Standard Operating Procedure (SOP)

Store Opening and Closing Security Protocols

Purpose: This SOP defines the **store opening and closing security protocols**, covering procedures for securing entrances and exits, verifying staff identities, activating and deactivating alarm systems, performing safety inspections, managing cash handling and deposits, ensuring proper lighting, and documenting security checks. The goal is to protect the store premises, inventory, staff, and customers by enforcing consistent and thorough security measures during opening and closing times.

Scope

This SOP applies to all employees responsible for opening or closing the store premises.

Responsibilities

- **Store Manager:** Oversees implementation and compliance with security protocols.
- **Key Holders/Authorized Staff:** Perform opening and closing procedures as outlined.
- **All Staff:** Report suspicious activity or security concerns immediately.

Protocols â€" Opening Procedures

1. **Arrival and Perimeter Check:**
   - Arrive at the designated time and park in well-lit, visible areas.
   - Visually inspect the perimeter for signs of forced entry or suspicious activity.
2. **Entrance Securing:**
   - Enter the premises with at least two authorized persons, if possible.
   - Do not unlock doors for unauthorized persons or unfamiliar staff.
3. **Alarm System Deactivation:**
   - Deactivate the alarm system immediately upon entry using authorized codes.
   - If the alarm was triggered unintentionally, follow notification protocols to inform security company/police.
4. **Interior Safety Inspection:**
   - Walk through all areas (including restrooms, storerooms, and emergency exits) to ensure no unauthorized individuals are present.
5. **Lighting and Security Cameras:**
   - Turn on sufficient lighting in all areas.
   - Verify that security cameras are operational and correctly positioned.
6. **Cash Handling and Registers:**
   - Prepare cash registers following store's cash handling procedures.
   - Document initial cash counts in the logbook.
7. **Opening Documentation:**
   - Complete the opening security checklist and note the time and names of staff present.

Protocols â€" Closing Procedures

1. **Notify Staff:**
   - Announce closing time and begin preparing the store for closing 30 minutes prior to official close.
2. **Cash Handling:**
   - Remove all cash from registers and follow deposit or safe storage procedures.
   - Record final cash counts and complete reconciliation paperwork.
3. **Safety Inspection:**
   - Check all areas to ensure no customers or unauthorized persons remain.
   - Inspect all doors, windows, and emergency exits for proper function and security.
4. **Deactivate Equipment/Lighting:**
   - Turn off non-essential lights and equipment.
   - Ensure exterior/security lighting is functional and remains on if required overnight.
5. **Securing Entrances and Exits:**
   - Lock all doors and set any physical security devices (bars, grilles, etc.).
6. **Alarm System Activation:**
   - Activate the alarm system as the final step before leaving.
   - Confirm the system is armed; wait for confirmation before exiting the premises.
7. **Closing Documentation:**

- Complete the closing security checklist and record the time and names of closing personnel.

Documentation and Record Keeping

Maintain up-to-date logs of daily opening and closing security checks, cash handling, and alarm activations/deactivations. The following table is suggested for documentation:

Date	Opening Staff	Opening Checklist Complete	Closing Staff	Closing Checklist Complete	Notes/Incidents
YYYY-MM-DD	Jane Smith	Yes	Bob Jones	Yes	None

Emergency/Security Issues

- Contact [Security Company Name/Number] or [Police Emergency Number] for any security incident.
- Report suspicious individuals or activity to management immediately.
- Document all incidents in the security log.

Review and Training

This SOP should be reviewed annually and whenever there are changes to store operations or security systems. All relevant staff must receive regular training on these protocols and updates.