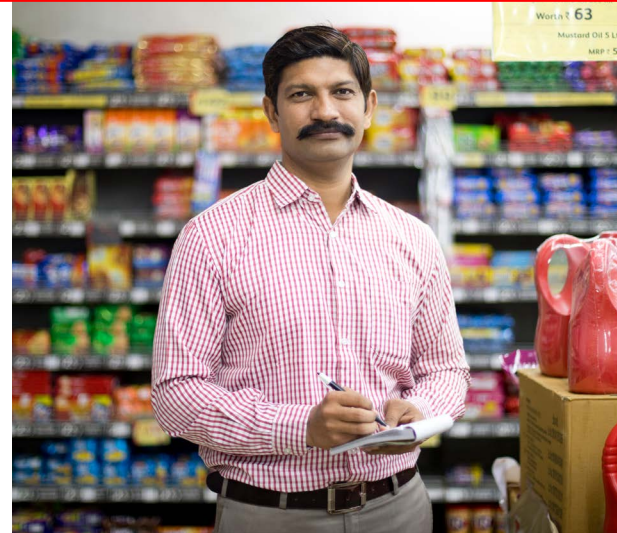


Keeping your site safe and sorted

While we're here to pay to claims if the worst happens, we're all about trying to keep you and your property safe and secure in the first place.

Dairies, liquor stores and vape shops often contain a large amount of valuable goods – making these sorts of stores a target for thieves. Besides the risk of robbery and ram raids, stores might also have the risk of fire. Here are some things to keep in mind so that your site is as safe and secure as it should be.



Keep your site safe

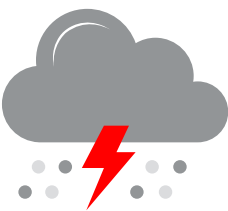


The whole building should be kept secure after hours and in good structural condition.

Must haves

- ✓ Ensure any exterior cladding, access doors, windows and their locks, latches and hinges are in good working order – with anti-jimmy strips fitted on external entry doors.

Weather watch outs



While you can't control wild weather, you can reduce the risks that come with it.

Best practice

- Be aware of what weather or flood events are likely to affect your building or business. This can help you plan what needs to be done.
- Keep trees and shrubbery well-trimmed, and remove diseased or damaged limbs. Ask a professional arborist to assess and strategically remove branches to allow wind to blow through the trees.
- Protect water and other pipes from freezing using insulation, or install heat tape.

- Remove snow and hail from gutters as soon as it's safe to do so. This will reduce the possibility of subsequent rain overflowing gutters.

Must haves

- ✓ Ensure the building is well maintained, that walls and roof are watertight. Make sure doors and windows are close fitting.
- ✓ Make sure gutters and down pipes are not blocked by leaves or rubbish. Check before the winter season, or more frequently if needed.
- ✓ Inspect channel drains, yard storm water outlets and sumps and make sure they are all free-flowing and that curb side gutters are not blocked by leaves and rubbish.

Putting out fire risks



Being prepared is the best way to minimise damage.

Must haves

- ✓ Keep at least a 2.5kg dry powder fire extinguisher onsite – making sure it's maintained at least once a year.

- ✓ Secure and restrain any gas bottles. You should also check with Worksafe if you have LPG – as you might need a compliance certificate.
- ✓ Take care when storing and handling flammable e-liquids and flavouring in vape stores. It's always a good idea to check with Worksafe, so you can take the right precautions and stay safe.

Maintaining a secure site



Reduce the risk of intruders and theft.

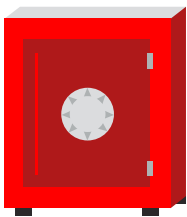
Best practice

- It's a good idea to have the retail area protected by a fog canon, for extra protection against armed robberies or break ins.
- Consider extra physical security to separate team members working behind the counter and prevent unauthorised people getting access.

Must haves

- ✓ Install a monitored intruder alarm with a security patrol response. It's important that's professionally maintained at least once a year. Make sure your alarm sensors are left clear too and the alarm is equipped with a panic button. You might also want to consider random after-hours security patrols.
- ✓ Set up CCTV both inside and out – think high definition, motion sensing and infrared, for clear images.

Smart moves against burglary and theft



Proper cash handling is a must for these types of sites. That means skimming the till of excess cash during the day and storing it in a cash-rated safe or secure, locked area. Making sure you and the team have good processes when it's time to close up and cash up. Leaving drawers open and empty. And keeping cash in an appropriate safe that's bolted to the floor and protected by the intruder alarm.

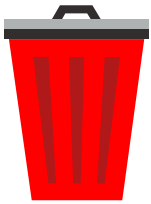
Best practice

- Lock the chains and security bolts on any manual roller doors or shutters at the end of the day.
- Take the necessary steps to prevent theft when stock is being delivered.
- ATMs should be installed away from windows and doors – ideally against an internal wall.

Must haves

- ✓ Do your banking as regularly as possible to limit how much cash is kept on-site.
- ✓ Lock cigarettes in a metal cabinet that's bolted to the floor, or in a cigarette dispenser where possible.
- ✓ If you're storing bulk amounts of cigarettes or alcohol, these should be kept in a locked room overnight.
- ✓ Any single items of value should be stored out of reach, or in a locked display counter.
- ✓ Keep the outside of the site well-lit after dark and consider installing bollards, roller shutters or grills to your shopfront.
- ✓ Rear doors should be strong and windows should be fitted with security bars. Any pallets that could be used to help someone break in should be brought inside.

Good housekeeping counts



Simple housekeeping can reduce all kinds of risks.

Best practice

- Check to see if your walk-in chillers are made of sandwich panel material – and if there's any damage to those panels. They could have a combustible polystyrene core, so they'll need to be repaired straight away.
- Try not to store items under fluorescent light fittings, keeping electrical switchboards clear and easily accessible as well.

Must haves

- ✓ Check that all external waste bins, pallets, skips or cardboard disposal bins, etc. are kept clear of the building (ideally, at least 10m) with their lids locked.
- ✓ Keep your storage rooms neat and tidy, with clear aisles between racks and blocks of stacked goods.

Electrical and lighting



Keeping switched on to safety.

Best practice

- Tag and test any portable equipment – or extension leads and power boards if hardwiring isn't possible. You shouldn't use any damaged leads or boards.

Must haves

- ✓ Make sure switchboards and electrical installations are kept in good condition (especially if they're in older buildings), with regular checks from an electrician.
- ✓ Replace failed fluorescent tubes.

Watching out for water damage



With routine checks and a proper plan, the risks can be seriously reduced.

Best practice

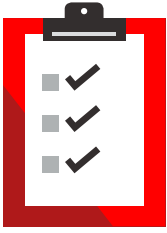
- Plumb washing machine and dishwasher outlets into the wastewater pipe, not simply with the waste pipe hooked over a sink.

Must haves

- ✓ Know where the water shut off valve(s) are for the water supply. Where possible, shut off the water supply during extended shutdowns or when not needed e.g. over the summer holidays or in an unoccupied building.
- ✓ Ensure flexi-hoses are checked regularly and replaced if showing signs of damage – or every 10 years otherwise.

- ✓ Check shower enclosures for signs of deterioration, especially to the wall boards/tiling
- ✓ Inspect plumbing, water pipes and waste lines for leaks, damage or corrosion. Check that all basins, tanks, etc have overflow facilities. Process tanks should be banded.
- ✓ Check and clean the roof regularly. This is important before the winter season and after storms. Pay attention to membrane-style roof coverings as these have a limited life and can be affected by environmental exposures.
- ✓ Check flashings where the walls and roof meet, and also pipes and skylights where they penetrate the roof covering.

Good management controls



Tips to keep you safe and sound.

Best practice

- Have your chiller units and fridges regularly serviced so they keep working as they should.
- If you're in an earthquake-prone area, it's worth considering installing a simple braided wire across the front of your shelving areas. This is usually enough to stop items falling during minor quakes or aftershocks.

Visit vero.co.nz/risk-profiler to check out our other advice sheets for more tips and in-depth information about managing risk.

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