



# SECURE YOUR STORE:

## An essential quick service restaurant safety checklist

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### EXTERIOR AND PARKING LOT

- **Lighting:** Confirm that all exterior lights, especially in the parking lot, dumpster areas, and back entrances, are functioning correctly to ensure the property is well-lit.
- **Visibility:** Ensure there is a clear line of sight to the building's entire exterior with no overgrown landscaping or blind spots.
- **Cleanliness:** Regularly inspect and clear the property of debris, illegal dumping, and any signs of vandalism to deter criminal activity.
- **Hazard-Free Lot:** Check that the parking lot is free of hazards, curbs and speed bumps are clearly painted, and the drive-thru lane is clear of obstructions.
- **Monitoring:** Actively monitor for and address any instances of loitering, panhandling, or vagrancy on the premises.
- **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 security guard or an MSU, to discourage unwanted behaviors and crime.
- **Customer Experience Monitoring:** Regularly review drive-thru or patio camera feeds to identify and address long lines or potential hazards that could deter customers.
- **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 employees are trained on de-escalation techniques and conflict management procedures. Employees should also know the policy for when not to engage.
- **Regular Safety Meetings:** Conduct brief, regular safety meetings to discuss any recent concerns, reinforce policies, and keep security top-of-mind for all staff.
- **Emergency Contacts:** Ensure a list of emergency contact numbers (local police, management) is posted in a visible location for all employees.
- **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 the amount of cash in registers (as possible), especially during overnight shifts.
- **Personal Protective Equipment (PPE):** Maintain proper stock levels of all necessary PPE for employees.
- **Remote Intervention Awareness:** Train managers on how to use any remote security intervention tools, such as a mobile app to trigger an alarm.
- **Store Maintenance:** Conduct 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.

## SECURITY AND TECHNOLOGY

- **Surveillance Cameras:** Verify that cameras are installed and recording high-quality images at key locations like cash registers, entrances, storage areas, and perimeter.
- **Recording and Storage:** Ensure recordings are securely stored (on-site and cloud backup preferred) and maintained for at least 30 days.
- **Detection Systems:** Check that motion detection lights, audio, and cameras are functioning properly, particularly at less-used access points.
- **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 that 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.