

# **CODE WORDS**

Leo Anglo, St Louis Jewelry Crime Alert Network

You should have a dedicated note book to log all suspicious activities

You should have a good relationship with local law enforcement

You should have set code words/hand signals and action plans in place, and practice them regularly.

If a code word is used, Someone should become the quarterback on the situation, and everyone should grab their cell phones.

## **You should have code words for:**

- Suspicious Individual(s)
- Possible Credit card fraud
- Something has been taken
- someone has a gun
- call police for a walk through. FYI, a police walk through is when you call police to come visit your store, you have uncomfortable situation. (See notes below)

## **Possible hand signs, used to assign tasks to staff:**

- Help Watch the Floor
- Write descriptions of all people in the store in log book
- Stand at front door, check parking lot for odd situations. Look for car backed in, car with no plates, someone in the car. This is not to tackle any one, this is a physical and mental deterrent and important to look out in front of store.
- Call Police for walk through, this person should describe to police the situation.
- Guard Position-stand at counter no matter what, often times bad guys will overwhelm a staff, even fake a crisis such as a heart attack, get all attention to floor – while another is cleaning out the safes.
- Call 911/Hit panic button – not a walk through, it has escalated to a point of no return. If you call 911, that person should stay on the phone with police until they arrive, this way each party can be updated as needed.