Purpose: To protect PUMA staff, stock and property. To prevent theft.

Policy

* Security Guard tasking provides a daily structure for the effective operation of the store Loss Prevention and Guarding function.
* Tasking must be completed in addition to providing a high-profile shop floor presence, which must not be compromised.
* It is the responsibility of store management to ensure that all tasks are completed and signed off.

**Monthly Tasking Form**

* The Security Guard q05. Security Guard Monthly Tasking Log(see LP- Associate logs) is to be used on a daily basis to ensure that all tasks are completed.
* The tasks must be completed by either Contract Security Guard or a member of staff designated by store management.
* The Security Guard or member of staff performing the task must initial the relevant box on the Security Guard Monthly Tasking Form.
* The Security Guard Monthly Tasking Form must be presented to the Store Manager for sign off in a weekly meeting.

**Daily Tasks**

* Fire Exits Check
* Ensure that all chains and padlocks have been removed from the fire exits and where applicable fire exits have been unbolted.
* Ensure that the fire exits are not blocked by stock / unitary etc. If this is not the case immediate action must be taken to rectify.
* This must be completed by the first person entering the store.
* Security Equipment
* Ensure all cameras are fully functional and that the correct date and time are displayed on the system.
* In order for security tags to be removed for a customer transaction the till points are fitted with an EAS tag detacher. The Security Guard must ensure that these are fully operational by testing and removing a tag from merchandise. This should be completed as early in the day as possible, preferably before trading commences.
* Ensure that the EAS (Electronic Article Surveillance) system pedestals at the customer exit points are fully operational by testing with a live tag. Each pedestal should activate an audible alarm. This should be completed as early in the day as possible, preferably before trading commences.
* Property Declared
* Details of staff PUMA property brought into the store must be recorded on q01. Self-Declaration.
* A member of Store Management or the Security Guard must make the entry on the sheet after physically witnessing the property.
* Floor Patrols
* To provide the maximum deterrent to shop floor theft the Security Guard must be positioned in the front third of the store for the majority of the shift.
* This should ideally be around the entrance / exit point. In the instance where a store has two exits advice should be sought from the Store Manager.
* The Security Guard is required to observe the store and must therefore focus their attention on the sales floor. Security Guards that watch other retailers or persons in the street do not deter potential thieves.
* Hourly floor patrols must be undertaken as a “sweep” of the sales floor. The “sweep” should be randomly completed through the hour period, and must include a check of the Fitting Rooms
* If the Security Guard is required to leave the shop floor for any reason a member of the Store Management team must be informed.

### Security Tagging

* Whilst on the shop floor, all instances of non-compliance to the PUMA Tagging P & P should be reported in the first instance to Store Management.
* The Security Guard must react and investigate every EAS security tagging pedestal activation in a professional manner and compliant with s07**.** EAS Security Tagging.
* The Security Guard must report all instances of found (removed) or damaged EAS security tags to the store manager
* Staff Searches
* Staff searches must take place every day. They must be completed in full accordance with q01. Self-Declaration.
* Staff searches must include breaks, lunches, end of day and lockers
* Pocket Notebooks
* It is recommended that Security Guards should carry a Pocket Notebook on their person at all times whilst on duty.
* The Pocket Notebook should be used to record information on a number of matters, including arrests, tagging activations, and security related incidents, and may have evidential value.
* It is therefore an extremely important document and must be used in a consistent manner allowing inspection to reveal that it has never been altered and that all corrections are legible.

**Store Security and Arrests**

* Prevention and Arrest
* The Security Guard should ensure a safe and secure environment for staff and customers by reducing the opportunities for crime, disorder and accidents.
* The Security Guard should ensure a continuous and effective shop floor deterrent capable of identifying and reducing external theft.
* The aim should be to prevent and where appropriate deter theft however if an arrest is necessary the Security Guard must:
* Be fully conversant with legislation regarding the apprehension and detection of offenders
* Report all incidents of theft or attempted theft immediately to the Store Manager.
* Liaise with police in all security matters, and provide evidence to the required standard.
* Report internal loss, misconduct and dishonesty to the Store Manager

**Store Security**

* The Security Guard must ensure:
* No unauthorized people enter the none public / restricted access areas without permission.
* Search and accompany any other person who does not work for Puma e.g. Contractors, technicians etc.
* Respond to and investigate every alarm activation related to the Back Door, Fire Escape, and any other door that is fitted with a 24-hour alarm.
* In the event of an emergency, following instruction from Centre Management or PUMA store management, manage the safe evacuation of the store.
* Ensure that all customers, visitors and staff have left the store at the end of trading before assisting store management so secure the store.

### Miscellaneous

AdditionalTasks

The Security Guard should also complete any tasks instructed by Store management including, but not limited to:

* Be present during cash up.
* Escort and be present when cash deposit bags are being dropped.
* Be present when Coin guard is doing a pick up.
* Escort the Cash Collection Guards.

Security Guards must not be used to replenish stock, hang decorations, promotional information or any other duties not related to the role outline

Never put yourself or anyone else at risk!