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| Reference | <ul style="list-style-type: none"> • SOP - OF0005 - Accident & Incident procedures • SOP - OF0011 - Pub security • SOP - OF0033 - Managing door supervisors • Security Risk Assessment • Pub crime map |
| Equipment | <ul style="list-style-type: none"> • Hi-vis vest • Theft warning POS • Chelsea bag clips |

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| Step 1 |  | <ul style="list-style-type: none"> • Where theft of customer property is identified as an issue in the pub, the measures detailed in this SOP must be considered through a risk assessment review. • Customer facing POS must be displayed to warn of the theft risk. |
| Step 2 |  | <ul style="list-style-type: none"> • Install Chelsea bag clips to the underside of tables so that customers can secure their bags. • Chelsea bag clips can be ordered via the non-consumables order and fitted by the MIV contractor. |
| Step 3 |  | <ul style="list-style-type: none"> • Conduct training with front of house employees to raise their awareness of the theft risks. • Employees must be trained to discuss with customers if they see customer property, e.g. bag or mobile phone, that has been left unattended or is exposed to the risk of theft. • Employees must be vigilant for suspicious behaviour, e.g. someone who hasn't ordered any food/drinks, is continually walking around the pub, or who keeps moving from table to table. • Dedicated floor walker employees must be used to help identify customer property which may be a theft risk, and to act as deterrent to thieves. The floor walker may wear a hi-vis vest to raise their visibility. The floor walker must also wear a body worn camera. |
| Step 4 |  | <ul style="list-style-type: none"> • An increased presence - either management or door supervisors - at the main entrances must be discussed with the pub's Area Manager. • Where the pub has fire exit doors from the customer area, discuss with the pub's Area Manager installing mag-locks on these doors. Thieves will often attempt to leave through a different to the one which they entered through. |
| Step 5 |  | <ul style="list-style-type: none"> • A crime map must be in place in the licensing folder, and the date and time of any theft or attempted theft must be recorded on it. • The crime map must be reviewed by the management team, and additional controls implemented as required. • If increased theft activity is noted, liaise with the pub's Area Manager, Retail Auditor, police/licensing officer for support. |

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| Step 6 |  | <ul style="list-style-type: none">• Review CCTV coverage in the customer area.• Where any blind spots are identified, discuss these with the pub's Area Manager.• Raise call outs via the property maintenance system to have CCTV cameras repositioned, or additional cameras installed.• Installing a customer-facing CCTV monitor at the main entrance may serve as an increased deterrent.• If required, and after discussion with the pub's Area Manager, additional body worn cameras can be ordered. |
| Step 7 |  | <ul style="list-style-type: none">• All incidents of theft or attempted theft must be reported via the Accident & Incident reporting system. Refer to SOP - OF0005 - Accident & Incident procedures.• Following any theft incidents, the Pub Manager must complete a review of the Security Risk Assessment to ensure that all relevant controls are in place. Where additional site specific controls are required, these must be documented on the Security Risk Assessment. |