

# Security Tips and Procedures

## Cash Collection safety tips:



### 1. Check Uniform

Are all crew members in full uniform? Is our Logo clearly visible?

Any other variations on uniform please contact our customer service centre

If you are unsure of someone despite their uniform, ask them to confirm their identity or contact our customer service centre

### 2. Check Identification

On-duty crew members will have their G4S personal identifications card on display

Is the person with the card the person on the card?

Does the G4S ID card have a hologram on it?

Do they have a valid Authorised Collectors Card (ACC)?

Are their branch details correct?

### 3. Vehicles

If you can, leave the space nearest your entrance free for our vehicle.

Make sure the parking spot is well lit.

Please call our customer service centre to let us know if our vehicle can't park in its usual space for any reason.

### 4. Check Containers

Carefully follow the filling and sealing instructions

Fill out all the required details on the bag.

Keep an eye out for any damaged containers or evidence of tampering

Ensure the seals are stuck down right along the bag

### 5. Check Receipts

Has it got either the G4S logo and or G4S Cash Solutions UK LTD and the correct name and address on it?

Are the containers/seal numbers and crew member's unique ACC number on it? Is the date/time of service correct?

Regardless of whether G4S is collecting or delivering you will be given a copy of the receipt.

## How to keep your premises safe:



### 6. Lock Up

Keep all keys in a secure location and keep doors & safes locked when not in use.

Aim to lock main doors and security doors when we're collecting or delivering cash

Never put more than your insured amount in our Cash containers or in the hands of our crew members.



### 7. Suspicious Characters

Check for bystanders when we're collecting or delivering. Do you know them? Are they acting suspiciously?

If they are, write down their details (rough age, build, height)

As well as calling the police, please alert our customer service centre of your suspicions.



### 8. Security Equipment

Make sure your CCTV works well, with clearly visible signs declaring its use.

Keep windows and vision panels clean; keep doors and locks in good condition.

Check outside lights regularly. Always switch them on when it's dark.



### 9. Be Alert

Criminals target premises where security seems lax. Be vigilant to help deter attacks.

If you notice anything suspicious, call 999 or your local police station and alert G4S.

By following these simple security tips you can help reduce the threat of attack.

## Still not sure?

Don't take any chances

Refuse to start the service.

Call us to verify crew member identities on our customer service number 0844 800 4205.

If you're still not convinced call the police.

 0844 800 4205

 [banktoyou.rbs.co.uk](http://banktoyou.rbs.co.uk)