported.
- **Emergency Contacts:** Ensure a list of emergency contact numbers (local police, management) is posted in a visible location for all associates.
- **Incident Reporting:** Have a clear and simple process for employees to report all security incidents, no matter how minor they may seem.
- **Cash Handling:** Follow established cash handling procedures to minimize cash in registers (where possible), especially during overnight shifts.
- **Remote Intervention Awareness:** Train managers on how to use any remote security intervention tools, such as a mobile app to trigger an alarm or activate a strobe light.
- **Store Maintenance:** Interior inspections of potential hazards on the floor, ceiling, and walls. Storefront windows are clear and unobstructed for visibility.
- **Safety Guidelines:** Critical supplies are readily available, emergency exits are clearly marked and unblocked, and fire extinguishers are up to code.

SHRINK AND ASSET PROTECTION

- **Fuel Theft Prevention:** Regularly review procedures and surveillance footage to identify and mitigate fuel theft, including drive-offs and fraudulent transactions.
- **Cargo and Lot Monitoring:** Implement specific monitoring protocols for overnight and long-term parking areas to deter cargo theft rings and break-ins.
- **In-Store Merchandise Protection:** Use surveillance to monitor high-theft items and be aware of tactics used in both customer and employee theft.
- **Investigative Process Review:** Ensure a clear and effective process is in place for investigating incidents of theft and evidence collected is prosecutable.



SECURITY AND TECHNOLOGY

- **Surveillance Cameras:** Verify that cameras are installed and recording high-quality images at key locations like cash registers, entrances, fuel pumps, cargo areas, and the general perimeter.
- **Recording and Storage:** Ensure video recordings are securely stored (on-site and cloud backup preferred) and maintained to provide prosecutable evidence when needed.
- **Detection Systems:** Check that motion detection lights, audio alerts, and cameras are functioning properly, particularly at after-hours entrances, dumpsters, and in remote areas of the lot.
- **Routine System Maintenance:** Schedule and perform regular maintenance checks on all security equipment, including cameras, locks, and alarm systems.
- **Point of Sale (POS) System Security:**
 - Confirm POS systems are protected by firewalls.
 - Ensure all software is regularly updated to protect against cyber threats.
 - Limit "administrator" access to information and security tools.