

SOP: Retail Store Unlocking and Security Alarm Disarming

This SOP details the procedures for **retail store unlocking and security alarm disarming**, covering steps to securely unlock the store at opening, correctly disarm the security alarm system, verify store readiness for business, and ensure employee safety during these operations. It emphasizes strict adherence to security protocols, proper use of alarm codes, and verification of system status to prevent unauthorized access and maintain store security.

1. Purpose

To establish a standard and secure procedure for unlocking the retail store and disarming the security alarm at the beginning of each business day.

2. Scope

This procedure applies to all employees authorized to open the store and handle security systems.

3. Responsibilities

- Authorized staff must follow this SOP without deviation.
- Store Manager ensures all authorized staff are trained on alarm and unlocking procedures.
- Any security incidents or anomalies are reported immediately.

4. Required Materials

- Store keys and/or access card/fob
- Valid security alarm disarm code
- Personal communication device (phone/radio)

5. Procedure: Store Unlocking & Alarm Disarming

- 1. Arrive at the Store**
 - Arrive at the scheduled opening time.
 - Park in a well-lit area and assess surroundings for unusual activity.
- 2. Visual Check**
 - Walk around the exterior of the store to check for signs of forced entry or tampering.
 - If anything is suspicious, **do not enter** and contact store management and/or security services immediately.
- 3. Unlock the Main Entrance**
 - Unlock the main door using the assigned key or access device.
- 4. Enter the Premises and Lock Door Behind**
 - Enter quickly and lock the door behind you to prevent unauthorized entry during the alarm disarming process.
- 5. Alarm Disarming**
 - Proceed immediately to the alarm control panel (located *specify location*).
 - Key in your assigned security code to disarm the system within the established entry delay window (typically 30-60 seconds).
 - Watch for visible confirmation (indicator light, display, or audible signal) that the alarm is disarmed.
 - If alarm fails to disarm, remain calm-call the security monitoring company using the emergency procedures, and provide identification.
- 6. Alarm Panel/Status Verification**
 - Double-check the alarm panel status to confirm the system is disarmed and all zones are secure.
- 7. Internal Safety Check**
 - Turn on lights and walk through the store to ensure no one is present and all is in order.
 - If any anomaly is found, call for assistance and do not proceed alone.
- 8. Unlock Additional Entry Points (if applicable)**
 - Unlock other designated doors when safe and appropriate to allow authorized staff entry.
- 9. Prepare Store for Business**
 - Continue with standard store opening procedures.

6. Emergency Procedures

- If you detect unauthorized entry or emergency, **exit immediately and call 911**.
- If alarm sounds unexpectedly, call the monitoring company and identify yourself with store credentials.

7. Documentation & Incident Reporting

- Log all store openings in the opening logbook (paper or digital).
- Report any security irregularities or failed disarm attempts to the Store Manager and Security Provider.

8. Security & Confidentiality

- Alarm codes and keys must not be shared or written down in unsecured locations.
- Change access codes immediately if compromise is suspected.

9. Revision History

Date	Version	Description
2024-06-01	1.0	Initial SOP Release