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# **UNDERSTANDING SECURITY RISKS TO PREVENT CRIME IN HOSPITALITY**



## Crime Prevention

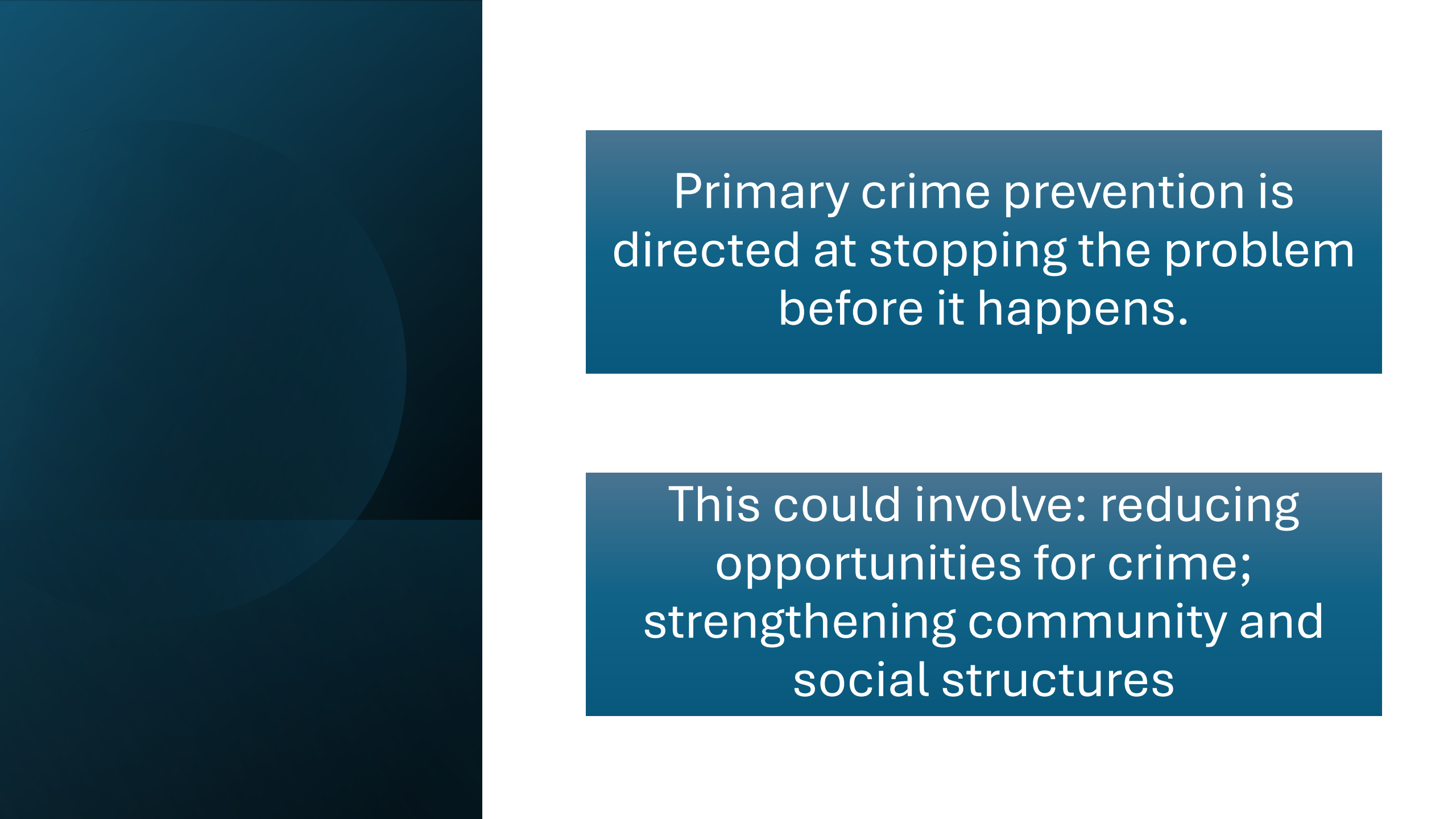
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70% of All Americans  
Believe Violent Crimes  
are On The Rise

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1.3 Mil non-fatal  
workplace incidents  
each year

Crime Prevention is defined as the anticipation, recognition, and appraisal of a crime risk, and initiation of some action to remove or reduce the risk.



Primary crime prevention is directed at stopping the problem before it happens.

This could involve: reducing opportunities for crime; strengthening community and social structures



**Crime  
opportunity  
theory suggests  
that crime occurs  
when a motivated  
offender  
encounters an  
opportunity to  
commit a crime.**



# **Routine Activity Theory**

Argues that most offenders don't actively look for crime, but instead find opportunities while going about their daily lives.



# Common Types of Crimes

- 1.Larceny/Theft** – the most common crime in the United States is theft. This is 60% of all reported crimes.
- 2.Burglary** – The second most popular crime is burglary. It is different from larceny or theft in that it often involves entering a building and the intent to commit a crime.
- 3.Car Theft** – this is a thriving business. More than 1 million cars are stolen in the U.S. every year.
- 4.Aggravated Assault** –It's in the top 5 most common crimes in the U.S. This is an attack with the intent to cause grave injury to another person. It could be assault with a weapon or not,
- 5.Robbery** – Robbery is different from theft or larceny because it involves violence to someone's person. A mugging could be robbery, or a liquor-store stick-up.

Employer  
Responsibility  
to Protect

Workplace Violence

Harassment

Crime



# Workplace Violence

## Managing The Risk

- Identify Trends
- Neighborhood Assoc.
- IIPP
- Robbery/Crime/De-Escalation Training
- Increased Staffing
- Workplace Violence Prevention Program
- 3<sup>rd</sup> Party Security



# OSHA General Duty Clause Definition

- The General Duty Clause in the Occupational Safety and Health Act (OSHA) requires employers to provide a safe workplace free of recognized hazards. This clause applies to all employers, regardless of industry.
- What does the clause require?
- Employers must keep their workplaces free of recognized hazards that could cause death or serious physical harm
- Employers must provide employees with personal protective equipment (PPE) to protect them from hazards
- Employers must address ergonomic hazards

# Step 1 Assessing Risk/Areas of Concern

- **Perform A Thorough Assessment**
  - Review Incident Reports to Identify Trends, Guest Comments/Complaints
  - Identify Hazards/Areas of Concern
  - CCTV/Monitoring
  - Current Cash Management Procedures
  - Alarm System/Panic Buttons
  - Review Policies/Procedures

## Assessing Risk/Areas of Concern

- **Perform A Thorough Assessment**
  - Back Door Alarms
  - Door Access (New Employees/Terminated Employees)
  - Security Issues
  - Lighting (Inside & Outside)
  - Key Card or Code Access to Areas
  - Employee Training
  - Vendor Deliveries & Vendor Services
  - Discuss new or changes in operations with Insurance Account Executive to determine coverage exposure



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## Where Are Crimes Being Committed? Easy Strategies For Safety & Security

- Thru the Back Door – Most Often in Restaurants
- Near Registers, Offices, Hotel Rooms, Cars
- Cash Management Procedures/Some Going Cashless/Limiting Cash on Hand
- Secured Back Door, Office Doors
- Employee Training
- Time Delay Safe – Safe Door Secured at all times

# **Who is committing the crime?**

Typically committed by someone who has intimate knowledge of your business operations

- Previous Employee
- Current Employee
- Friend or Relative of Employee
- Vendor



# Red Flags to Cause Concern

Someone asking too many questions about security in place/maybe trying to figure out ways to by-pass security systems

Family members or friends hanging around during working shifts

Someone pretending to be a contractor, vendor, or service provider that may not be able to provide proper identification

# Employee Theft

## Common Criminal Event in a Restaurant

Employees may have the greatest opportunity to steal because they have access to the stock and are familiar with the operation of the restaurant.

Employee theft in the restaurant sector alone is estimated to cost between \$3 billion and \$6 billion.

# “20, 60,20” Rule.

20% of people  
will never steal

20% will always  
be looking for a  
way to steal

60% could go  
either way. Rule  
followers that  
may take  
something based  
on need,  
circumstances,

This is based on  
a study  
performed by  
the FBI.

## Employee Theft

### How Do Your Policies & Procedures Measure Up?

Are employees -  
even managers -  
allowed alone in  
the restaurant?

Do you have  
limits on how  
much cash is  
kept on hand?

What training do  
you provide  
regularly? Is it  
mandatory?

Do you have an  
alarm system? Is  
it working  
properly?

Do you have an  
"honesty policy" for  
employees to sign,  
acknowledging theft is  
unacceptable?

Do you do proper  
employee  
screening and  
reference checks?

How often do you  
change the  
combination to the  
restaurant safe?

Is your inventory  
managed properly  
and checked  
regularly?

# Risk of Theft, Burglaries, Criminal Damage & Employee Theft

There are specific guidelines that a restaurant can implement to lessen the chance of becoming a target. Cash theft occurs most often. Below is list of guidelines restaurants can take to reduce cash thefts:

Always shut  
and lock the  
door behind  
you

Never open  
office doors if  
there is a safe  
open

Keep all  
exterior doors  
locked from  
the inside at  
all times

Never count  
cash in front  
of guests

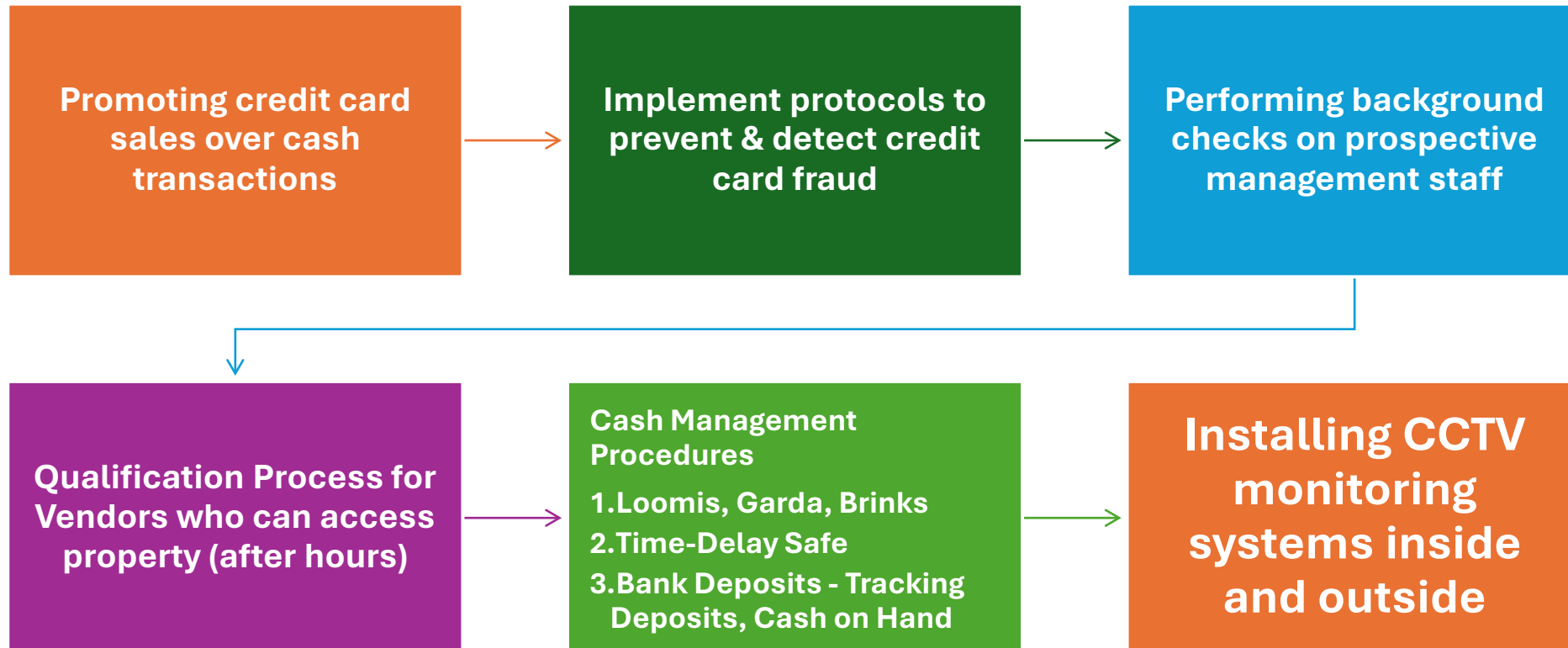
Make cash  
deposits after  
busy high  
traffic shifts

Refrain from  
leaving large  
sums of cash  
in restaurant  
overnight

Contract with  
a cash  
management  
and security  
company

# Theft – Risk Prevention Strategies

## Creating a Safe Experience on Both Sides of the Counter





# Crime Prevention & Environmental Design

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What are examples of crime prevention through environmental design?

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Lighting and landscaping may be enhanced in parking areas to improve visibility and feelings of safety.

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Fences around perimeter can be designed in ways that avoid creating hiding places for criminals. (Arlington Example)

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Signs can be removed from windows to allow clear views in and out of the establishment

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Vines or planted coverings may be placed on walls to deter graffiti.

# 5 Principles of Environmental Design



# 3 L's of Crime Prevention

- 1.Locks:** Be sure you have proper locks on all your doors and windows. And keep them locked!
- 2.Lighting:** Criminals love landscape lighting and dusk-to-dawn lighting. We recommend you install motion detector lighting on the premises.
- 3.Landscaping:** Remember the 3 Foot/10 Foot Rule. Shrubs cut down to no higher than three feet and thinned out. This prevents criminals from hiding behind Trees should be cut to hang no lower than ten feet from the ground.

# Prevention Strategies

## Lighting and Landscaping



Vegetation within 4 feet of exterior walkways and doors is no more than 3 feet high



Trees are trimmed at a height of no less than 10 feet



Exterior lighting is bright and covers all outdoor areas

Motion Sensor is an option



Exterior lighting is on a timer or light sensor system and Evaluated Seasonally based on Time Changes

# Security Cameras



**No Blind Spots**

**Virtual Security Guards**

**60-90 Day Video Retention -  
Best Practice**

**Install at least 8 feet from the  
ground**

**Ensure Equipment is  
Functioning at All Times**





# **CRIME PREVENTION ACTION PLAN**

**CRIME PREVENTION STRATEGIES FOR HOSPITALITY BUSINESSES**





# Following the Assessment

## Develop a Corrective Action Plan



**Work with Risk & Security/Safety Committee as a team to make policy/procedure updates**



**Identify Quick Fixes from Assessment**

Assign Responsible Party



**Prioritize Larger Deficiencies/Budget Items**



**Communicate with all parties regarding progress**

# ATTACKING AREAS OF CONCERN / REDUCING LIABILITY

# Crime Prevention Strategies – Parking Areas

## Raise Awareness –

- Addressing guests/visitors upon arrival

Communicate with neighboring businesses and crew members on trending issues

Relationships with local police departments or community policing station

Third party security firms – Reduce Liability

Virtual Security Guards

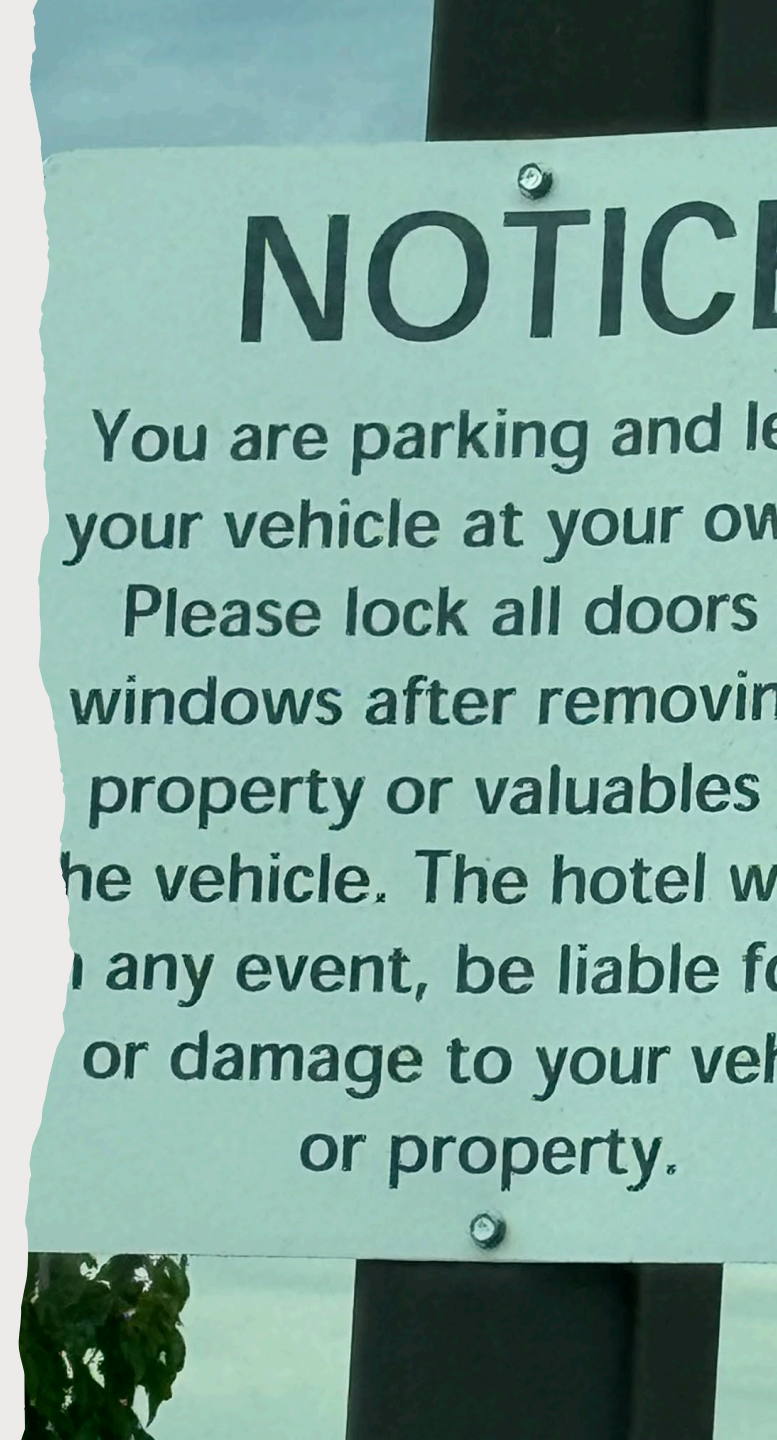
Security Cameras - CCTV

## Partner with other local businesses

- Community Service Patrols / Business Improvement Districts

## NOTICE

You are parking and leaving your vehicle at your own risk. Please lock all doors and windows after removing property or valuables from the vehicle. The hotel will not be liable for any event, be liable for loss or damage to your vehicle or property.



# Partnerships with Law Enforcement

Partnerships between police and business can take a variety of forms. An individual business can work with police to address a specific problem faced by that business. In this type of partnership, police can provide guidance on

- Security Systems
- Target-Hardening
- Robbery Prevention
- Environmental design
- Training

# Protect Against Theft - Hotels



Background Checks

Employees and Vendors Performing Services



Ensure I.D. is available for lost hotel key card

Formalized Key Card Policy



Policy in Place for Routine Door Checks Housekeeping/Maintenance



Secure Room Safes to the Wall



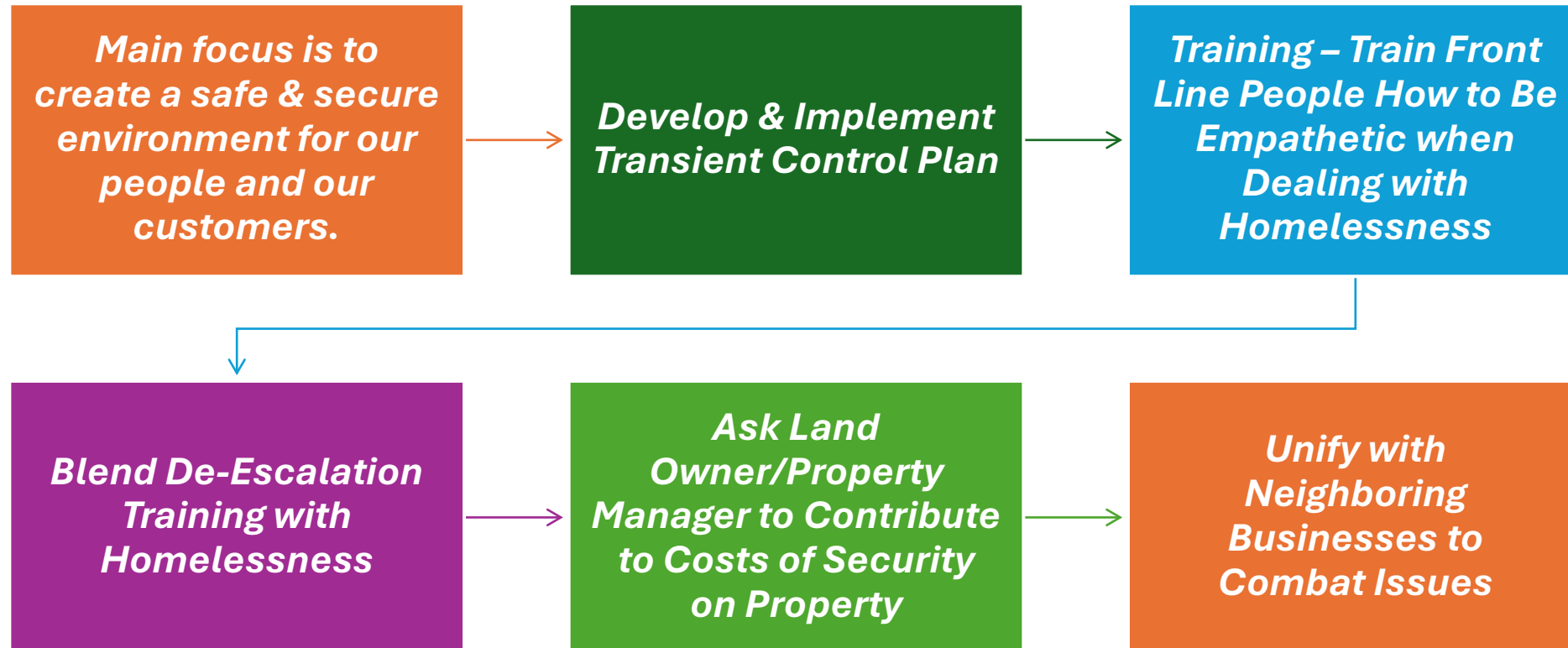
Post Signage reminding Guest to Secure Door Locks

# When An Incident Occurs

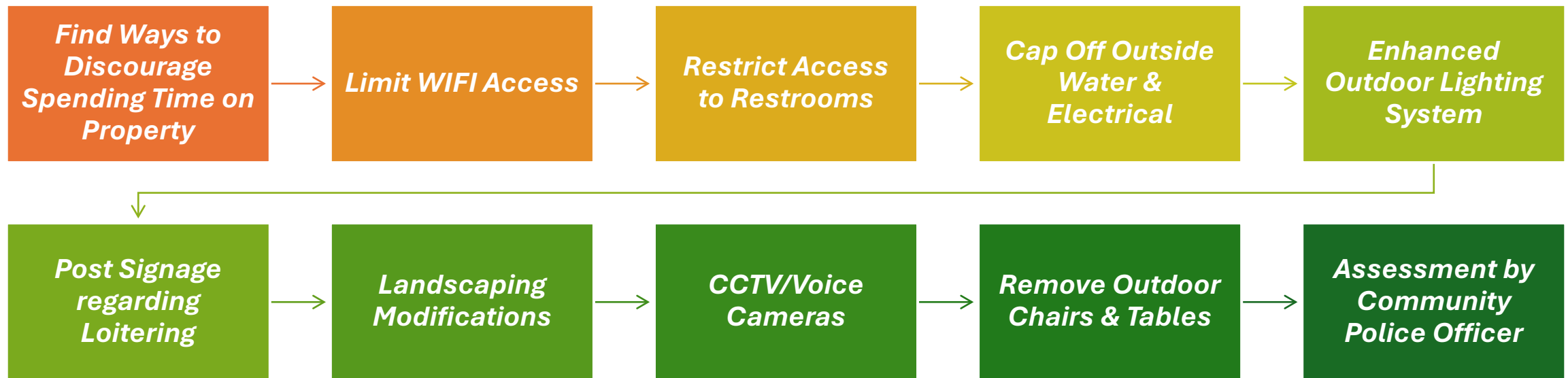
Notify	Notify police of any crime
Notify	Notify insurance carrier as soon as possible
Perform	Perform Detailed Accident Investigations Not Just Incident Report
Review	Review security footage Before and after incident
Discuss	Discuss with Safety committee and/or Risk/Security Team



# Prevention Strategies – Homeless on Property



# Prevention Strategies - *Homeless on Property*



# Best Practices to Reduce Internal Theft Incidents

## *Procedures, Training & Communication*

1

Clear policies and procedures – Regarding employee conduct, including zero tolerance policies for theft. Communicate these policies during employee onboarding and provide regular training and reminders

2

Cash Handling Policy Established & Monitored

3

Regular Inventory Audits: Implement strict inventory control measures such as audits. Use technology like POS system or inventory management software to manage inventory and discrepancies.

# Best Practices to Reduce Incidents

## *Procedures, Training & Communication*

Security Procedure Established



```
graph TD; A[Security Procedure Established] --> B[See Something/Say Something  
Encourage employees to report suspicious behavior or incidents of theft]; B --> C[Incident Investigation Process / Response Protocols Established];
```

See Something/Say Something

Encourage employees to report suspicious behavior or incidents of theft

Incident Investigation Process / Response Protocols Established

# ***CONTROLLING LIABILITY*** **THIRD PARTY SECURITY AGREEMENTS & INSURANCE REVIEW**



# **CRIME PREVENTION TRAINING**

Simple procedures can help prevent crimes from occurring and keep employees safe while working. Keep new and veteran employees in-the-know about the steps to prevent criminal activity and the actions to follow in case an incident occurs.



# Available Resources



IMA Risk  
Management  
Center for Training  
Employees

Access to IMA Risk  
Control Team for  
Safety/Security  
Assistance

Assistance with  
Catastrophic  
Events

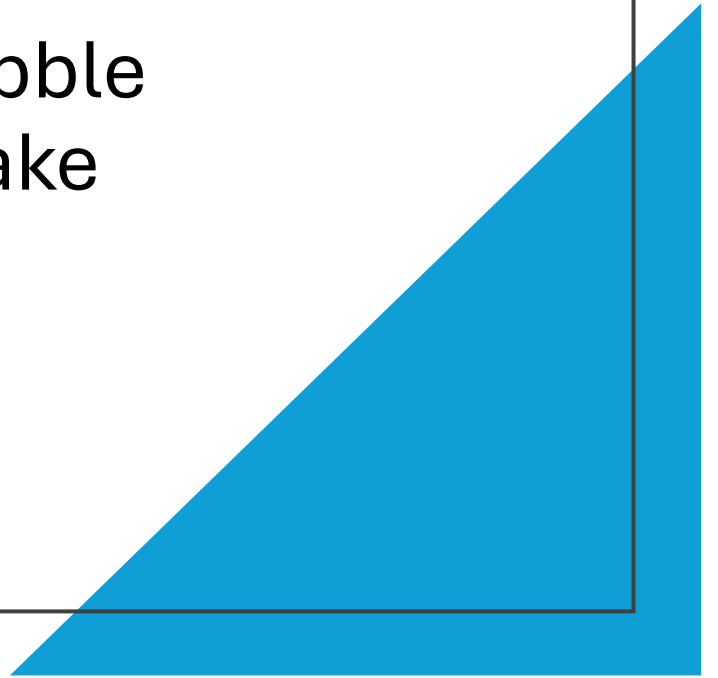
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# DE-ESCALATION TO PREVENT WORKPLACE INCIDENTS



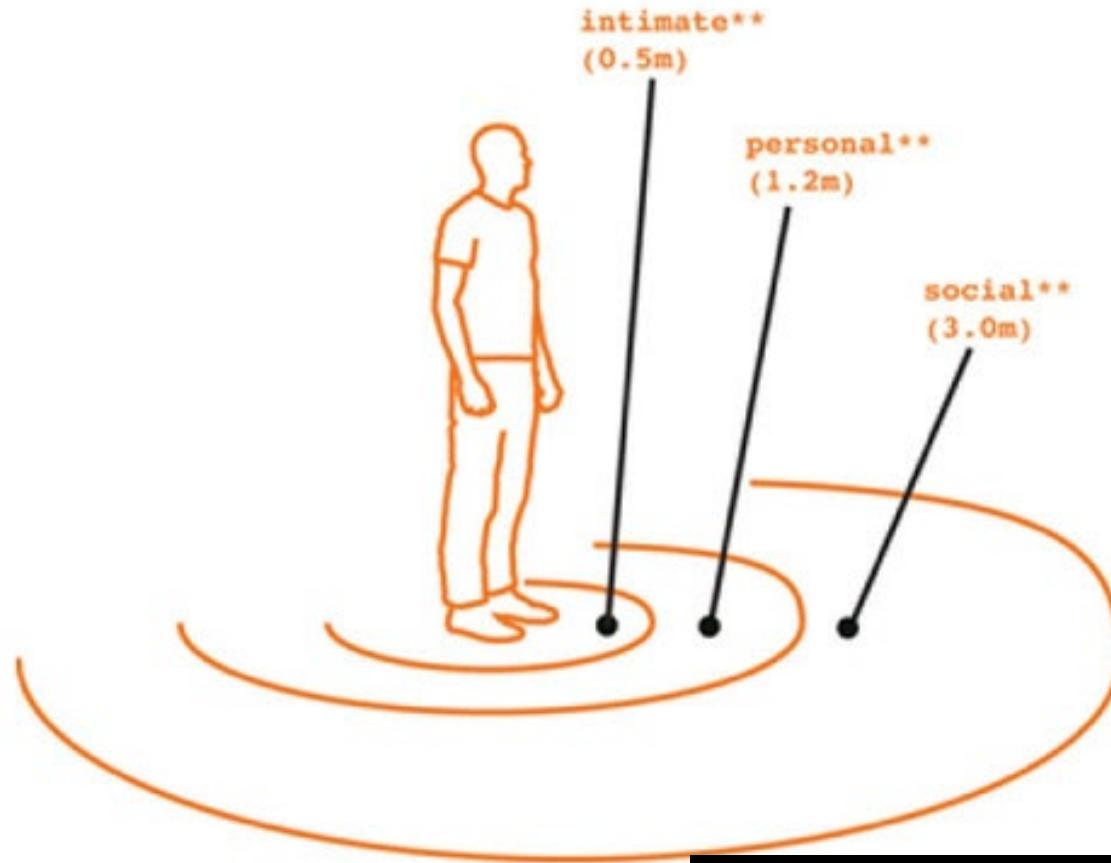
# What is personal space?

Your personal space is like an invisible bubble. . . . If people move inside this bubble when they are talking to you . . . It may make you feel uncomfortable.



Alan Rapp

## Personal Space



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## Four types of personal Zones

Intimate Space - 1 foot

Personal Zone - 2 to 4 feet

Social Zone - 5 to 10 feet

Public Zone - 12 feet





# Too Close . . .

Scientists have determined the following:

- 8-16 inches from someone's face is considered “too close”
- This range of “too close” drastically changes when Anxiety and Tension Increases.

# Why We Act Out

- Forms of communication
- Ways of meeting needs
- Conforming to expectations
- Influencing people and our environment
- Coping with demands
- Controlling impulses



# Keys to Safe Behavior

- Develop healthy relationships with people – proactive approach
- Focus on what makes us safe
- The only person we can control is “ourselves”
- Behaviors start to increase. . .  
. Take a deep breath and step back.





# De-escalation

*communication or other techniques to stabilize, slow down, or reduce the intensity of a potentially violent situation without using physical force.*

Identify potential violent situations



Take actions to de-escalate the situation



Active Shooter – difference between de-escalation and an active shooter situation

# Our Behavior First

Avoid the knee-jerk  
response



```
graph TD; A[Avoid the knee-jerk response] --> B[Give people time and space]; B --> C[Does it really need done right here, right now.]; C --> D[Avoid our own agendas]; D --> E[Manage our own behavior];
```

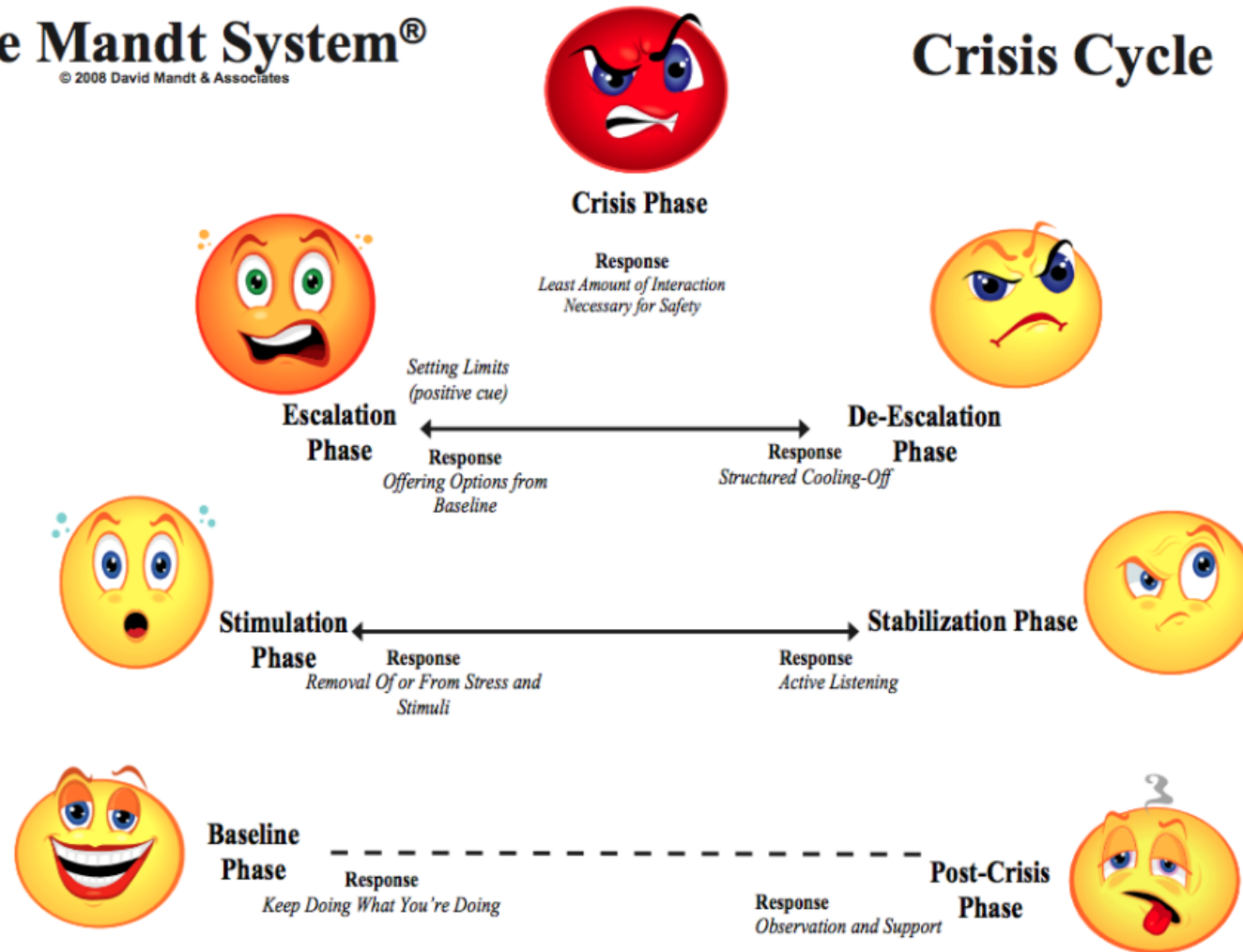
Give people time and space

Does it really need done  
right here, right now.

Avoid our own agendas

Manage our own behavior

## Crisis Cycle



# De-Escalation Steps

CISA identifies four categories of activities for effective de-escalation:



The Event . . . Action . . .  
Or circumstance that  
happens before a  
behavior

Antecedents

Observe daily events that  
occur prior to a behavior

Track and trend what time  
of day or specific activities

# Recognize

Situations that cause stress

Behavior Variations – good day vs bad day

Observable behavior changes

Observable physical behavior changes

# Recognize, Assess

- Click on the link below or copy and paste into your browser
- [Violence Prevention through De-escalation Video](#)



# Workplace Concerns

Friends Gathering Place

Family Members Hanging out at  
Work

Show Up Same Time Every Day

Large Groups Gathering

# Assess

Determine whether an emergency response is needed?

Can you de-escalate the situation?

Is a more formal assessment needed?

Awareness

- \* precipitating events or stressors
- \* manage your emotions
- \* engage Yes or No – simple Hello?

# De-Escalate

## **ACT WITH PURPOSE**

Remain calm

---

Change the setting  
(if appropriate)

---

Respect personal space

---

Engage in active listening

# De-Escalate

## COMMUNICATE WITH EMPATHY

Monitor tone and volume

---

Choose your words with care

---

Adjust rate of speech

---

Adjust inflection

# De-Escalate

## **MONITOR BODY LANGUAGE**

Maintain a relaxed and  
alert stance

---

Keep hands down, open,  
and visible

---

Use slow and deliberate  
movements

---

Maintain a neutral and  
attentive facial expression

# Report



Anything that makes  
you feel unsafe



Anything that could  
impact the organization



Reporting can be an  
intimidating task



Keep details fresh –  
Report Immediately

# See something. . . Say something . . .

Company process  
in place – safe  
environment to  
report

Reported events  
are addressed by  
a team or  
committee

Follow through on  
reports –  
Communication

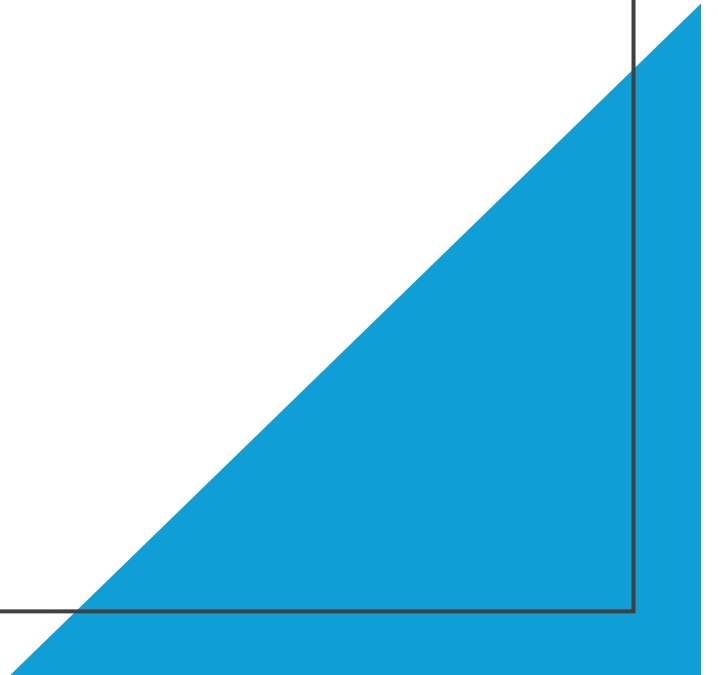
Training – plan of  
action  
implemented



Taking a step back . . .

makes room for a crisis situation

to correct its course.



# Resources

- [Violence Prevention through De-escalation Video | CISA](#)
- [De-escalation Action Guide](#)
- [De-escalation Series | CISA](#)
- [Employee Vigilance - Power of Hello | CISA](#)
- CPI De-Escalation Training Program  
<https://www.crisisprevention.com/industries/retail/>



# *QUESTIONS*



# ***THANK YOU***

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