

FACT SHEET

Canteen security

Ensuring the canteen is secure is of utmost 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

FOCIS gratefully acknowledges ACTSCA 2011 and WASCA 2017 as the source of information for this fact sheet.