

What to do in the event of a crime

If a crime has taken place on your premises:

For immediate police response or ambulance, ring 999

1. Secure the premises. Do not admit customers or visitors.
2. Attend to staff or customers if injured or in shock.
3. Preserve all traces e.g. fingerprints, palm prints, shoemarks, blood.
4. Do NOT confer with others regarding descriptions. The strongest character tends to influence everyone's recollections.
5. Complete your own record of the events and suspects.
6. Keep customers in the premises as witnesses, or take their names and addresses.
7. Do NOT replay CCTV, but have CCTV trained staff available for when the police visit.
8. Stay calm and wait for the police.
9. Report the incident to SaferGems, preferably using the report forms available at www.safergems.org.uk so data can be matched electronically. If you do not have access to the internet:
 - complete the paper forms from that site, or contact SaferGems:
 - by phone on 0845 272 7802,
 - by fax 0845 272 7803 or
 - by e-mail to intel@safergems.org.uk.
10. If you are a member of any local Ringmaster, Business Watch or other local security scheme consider whether they need to be advised.
11. Report any loss or damage to your insurers or brokers promptly.

Notes on reporting to SaferGems:

- a) Quite minor details can sometimes provide the breakthrough the police need to solve a crime
- b) To help SaferGems match reports, the Guidance notes are quite detailed, but it is more important that you submit reports than become over-concerned about strictly following the ideal.
- c) Read the notes on Description of Assailants from the SaferGems website. They may prompt memories, but record only what you have observed yourself. Do NOT guess or rely on others. Leave answers blank if you don't know.

If anyone has been hurt or has suffered shock, remember to complete your Accident Book, and to follow any company rules regarding reports to certain persons or head office.