STANDARD OPERATING PROCEDURES
EXTERNAL GUARD SERVICES

Issued September 2006
Asset Protection

Our principle of loss prevention is to offer customer service to avert theft. Therefore, the External Security Guard will be required to offer assistance to any customer or staff member who genuinely appears to need assistance, as well as to any person reasonably believed to be acting in a suspicious manner.

Duties

Store Layout

The External Security Guard is required to familiarise themselves with the store layout, to be able to answer questions from customers regarding department locations, and to be able to respond in a timely manner to situations that may arise in store.

Certain areas targeted by shop-stealers including, but not limited to Sound, TCF (Toiletries, Cosmetics and Fragrances), Brown Goods.

The Security Guard must be familiar with areas in the store where empty packets and other packaging are frequently discovered.

Daily Activity Sheet

The External Security Guard is to complete the Asset Protection Daily Activity Sheet for every shift they do within the store.

This Daily Activity Sheet includes:

- Checks on ‘high risk’ areas of the store. (Includes TCF, Sound, Brown Goods, Receiving Dock, Reserves and other areas deemed high risk).
- Any pertinent information relating to incidents in the store.
- Any known theft items (Empty Packets) are to be listed

This sheet is to be handed to the Management Team at the end of each shift.

Refer Attachment A at the rear of this SOP for a copy of the Daily Activity Sheet.

Visual Deterrence

The presence of an External Security Guard patrolling the store will have the most impact on any potential shop-stealer or troublemaker.
Most of the External Security Guards shift time will be spent in the designated ‘high risk’ area’s of the store (as deemed at the briefing with the Management Team at the commencement of the shift). There is also the expectation that regular checks will be conducted on the Receiving Dock and through the back reserve areas of the store.

External Security Guards must be alert to anyone who may be engaging in suspicious conduct, such as:

- Anyone who has remained in a particular part of the store for an unusually long period of time;
- One person who appears to be ‘keeping watch’ at the end of an aisle whilst another person is in that aisle;
- A person constantly looking around to ascertain the whereabouts of staff, or to determine whether anyone is watching them;
- A person who, for no apparent reason, approaches and interacts with staff/security in an over-friendy manner; or
- Persons acting suspiciously in blind corners or areas not in the general flow of customers or staff;

(When someone is acting in any way described above, the External Security Guard should maintain a strong visual presence in the area in an attempt to deter the suspect.)

Whilst patrolling the selling area, the External Security Guard will perform the following duties to further minimise loss and risk factors:

- Maintain access control to authorised areas of the store. This includes Receiving Dock, Reserves, Security Lock Ups, and Offices.
- Liase with door greeters and the Store Management Team to regularly patrol entrance areas;
- Ensure security cabinets are locked unless a team member is in attendance and is serving a customer. Keys are to be kept on a staff member at all times. They should not be left in drawers, on desks / benches;
- Empty packets found during the course of duties should be collected and given to a Loss Prevention Officer or Store Management Team Member with a note, which details the time, date and location, the packet was discovered. This information is to be listed on the Daily Activity Sheet.
• To assist in reducing the occurrence of soiled and damaged merchandise, pick up merchandise that has fallen on the floor.

**Verbal Deterrence**

It must always be remembered that Target presumes all customers to be honest.

If, an External Security Guard observes a customer acting in a suspicious way or is seen taking merchandise and concealing it, Asset Protection Officers and/or Store Management should be contacted immediately. If this is not possible, the External Security Guard may approach the customer strictly in accordance with the following rules:

• Do not accuse anyone of stealing. Instead, offer the customer a greeting such as “Good morning”, even if that person challenges your reason for being present.

• If there are grounds to reasonably believe it appears that the customer has something on their person with courtesy, approach them in a friendly and non-threatening manner and say e.g.:

  “Can I direct you to the Register Area?” or "Can I get a Staff Member to assist you"?

This approach often results in payment for the item or, the item will be 'dumped'.

Under no circumstances are you to approach any person and tell or accuse them of what you think they have done.

• Once you have spoken to the customer, walk away to give them sufficient room to 'dump' the merchandise discreetly, although continue to observe them from a suitable distance, in case they do not take your advice.

• It is important that the External Security Officer learns to remember suspicious customers and their faces, so that next time they are in the store you are able to discreetly let them know you are aware of their presence e.g.; approach them and say "Hello again, how are you today"? This information is to be listed on the Daily Activity Sheet.

**Conduct**

External Security Officers should never engage in any of the following conduct

• Never accuse a person on the basis of what someone else has told you.
• When you are in doubt do not attempt to act, just observe and remember it for the future, because you may be wrong.

• Never engage in an argument of any kind with a customer, no matter how wrong you think they are. Call a Management Team Member, inform them of the circumstances and request they attend the customer. Remain near by, in case further assistance is required. Be aware that if the customer has a complaint, your presence may only agitate the customer. However, if the customer acts in a boisterous and unruly manner, stand back and observe.

• All Guards are to comply with Company values and behaviour. Diversity and Equal Opportunity policies. Sexual harassment, Harassment, Discrimination or Bullying will not be tolerated.

• All Guards are to ensure the safety, Health and well being. Behave in a way that ensures your safety and the safety of others.

**Warning Calls and Signals**

Target has several warning calls and signals, which the External Security Guard should familiarize themselves with. Discuss the following calls and signals with the Store Management Team. ie:

• Alert Tone, Evacuation Tone and Code Green (Medical Emergency)

Always assess any situation with the main priority being public safety and well being of Team Members and any other personnel.

**General Store Security Procedures**

The External Security Guard must always sign-on in the Visitors' book. This book can be found at Reception at all of our stores, in order to verify the time and dates spent in that particular store. Upon the first shift at each site an induction will be carried out. This will cover off Emergency Procedures and other Safety information.

After signing on, the External Security Guard will report to the Store Management Team who will provide an overview of the Security Guard's duties, along with areas of high risk associated with that particular store.

After briefing, the External Security Guard will carry out duties, as described in this Standard Operating Procedure.
If the External Security Guard is on duty and the store remains open for trade after 6pm, the External Security Guard's finishing time will be approximately 15-30 minutes after the store 's closing time.

Prior to leaving the store, the External Security Guard will debrief and hand over the Daily Activity Sheet with the Store Management Team and 'sign off' in the Visitors' book.

During a shift, the External Security Guard will be entitled to breaks in accordance with employee policies. When leaving the store for a break, the External Security Officer is to inform the Asset Protection Officer and or the Store Management Team of this. External Security Guards are also welcome to use the Tea Room facilities leaving them in a clean and tidy manner.

The External Security Guard will not slouch or sit down whilst on duty in the store and must remain alert at all times. The External Security Guard must not unnecessarily engage Target Staff Members in personal or general conversation, or distract them from their duties.

**Apprehension Assistance**

If a Asset Protection Officer is about to make an apprehension, they may call for assistance. When answering such a call, the External Security Guard is reminded that they should be present only to the extent necessary to avoid Team Members or customers being assaulted or threatened, and to act as a witness for the company. As such, the External Security Guard must follow instructions from the Loss Prevention Officer and/or Store Management Team.

Suspects must not be touched except in accordance with express instructions from a Loss Prevention Officer, or only when it is necessary to avoid injury. Any such response must not be excessive and must be only in proportion to the risk faced.

**Presentation Standards**

It is expected that when an External Security Guard works within a Target Store, they are well presented, in full uniform (as supplied by Contract Security Company) that is clean and ironed, neat and tidy hair (tied back if necessary) and a high level personal hygiene standards are maintained.
Communication Standards

It is expected the External Security Guards that work within Target have clear communication skills and are able to clearly understand and communicate in English. They are also expected to take instruction from the Management Team.

Keys

At no time is an External Security Guard to hold any keys relating to any Target site.

Project Greeter Guards

A Contract Guard can only be employed as a Door Greeter once they have received Door Greeter training.

Guards can not leave their post under any circumstance unless relieved by another Guard or Staff member.

Only bags greater than A4 size are to be checked in and out of the Store. Items to be checked include Prams, boxes and grocery bags. At all times do not touch the Customer, their purchases or their belongings.

Carriage items containing items sold by Target, entering the Store should be Check sealed.

If you are unsure about the item being brought into the Store, direct the Customer to the service counter.

Goods found in carriage items upon exiting the Store. The Customer must never be accused of removing merchandise from the Store. Always assume the Customer is innocent.

Simply asked them for a receipt or ask if they would like to purchase the items in question and direct them to a Register. Do not physically detain the Customer.

Date/time and stock type on receipts must be checked when purchases are exiting the Store via main entry. This includes Lay-by parcels and large boxed stock.

Any doubt or quires should be directed to the Register Supervisor at the service counter.

Guards are not permitted to Check Seal Staff purchases. Any Staff entering or exiting the Store, requiring a Check Seal on a purchased items, must be directed to the Register Supervisor.

Persons refusing to have their items checked in or out of the Store should be referred to the Store’s condition of entry sign. After this, referred to the Register Supervisor.
Do not detain Customers who refuse to have items checked. Report the matter to the Register Supervisor, include a description of the Customer.

**EAS GATE ACTIVATIONS**
Each time a gate is activated it must be responded to. The Customer must be approached without causing embarrassment. The Customer must never be accused of removing stock from the Store.

Any Customer with stock that has activated the gate must be directed to the Register Supervisor.

All incidents of activation must be recorded by passed onto the Register Supervisor at the completion of the shift.

*REMEMBER: ALWAYS ASSUME THAT THE CUSTOMER IS INNOCENT.*

**Target Contacts**

If a serious incident occurs, general enquires, or for further information the External Security Guard is to contact one of the following:

- Sue Staindl  
  District Advisor  
  0408 172 155
- Michael Saunders  
  District Advisor  
  0419 563 278
- Jim Gray  
  Regional Asset Protection Manager  
  0409 003 647

*The above duties are not exhaustive and may be amended and re-issued from time to time.*
I have read and understood these Procedures and agree to fully abide with them.

1. ______________________________
   Signature of Security Guard
   Date:

2. ______________________________
   Signature
   Store Manager or Delegate
   Date:

   **Store:** ______________________________

   (Photocopy to Store when External Security Guard commences duty)