CLOSING SECURITY PROCEDURES

Last Modified on: (1/11/19)

Standalone Procedure

Closing procedures

A high percentage of security incidents occur at close. Procedures must be maintained to keep a safe environment.

* Front doors are locked at the time your store stops taking orders. The shift Manager may decide to remain open if business warrants it.
* Turn off the open signs. Canopy and street signs should be on an automatic timer. If not on a timer, canopy and street signs are turned off manually at close.
* Notify pickup orders that the door is locked at closing time. They will need to be let in to receive their order.
* Communicate to any Customers who are eating that they have a few minutes to finish up. A designated Team Member will keep an eye out for when Customers are leaving to relock the door.
* In some stores Drivers may come in through the Customer door, not through a Driver entrance with a key pad entry. In this case Drivers will need to be let in after their last delivery.
* Drivers must return their car-tops to the inside of the store directly after their last delivery.
* Security cameras should be working at all times. If the security system is failing, emergency maintenance is required.
* The time delay safe must be activated only after all Team Members are inside the store, all Customers have left the building and all doors are locked. Once the safe is activated no Team Member may open a door to the store until it is time to leave.
* Once the doors are secured, and all Team Members are present, they may not be opened again until everyone leaves for the night.
* The safest way to take out garbage is in the morning. If garbage is disposed of nightly, it is only done when everyone is ready to leave. A minimum of two people should remain in store until these tasks are complete.

Bank deposits

Toppers Pizza, Inc. requires that you make bank deposits daily. Your bank will have specific procedures for making deposits. Once you develop a relationship with a bank, learn its procedures and document them.

Bank deposits may be taken to the bank after close or the following morning prior to opening. It is up to the Franchisee which time they view as more safe and secure for their location(s).

Bank deposits (At close, or the following morning):

* Prior to going to the bank, prepare the bank deposit at the store in the security of the office. Locking bank bags are preferred because they deter theft on the way to the bank. The Manager making the deposit is responsible for the day’s money.
* After the store is cleaned, all Team Members should leave together.
* The Manager must have the deposit concealed while exiting and go directly to their car and lock the door.
* The Manager making a night deposit must always have another person present.
* The accompanying car must not pull up to the deposit drop-off directly behind or directly in front of the car making the deposit. The accompanying car must be approximately 50-75ft away from the car making the deposit and arrive first to light up the deposit area.
* The person making the night deposit must drive to the bank in a car (not walking, riding a bike or motorcycle). Another Team Member must follow in a separate car.
* The Team Member making the deposit is watched from a distance by the second Team Member in the other car.
* When the deposit is dropped into the night depository, it must be double checked to ensure that the bag dropped. For safety reasons, take different routes to the bank when making deposits.

It is required that bank deposits are made nightly/daily unless the supervisor or FBL has approved alternate procedures. The bank has specific procedures for making nightly deposits. All management personnel who close the store must know the nightly deposit procedures. It is allowed and encouraged to make multiple deposits throughout the day on busier days.