

Canteen security

Ensuring the canteen is secure is of upmost importance! Canteen workers, cash, equipment, stock and premises must be protected from theft and injury. Although the risk in a school canteen may be small it can be reduced by following some simple procedures.

Cash management

- Banking should be done daily
- Never keep large amounts of cash in the canteen. Excess cash should be removed to a safe place regularly
- Daily takings should be counted by two people
- Keep the canteen door locked at all times; even during service
- Be aware of any suspicious activity or strangers around the canteen
- Do not count cash in view of the customers or discuss its amount
- Try not to make it obvious when you are going to the bank (e.g. using a bag with a bank logo) and vary your routine
- If your takings are large try to have someone accompany you to the bank
- Keep personal valuables (wallets, handbags) out of sight and ideally locked away
- Give consideration to the security on the premises. If needed seek professional advice.

Armed hold ups

1. Try to stay calm – if you or the offender panic it increases the risk of someone being hurt
2. Do exactly as you are told – give them whatever they want and tell them if you are going to move in anyway, they may be nervous and react to sudden movements
3. Observe the offender – if possible try and remember what the intruder looks like and what they are wearing, all details will help police investigation
4. Ring the police as soon as possible - give them your name, the name of the school, the location of the school and canteen; state the nature of the incident, if the offender has left the premises, a description of the intruder, any weapons that they may have used and the direction of intruder took when they left. *Don't hang up the phone until you are told to do so*
5. Notify the front office as soon as possible – if there are multiple people in the canteen at the time, one person should call the police whilst another reports the incident to school staff.

The next likely steps will be:

- Close the premises and don't let anyone leave until the police arrive
- Attend to anybody who is in distress or hurt
- Don't move or touch anything that the intruder may have touched
- Have everyone present write down separately what they saw and heard
- Do not speak with the media. Do not tell anyone other than the police about the incident
- Seek counseling for yourself or others if advised.

Acknowledgment

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