

As the Combination Spins

Upcoming events:

International Pizza Expo

March 2–4
Las Vegas, NV

KioskCom Self-Service Expo

April 14–15
Las Vegas, NV

Professional Retail Store Maintenance (PRSM) Conference

April 18–20
Orlando, FL

Retail Industry Leaders Association (RILA) Conference

May 2–5
Dallas, TX



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Crime Trends and Impact

A recent article in Nations Restaurant News addressed an ongoing issue for retailers: crime in the workplace. The article covered multiple trends taking place that directly affect our retail customers. Following is an excerpt from the article:

“After the economy took a nosedive in late 2008, some in the restaurant industry braced themselves for a spike in violent crime. Desperate times can force people to take desperate measures, they maintained. So far though, security officials across the country say they have yet to witness any related increase, and many point out that crime rates nationwide have fallen over recent years.

According to the Federal Bureau of Investigation, the number of violent and property crimes declined during the first six months of 2009, compared to the same year-earlier period. At the same time — and possibly contributing to the falling rates — restaurant operators are employing increasingly sophisticated measures to protect property, workers and guests. These steps range from the use of high-tech safes that act like virtually impenetrable ATM machines to low-tech training about never opening the back door at night. And, as experts point out, operators cannot afford to let their guard down when it comes to averting crime.

Most vulnerable, according to OSHA, are workers who exchange cash with the public, or who work alone or in small groups during late-night or early morning hours in high-crime areas or in community settings where they have extensive contact with the public, such as any foodservice operation. According to preliminary statistics collected by the U.S. Bureau of Labor Statistics for 2008 — the most recent year available — 160 workers in food service or drinking places died as a result of homicide, assault or violent acts that year.

Still, the number of employee deaths in restaurants or bars has been declining over the past three years. In 2007, there were 189 fatalities from homicide, assault or violence in foodservice or drinking places, according to the BLS, down from 199 in 2006.

In general, violent crime rates in the United States have dipped about 15% during the current decade compared with the relatively violent 1990s, said Jim Forlenza, executive director of the National Food Service Security Council in Olney, Md. While some of the association’s members feared a return of higher crime rates after the economic downturn in 2008, Forlenza said, the industry did not, in fact, see a measurable increase in violent crime during 2009. Several security directors said that’s because their efforts are working.

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TIPS FOR DETERRING CRIME

- Evaluate the security needs of each property, considering the neighborhood and operating conditions. Review security plans routinely to assess effectiveness and alter, if necessary.
- Make sure parking lots are well lit.
- Use a safe with a time-delayed lock that opens only a certain time after a code is punched in. Most robbers will not want to hang around for 10 to 30 minutes for the door to open. Put a sign on the door indicating that the safe has a time-delayed lock.
- Move the safe from a back room to the front counter. Many thieves will not want to pull out a gun in public.
- Institute a strong employee-screening program and conduct background checks.
- Develop strict policies controlling use of the back door and keep it locked. Some companies recommend never opening the back door after dark and removing trash through other exits.
- Train employees not to be heroes in the event of a robbery. They should remain calm and explain the routine noises equipment might make so robbers are not startled. They should also be trained to look at the shoes of masked robbers, which are less likely to be changed after a getaway.



Who is responsible for U.S. coin production?

The Bureau of Engraving and Printing is responsible for printing U.S. paper currency. Production of coins falls to the U.S. Mint.

Congress created the United States Mint on April 2, 1792. The primary mission of the United States Mint is to produce an adequate volume of circulating coinage for the nation to conduct its trade and commerce. In recent history circulating coin production has varied between 11 billion and 20 billion coins annually. Two production facilities, Denver and Philadelphia, alone produce 65 million to 80 million coins a day.

In addition to producing coins, other U.S. Mint responsibilities include:

- Distributing U.S. coins to the Federal Reserve banks and branches.
- Maintaining physical custody and protection of the Nation's \$100 billion of U.S. gold and silver assets.
- Overseeing of production facilities in Denver, Philadelphia, San Francisco and West Point, as well as the U.S. Bullion Depository at Fort Knox, Kentucky.

Got a CSS story to tell?

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Submit articles for consideration to:
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Some technological advances have helped deter crime. The Wendy's quick-service chain in 2005 was one of the first large restaurant companies to test the use of "smart safes," which now are used more throughout the quick-service sector. The safes allow employees to input cash. Bills are checked for potential counterfeiting and the safe electronically notifies the bank of a deposit. From the restaurant's standpoint, the money is considered in the bank.

The safe can be opened only by an armored-car company, which removes the cash canis-

ter and delivers it to the bank. The armored-car company is responsible for the contents during the transfer. Restaurant employees no longer have to make daily runs to the bank, a practice that takes managers' time and puts them at risk. The smart safes have been rolled out to all corporate Wendy's units, as well as some franchise locations, and officials said they plan to roll the safes throughout the sibling Arby's chain as well."

CSS continues to play an important role in helping retail establishments protect their assets, customers and employees.

Congratulations and Well Done for Achieving Your Goals in 2009!



Earlier this month we held an event to honor the Sales Achievement Award winners for 2009 in the Customer Service Department. The winners, pictured below, are:

Platinum Level

- Karl Watson
- Jack Costello

Gold Level

- Anya Redding
- Elizabeth Reznor
- Patrick Bales

Silver Level

- Kevin Burney
- Amos Dortch
- Martina Herrera
- Karol Hood
- Nicole Finnegan
- Rudy Nugin
- Ju Hee Romaneschi
- Susan Sawyer
- Adam Sneed

Congratulations to all the award winners and good hunting in 2010!

