



In joint partnership with



DOWNEY
CHAMBER OF COMMERCE
Incorporated 1903



**DOWNEY
POLICE
DEPARTMENT**

*Proactively reducing and preventing crime
within our business community through education*



City of Downey

MESSAGE TO THE MEMBERS OF THE DOWNEY BUSINESS COMMUNITY

The Downey City Council is proud to welcome you to City of Downey Business Watch Program. Business Watch is a crime prevention program that enlists the active participation of business owners and their employees, in cooperation with the Downey Police Department to reduce crime in their work environment. The primary goal of this program is to maintain a safe and secure business community for all who live and work in Downey.

This handbook has been designed to assist you, the business owner, in learning crime prevention techniques to reduce opportunities for crime in your business. Every facet of crime prevention, from burglary to stolen credit cards, is contained in a separate section for quick, easy reference. At the end of each section, there are preventive tips which may be reproduced for use in training your employees.

We appreciate your interest in the Business Watch program and encourage you take control of what happens in your business community by being vigilant and reporting all suspicious activity to the Downey Police Department. Your involvement is the key to the success of Business Watch!

Sincerely,

City of Downey City Council

Rick Rodriguez
Mayor

Blanca Pacheco
Mayor Pro Tem

Alex Saab
Council Member

Sean Ashton
Council Member

Claudia M. Frometa
Council Member



DOWNEY POLICE DEPARTMENT

Congratulations are due to each of you for making the decision to become members of our City of Downey BUSINESS WATCH PROGRAM. By working together we can make the City of Downey a safer community for both business owners and shoppers.

The spirit of community involvement made the NEIGHBORHOOD WATCH PROGRAM the success it is today. This very same spirit can have a dramatic impact on reducing crimes within the business community.

The Special Enforcement Team at the Downey Police Department is available to assist you, and may be contacted from 7:00 a.m. to 5:00 p.m., Monday through Friday at (562) 904-2350. Feel free to ask for assistance or information.

Thank you again for your interest and participation in the Downey Business Watch Program and in your cooperative effort in making Downey an even better place to live, work and shop.

Dean R. Milligan
Chief of Police
Downey Police Department



The City of Downey's BUSINESS WATCH PROGRAM is a partnership between the Downey Chamber of Commerce, the City of Downey and the Downey Police Department. It enables individual business owners to take an active part in preventing crime in their Business Neighborhoods, by way of sharing information, raising awareness and improving communication.

We invite everyone who is part of a Downey Business Community to participate! This will include School Administrations, Church Officials, and anyone who can be affected by crime. The Chamber will be reaching out to all our members, so everyone can be a part of Downey's Business Watch program. Only through numbers, can crime be truly affected.

This handbook has been designed with the business owner or manager in mind. We know you will find it useful and will incorporate it as part of your daily operation. It is important that you provide input. Our goal is to ensure that issues important to your business are covered by the Business Watch Program.

We look forward to improving and refining the content as we work together with you to ensure that Downey a better and safer place for our businesses and our valued clients.

We appreciate your participation with the City of Downey and your Chamber. Let's have a long and safe partnership!!

With our Best Wishes,

The Downey Chamber of Commerce

BURGLARY

The lack of time and opportunity can work in your favor against burglars. Any security system you install will increase the burglar's working time and reduce his/her opportunity to profit by you. We also recommend a closed circuit surveillance system with off-site video storage.

1. Main entry doors should be solid core with a double deadbolt lock.
2. Rear entry doors, especially those which open to an alley, should be steel or solid core, with quality locks.
3. Use ONLY non-removable hinges on outside hinged doors.
4. Glass doors should be covered with steel grill work.
5. Deadbolt locks with one-inch throws will help prevent "jimmying" and prying.
6. Maintain tight control on all keys. Know who they are issued to and where they belong. If you change personnel, or if any key is missing, have the locks changed IMMEDIATELY.
7. Heavy metal window screens, unbreakable glass or grating will protect your window displays.
8. Chain link fences and security lights help protect storage, loading and parking areas.
9. Keep shrubbery trimmed to prevent prowlers and thieves from hiding.
10. In high risk areas, watch dogs will help deter prowlers.
11. Keep interior and exterior lighting maintained.
12. Protect all vents, openings and other roof areas-with burglar bars, heavy steel mesh wires or an alarm system.
13. Burglar alarms, both audible and silent are an excellent investment in protection. KEEP THEM MAINTAINED and instruct all employees in its use. The Downey Police Department strictly enforces its alarm ordinance.
14. Keep your alarm company and the Downey Police Department informed of any changes in "Emergency Notification" lists.
15. Advertise your security to thieves.
16. Keep your money in a floor safe or one designed for the protection of money. Bolt the safe to the floor in plain sight from the street, but in a manner that the operation of the combination is not readily visible.
17. Change the combination when an employee who knows it leaves your firm.

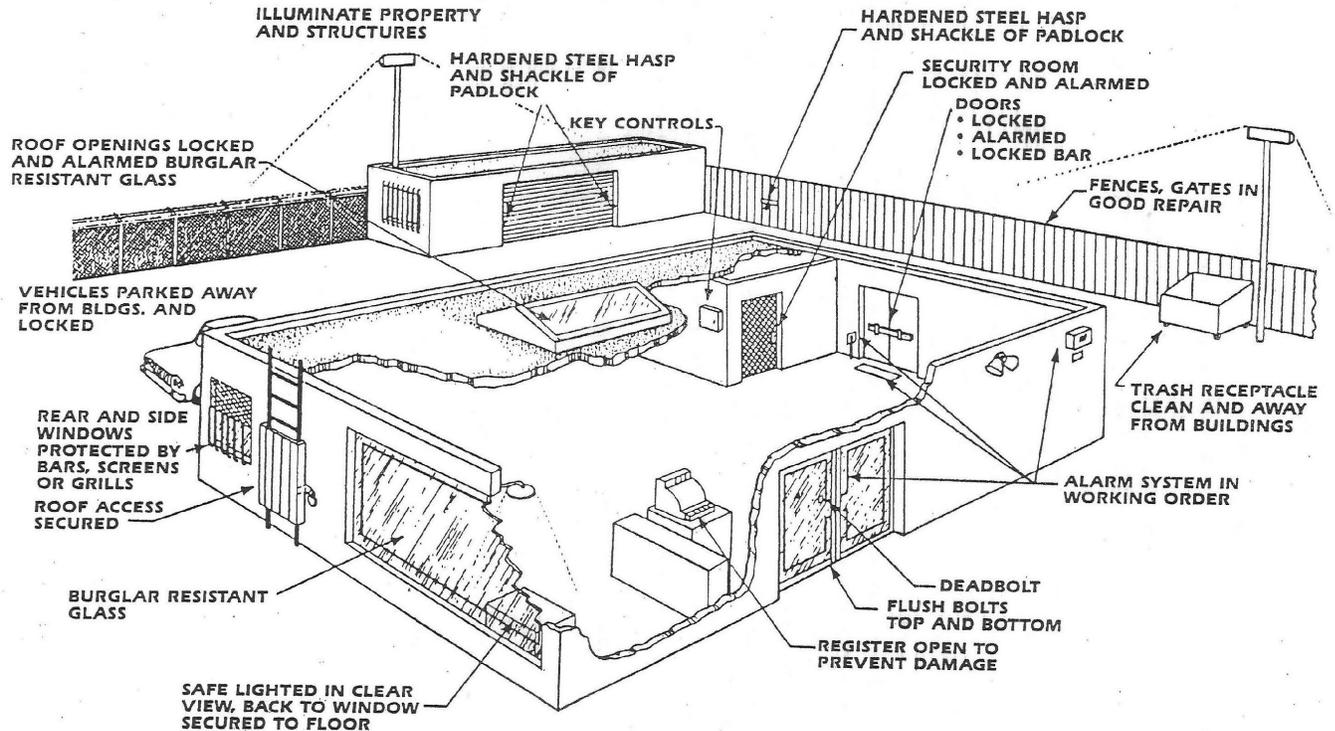
WHAT TO DO AFTER A BURGLARY

A burglary at your home or business is a stressful and sometimes traumatic experience. Knowing just what to do after discovering the burglary can help you move forward and get back to business as usual.

Whether the burglary occurs at home or at your business,
THE FIRST STEPS ARE THE SAME:

- 1 KEEP A CLEAR HEAD.**
A break-in is a potentially dangerous situation. Remember to keep calm until you know it is safe.
- 2 LEAVE THE PREMISES IMMEDIATELY.**
- 3 FIND SAFETY AND CALL 911.**
- 4 DO NOT RE-ENTER THE BUILDING.**
The building is now a crime scene, and its integrity should be protected.
- 5 ASSIST IN THE INVESTIGATION.**
Fill out a detailed property report, identifying damage and what property has been stolen.
- 6 CALL YOUR INSURANCE AGENT.**
They will help you find out how much of the damage is covered by your insurance.

The only thing worse than discovering a burglary is discovering a burglary in progress - let the police find out whether the burglar is still inside.
A neighboring house, business or locked car is an ideal place to wait.



THEFT

1. For larger companies, color coded identification cards, with a picture of the employee and employee number, should be used.
2. Numbered identification cards should be issued to visitors. The number list should be updated regularly and any missing numbers voided.
3. Keep accurate lists of the serial numbers of all business and office machines, especially computers and televisions. Mark all valuables with your business name.
4. Check credentials before allowing a person into your business. Utility people and police officers carry identification cards. Hard hats, tools and coverall do not put a person above suspicion.
5. Do not be embarrassed to ask for more identification when your instincts tell you to.
6. Never allow anyone to remove a machine, computer, or other valuable equipment from the office until he/she has been properly identified, and the repair and removal authorized.



Tips for a Safer Workplace

Check identity of any strangers.

OFFICE EQUIPMENT SECURITY

Burglaries that focus on office equipment, notably computers and other electronics, can be devastating because losses range from small items to entire computer systems.

1. Maintain a complete inventory of all office equipment. The list should include the make, model/serial number, and value of each item. This list should be kept both on and off-site.
2. Engrave your California Driver's License number and/or phone number on each item. This will facilitate identification and return of the property if it is stolen and recovered.
3. The least expensive way to secure some pieces of office equipment is to bolt them directly to the desk or counter top. You may have to disassemble an item to secure the bolt, and portability will be reduced, but it will be worth the time and effort. If you use this method, use a flush faced bolt to discourage easy removal, or locate the nut in such a way that access to it is made difficult.

FORGERY

CREDIT CARDS

Stolen credit cards losses can be reduced with alertness and proper security measures by you and your employees.

1. When your clerks are making credit card transactions, they should watch out for these customers:
 - a. The chatty customer or the one who delays a purchase until the clerk is upset.
 - b. The customer who hurries a clerk just before closing.
 - c. The customer who purchases a large item, such as a large television or large item of furniture, and insists on carrying it out rather than having it delivered.
2. Be alert to alteration of signature on the back of a card, or to altered card numbers.
3. Require a driver's license and other identification with a check or credit card purchase.
4. Watch out for customers who purchase without regard to size, color, style or price, or refuse alterations included in the purchase price.
5. If an employee suspects the fraudulent use of a card, an authorization call to the card company should be made. Larger credit card companies have 24hour 1-800 numbers.
6. The clerk should have the customer sign the sales draft, keep the draft and credit card, and stall the customer until police arrive. If the suspect gets away, get a good description, the car license number, and cooperate with the police.



BOGUS CHECKS

Even though the use of checks is on the decline, careful identification, strict check cashing policies and recognition of various checks can save you from ending up with bad checks.

1. Use extra caution when cashing:
 - A. Two party checks...payment can be stopped at the bank.
 - B. Out of town-state checks...these should be handled at the bank of issue.
 - C. Low serial number checks...indicates a new account. Call the bank to verify.
2. When checking Driver's Licenses watch for alterations and pay attention to the photograph and description given. If you have any doubt, call your security or the police department.
3. Watch for undated, post-dated and checks dated over 30 days. Accept only checks written in ink and with no erasures or written over amounts.
4. Set a strict policy and always adhere to it. Decide which checks you will accept and set a limit on the amount.
5. The information from the identification card or driver's license should be copied down on the check, along with the amount of purchase and employee's signature.
6. If in doubt when cashing a check call the bank the check is drawn on. Never rush when cashing checks. Take time and examine them carefully.



If you suspect a forgery or a check proves to be fraudulent, immediately call the police. Obtaining goods with a bogus check and forgery are both crimes. Get good evidence. The person passing the bad checks needs to be positively identified.

TRAINING GUIDE – FORGERY CHECKS

WITNESS ALL ENDORSEMENTS

<p>Are the local address and phone number correct?</p>	<p>Is the date accurate?</p>	<p>Are written and numerical amounts the same?</p>										
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%; padding: 5px;"> <p>CHARLES Y. FARLEY 1207 EAST WASHINGTON STREET ANYTOWN, U.S.A. 12345 PHONE 254-7231</p> </td> <td style="width: 40%; padding: 5px; text-align: right;"> <p>202</p> <hr style="border: 0; border-top: 1px solid black;"/> <p style="font-size: small;">91-265 1221</p> </td> </tr> <tr> <td colspan="2" style="padding: 5px;"> <p>PAY TO ORDER OF _____ \$ _____</p> <p style="text-align: right; font-size: small;">DOLLARS</p> </td> </tr> <tr> <td colspan="2" style="padding: 5px; text-align: center;"> <p>WASHINGTON STREET OFFICE MESSENGER NATIONAL BANK ANYTOWN, EVERYWHERE</p> </td> </tr> <tr> <td colspan="2" style="padding: 5px;"> <p>MEMO _____</p> </td> </tr> <tr> <td colspan="2" style="padding: 5px; text-align: center;"> <p>SAMPLE</p> </td> </tr> </table>			<p>CHARLES Y. FARLEY 1207 EAST WASHINGTON STREET ANYTOWN, U.S.A. 12345 PHONE 254-7231</p>	<p>202</p> <hr style="border: 0; border-top: 1px solid black;"/> <p style="font-size: small;">91-265 1221</p>	<p>PAY TO ORDER OF _____ \$ _____</p> <p style="text-align: right; font-size: small;">DOLLARS</p>		<p>WASHINGTON STREET OFFICE MESSENGER NATIONAL BANK ANYTOWN, EVERYWHERE</p>		<p>MEMO _____</p>		<p>SAMPLE</p>	
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<p>MEMO _____</p>												
<p>SAMPLE</p>												
<p>Are the location and branch of bank shown?</p>	<p>Does the signature match up?</p>											

CREDIT CARDS

1. Request valid I.D.
2. Compare signatures.
3. Verify the card before approving purchase over floor limit.
4. Contact the card company if you suspect fraud.

SHOPLIFTING

Shoplifters come in all ages, sizes and shapes. Most shoplifters are amateurs. They are easier to detect and deter. The best way to discourage them is with a "Get Tough" attitude...prosecuting even on the first offense.

Professionals are harder to detect and much more clever. Alert store personnel and stiff policies for prosecution will keep your business from being tagged as an "Easy Mark".

1. Limit the number of items allowed in dressing rooms. Expensive garments can be protected with padlocked chains or electronic tags which emit an alarm when taken illegally.
2. Keep display and clothing racks away from doorways and exits to prevent "Hit and Run" thieves.
3. Deter price switchers with peel-apart labels, plastic string, individual staple patterns and secondary price labels.
4. Place small, high price items out of reach or in locked display cases. Display items should be neatly arranged to aid in detecting missing merchandise.
5. Signs stating your policy on shoplifting placed in obvious view will help deter the amateur thief.
6. Two-way mirrors, closed circuit television and store security posing as customers will deter the professional and border-line thieves.
7. Convex wall mirrors allow clerks to see around and over display shelves from their regular workstations.
8. The use of closed circuit video surveillance is a substantial deterrence against shoplifting. Posting of signage warning of the use of such systems is also recommended.



If employees are expected to assist in theft prevention, then they should be compensated for their court appearances. The suspects cannot be prosecuted without reliable witnesses who are willing to testify. Your reputation as a merchant who catches and prosecutes shoplifters will be an additional deterrent.

TRAINING GUIDE – SHOPLIFTING

1. Practice good salesmanship. Let your customers know you are nearby if they need help. It will discourage dishonest customers.
2. Be alert to customers' movements and merchandise displays. If possible, do not turn your back on a customer.
3. Be suspicious of bulky coats worn out of season, large purses and shopping bags, baby strollers and booster boxes.
4. If you suspect a shoplifter, keep him/her in your sight and notify the manager or security personnel.
5. A good approach for stopping a suspect once they have exited the store with stolen merchandise is to identify yourself, then say, "I believe you have some merchandise on you (or your bag) that you have forgotten to pay for. Would you mind coming back to the store to straighten out the matter?"
6. Record everything said and done by both you and the suspect. It will be useful during court proceedings.
7. Confiscate the stolen item, tag it for identification and list the value.

EMPLOYEE THEFT

Internal employee theft is a main source of loss for most businesses.

1. Run a thorough reference check and screen all applicants BEFORE hiring.
2. Maintain tight control over keys. Never leave them unsecured or in a lock.
3. Snap all padlocks shut on the hasps when not in use.
4. Rotate guards. It relieves the monotony.
5. Make routine spot checks on inventory and merchandise.
6. Do not let trash accumulate or be picked up from areas near valuable merchandise or displays.
7. Inspect the trash bins regularly.
8. Use video surveillance over cash registers, expensive items, and inventory storage areas is recommended. Rear loading docks and exits should also be covered.



IN LOADING AREAS

1. Trucks should not approach the platform until ready to load or unload.
2. Drivers should not be allowed beyond the receiving area, and should not load their own trucks.



AT THE REGISTER

1. Limit the amount of accumulated cash'
2. Require register receipts for all purchases.
3. Conduct surprise cash counts.
4. Establish a policy on "no sale" register openings.
5. Periodically pull time cards and verify the employee's presence on the job.

ARMED ROBBERY

Robbery is a violent crime with serious potential for injury to victims and witnesses. The suspects are desperate for money and may be on drugs or emotionally unstable. You can reduce losses and injuries with proper preventive measures.

1. Mark one of two larger denomination bills and keep them in the register. Keep a list of the serial numbers of this "bait money". Include the marked bills in the money given to the suspect.
2. Keep the windows and counter tops unobstructed and cashier stations visible to cruising patrol cars.
3. Balance the register at varying times other than just before closing time.
4. Do not build up cash. Transfer the money to a safe or bank frequently.
5. Keep the safe locked, even during business hours.
6. Vary your route to and from the bank as well as your own route to and from the store.
7. Use the "buddy system" when going to the bank.
8. Mark the side of you entrance with tape at 6" intervals so the height of the robber is more accurately attained.
9. Install a robbery alarm or surveillance camera. They may deter a robbery, and effective systems cost less than you might lose in a robbery.

TRAINING GUIDE – ROBBERY

1. **REMAIN CLAM:** You will be able to give a better description. Most robbers do not hurt victims.
2. **DO NOT RESIST:** Cooperate with the robber. Do only what he/she asks. Do not force a confrontation that is when people generally get hurt.
3. **GIVE HIM/HER "BAIT MONEY":** Do this without letting the robber know what you are doing.
4. **REMEMBER HOW THEROBBER LOOKS:** Memorize as many details as possible. Try to see the direction he leaves in without exposing yourself. If possible get the license number and description of the car.
5. **CALL THE POLICE IMMEDIATELY:** This is what the 911 emergency telephone system was designed for. Call the police **BEFORE** you call your employer. The police may be able to catch the robber if you act quickly.
6. **PRESERVE THE SCENE FOR EVIDENCE:** Once the robber has left and you have called the police lock the doors and suspend business activities. Let no one in or out except the police. Do not touch anything the police may be able to get finger prints from. Witnesses should **NOT** discuss what happened with each other before the police arrive. Separate them and have each one start completing a "criminal description sheet".



PERSONAL SECURITY

WHILE AT WORK:

DON'T

1. Carry excessive cash
2. Leave valuables in unlocked lockers or desks.
3. Release telephone numbers, addresses or names of fellow employees to strangers.

DO

1. Be extra cautious on paydays.
2. Have your cell phone readily accessible when exiting the business
3. Deposit your check as soon as possible.
4. Use the "buddy system" when traveling through parking lots or lonely areas of the building.
5. Lock up your purse and keep it out of sight while at work.
6. Clutch your purse tightly when walking
7. When on the elevator stand near the control panel, if attacked, hit the "emergency" button or as many of the controls as possible.
8. If you notice suspicious people wandering around your office or parking lot, notify your security personnel or the Police Department.
9. If property must be left in your car, lock it in the trunk.
10. Before entering your car check the back seat for intruders.
11. While driving, keep the doors locked and the windows rolled up high enough that a person cannot insert an arm. Keep your purse on the floor, not next to you in the seat.
12. Parking areas for employees should be near the employee entrance and well lighted.



KIDNAPPING – EXTORTION

Kidnapping, extortion and bomb threats are an effective means of disrupting business. While you may not be thoroughly able to prevent them from occurring, you can be prepared to thwart the criminal's efforts.

FOR PREVENTION:

1. Instruct your family and associates not to provide information about you or your family to strangers. Even those claiming to be your friends.
2. Avoid publicizing personal details, especially pertaining to having large sums of money, on community, social or business registers, notably social media.
3. Vary your daily routines, travel times, lunch hours, etc.
4. Advise business associates or family members of your destination when leaving the office or home, and of your anticipated time of return.
5. Make your home secure. Use caution when answering the door.
6. The use of home security video surveillance is recommended.
7. Never leave young children alone or unattended.
8. Verify unusual phone calls concerning your business purporting to be from the Police Department. Obtain the officer's name and confirm with the Police Department.



IF A KIDNAPPING OR EXTORTION OCCURS:

1. Call the 911 immediately. Tell them exactly what has happened and what was said. Try to give details.
2. Provide as much information as possible about the kidnapping and the victim, and provide a recent photograph.
3. Establish the kidnapper's credibility. Ask them as many details about the victim as you remember.
4. Cooperate with the police and remain calm.
5. If you receive a written threat, handle it as little as possible and call the Police Department.

CRIMINAL DESCRIPTION SHEET – MALE

Physical Description

RACE _____

AGE _____

HEIGHT _____

WEIGHT _____

HAIR-COLOR _____

STYLE _____

EYES-COLOR _____

EYEGASSES _____

SCARS, MARKS

OR TATTOOS _____

MUSTACHE _____

BEARD _____

SIDEBURNS _____

OTHER REMARKS _____

Method of Escape

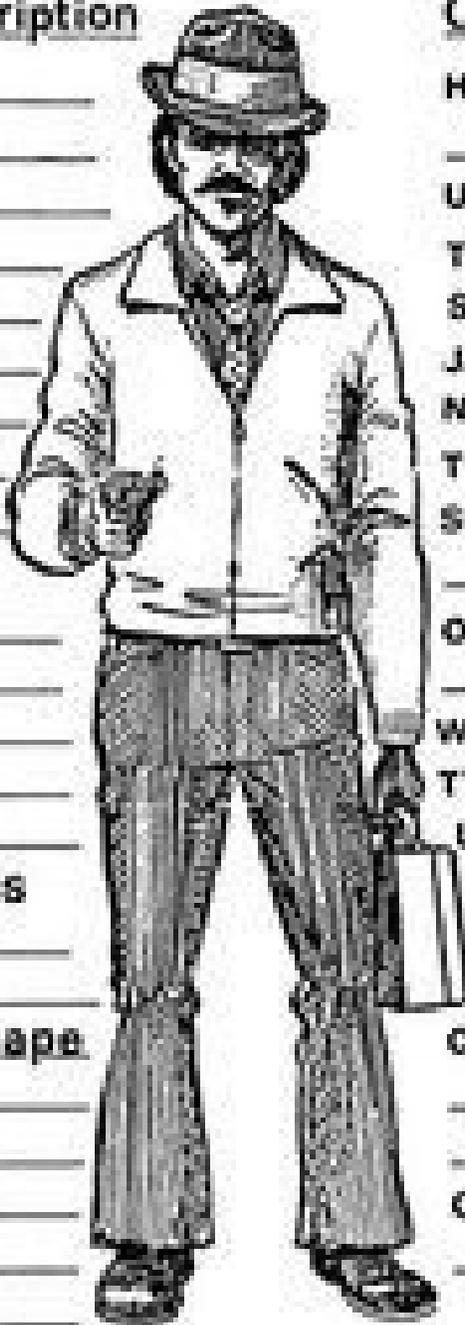
VEH. MAKE _____

VEH. MODEL _____

VEH. COLOR _____

LICENSE No. _____

DIRECTION _____



Clothing

HAT/CAP COLOR _____

UNDERSHIRT _____

T-SHIRT _____

SHIRT-COLOR _____

JACKET-COLOR _____

NECKTIE COLOR _____

TROUSERS _____

SHOES _____

OTHER _____

WEAPON USED _____

TYPE _____

LEFT/RIGHT

HANDED _____

CARRYING WHAT? _____

OTHER _____

CRIMINAL DESCRIPTION SHEET – FEMALE

Physical Description

RACE _____

AGE _____

HEIGHT _____

WEIGHT _____

HAIR-COLOR _____

STYLE _____

WIG _____

EYES-COLOR _____

EYEGLASSES _____

SCARS, MARKS

OR TATTOOS _____

MAKE-UP _____

OTHER REMARKS

Method of Escape

ON FOOT _____

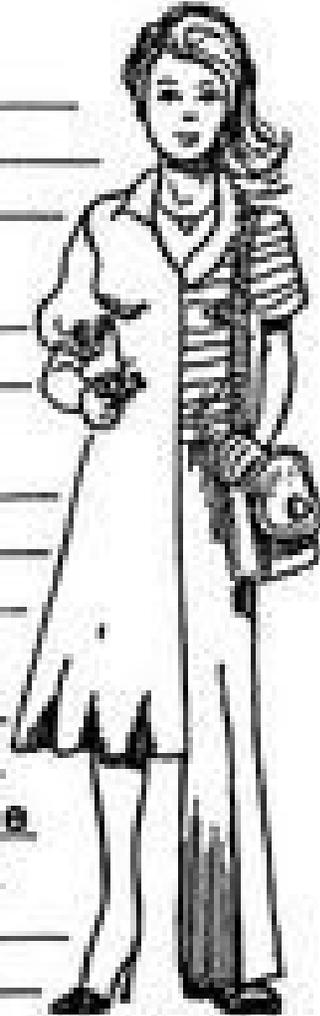
VEH. MAKE _____

VEH. MODEL _____

VEH. COLOR _____

LICENSE No. _____

DIRECTION _____



Clothing

HAT _____

SCARF _____

BLOUSE _____

SHIRT _____

SWEATER _____

JACKET _____

DRESS _____

JEWELRY _____

PURSE _____

BELT _____

SKIRT _____

PANTS _____

SHORTS _____

JUMP SUIT _____

STOCKINGS _____

SHOES _____

WEAPON USED

TYPE _____

LEFT/RIGHT

HANDED _____

CARRYING WHAT?

BOMB THREATS

WHAT YOU SHOULD DO:

1. Train all employees on how to handle a bomb threat call. Use the provided checklist for recording all threats.
2. If the threat is written, save all the material and handle them as little as possible.
3. Call the Police Department immediately.
4. Have employees look carefully around their own areas, they know best as to any out of place objects.
5. If a suspicious object is located, it should not be touched, jarred or moved. Report the description and location of the object to the police department. Clear the area of all persons at once.



WHAT POLICE WILL DO:

The nearest available patrol unit, and the Fire Department will be sent. The Police will assist in searching the location. If a suspicious object is located, the police will coordinate with the Sheriff's Department bomb squad or Military E.O.D. personnel.

TRAINING GUIDE – BOMB THREAT

Bomb Threat Call Checklist

Remain calm and obtain as much information as possible.

- When will it explode?
- Where is it located?
- What does it look like?
- Why are you doing this?
- Who are you and where are you?



CALLER'S VOICE

Male ___ Female ___
 Estimated Age _____
 Probable Age _____

MOOD OF CALLER

___ Calm ___ Angry
 ___ Excited

RATE OF SPEECH

___ Slow ___ Normal
 ___ Rapid

LOUDNESS OF VOICE

___ Soft ___ Normal
 ___ Loud
 Familiar ___ Yes ___ No
 Exact Language Used _____

ATTITUDE OF CALLER

___ Sincere ___ Disgusted

VOICE CHARACTERISTICS

___ Accent ___ Lisp
 ___ Drunk ___ Other

BACKGROUND NOISES

STREET SOUNDS

HOME SOUNDS

RAILROAD SOUNDS

BAR SOUNDS

AIRPORT SOUNDS

OTHER

CALL RECEIVED BY: _____ DATE _____ TIME _____

IMPORTANT CONTACT NUMBERS

Downey Police Department 10911 Brookshire Ave,	562.861.0771
Downey Chamber of Commerce 11131 Brookshire Ave.	562.923.2191
Crimes Against Person Supervisor	562.904.2340
Crimes Against Property Supervisor	562.904.2304
Graffiti Hotline	562.923.4484
Business License	562.904.7249
Planning and Zoning	562.904.7154
Illegal Dumping	562.904.1161
Building and Safety	562.904.7142
Code Enforcement	562.904.2392
Emergency Preparedness	562.904.7346
Gangs Out of Downey (G.O.O.D.)	562.884.8683
Neighborhood Watch	562.904.2374
Shopping Carts	800.252.4613
Keep Downey Beautiful	562.904.7102
Household Hazardous	888.CLEAN-LA
Animal Control	562.803.3301





For more information on businessWATCH, please contact
CITY OF DOWNEY
BUSINESS WATCH PROGRAM
562.904.7284

businesswatch@downeyca.org

http://www.downeyca.org/depts/police/business_watch_program.asp



**DOWNEY
POLICE DEPARTMENT**