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MORE



SECURE SHOPPING

safety tips

..... and

INFORMED
CUSTOMERS



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   www.crestcentre.co.za

Cnr Beyers Naudé Dr & Weltevreden Rd, Cresta, Randburg


CRESTA
SHOPPING CENTRE



WHEN PARKING

- Ensure that your car is locked by physically checking before leaving it. Criminals use remote jamming devices to interfere with your vehicle's remote control so that it cannot lock your vehicle doors.



SECURING YOUR BELONGINGS

- When shopping, do not leave your bag or valuables (e.g. cellphones) unattended.
- When trying on clothes, make sure your belongings are secure.
- Do not leave valuables such as cellphones, tablets or laptops in plain view in your motor vehicle when the vehicle is unattended and/or while driving.
- All handbags must either be placed in the boot of the car or under your seat, but never on a seat as this encourages smash and grabs.
- Ensure that you have control over your bags and valuables at all times, and when paying for goods or processing money at a bank make sure that you do not place your bag on a counter and leave it unattended. Be aware of strangers who may try to distract you.



SHOPPING WITH CHILDREN

- Know where your children are at all times.
- Make it a rule that your children must ask permission or check in with you before going anywhere. Give your children your work and cellphone numbers so they can reach you at all times.
- Point out safe places. Show your children safe places to play, safe roads and paths to take, and safe places to go if there's trouble. When inside the mall, point out a safe place to your child in case you get separated.
- Teach children to trust their instincts. Explain that if they ever feel scared or uncomfortable, they should get away as fast as they can and tell an adult. Tell them that sometimes adults they know may make them feel uncomfortable, and they should still get away as fast as possible and tell another adult what happened. Reassure children that you will help them when they need it.
- Teach your children to be assertive. Make sure they know that it's okay to say no to an adult and to run away from adults in dangerous situations.
- Encourage your children to play with others. There's safety in numbers!
- Always escort your child to the bathroom. Children should never be left unattended in a public restroom.
- Never use a video arcade or toy store as a babysitter – predators are on the prowl for unattended children.
- Shop with another adult so you can take turns browsing and minding the children.
- Keep children close by at all times, and do not let them wander around unsupervised.
- Point out security guards so your children know where to go for help if they get lost.
- When you have to wait in line, give your children a book, toy or snack to keep them occupied.



ESCALATOR SAFETY

- Lift toddlers on and off the step. Shoes and boots with soft rubber soles have been known to slip into cracks between steps and the escalator wall, so try to keep those little feet planted firmly on the step.
- When you're shopping with a child in a stroller, always use the elevator. Escalator steps aren't wide enough to accommodate a stroller, so its weight may not be evenly balanced on the steps. If the stroller tips over, you and your baby could take a nasty tumble. The stroller may also block your view of the bottom of the escalator, increasing your odds of tripping. The people behind you can also bump into you if you don't get off fast enough.
- Make sure your child does not lean on the handrail – the excess weight can slow the whole stairway down and throw riders off balance.
- If your child does tumble or get caught, there are emergency stop buttons on every escalator, usually near the bottom but sometimes alongside the stairs. Take a moment to locate them before you get on.



BE ALERT WHEN DRAWING MONEY

When drawing money from ATMs:

- Scan the area for suspicious activity/people before approaching the ATM.
- Remain aware of your surroundings and do not allow anyone to distract you while doing your transactions.
- Use ATMs that you are familiar with and that are situated in well-lit areas where you are visible and safe.
- Have your card ready in your hand before you approach the ATM to avoid opening your handbag/purse/wallet while waiting in the queue.
- Be cautious of strangers trying to help you as they could be trying to distract you to get your card or PIN details.
- Never accept help from anyone at the ATM.
- Don't force your card into the slot as it might have been tampered with.



AVOID FALLING VICTIM TO CARD SKIMMING

- Never let your card out of sight when making payments. Always follow your card with your eyes.
- Immediately go to your bank and report any suspicious behaviour by persons to whom you have handed your card when making payments.
- Know what your ATM looks like so that you are able to notice any foreign objects attached to it.
- Don't force your card into the slot as it might have been tampered with.
- It is recommended to register for Notify Me SMS alerts at your personal bank.
- Shield the keypad when entering your PIN.



WHEN DRAWING LARGE AMOUNTS OF MONEY FROM YOUR BANK

- Make sure you have made security arrangements.
- Be aware of suspicious people/vehicles while en route from and to the bank. Be aware of suspicious persons in the banking queue that break out of the queue and keep falling in at the rear.
- Do not advertise that you are going to the bank. Vary your routine in terms of routes and banking days.



PROTECT YOUR INFORMATION

- Protect your ATM PIN number.
- Do not use guessable PIN numbers, such as your birth date, and change it often.
- Memorise your PIN number and never write it down or share it with anyone.
- Don't let anyone stand too close to you in order to keep both your PIN and card safe.
- Shield the keypad when entering your PIN to ensure that no one can see it.
- Your PIN number is your personal key to secure banking and it is crucial to keep it that way.
- During busy seasons credit card fraud will increase.
- Sign your card as soon as you receive it.
- Never let your card out of your sight when paying for goods or services.
- Ensure that you get your own card back after every purchase.
- Review your account statements as soon as you receive them.
- Report lost or stolen cards immediately.



REPORT SUSPICIOUS BEHAVIOUR

- By reporting suspicious activity you can lower the risk of incidents.
- If you observe suspicious activity/persons, report it to the shopping centre security or SAPS immediately.



BE ALERT WHEN YOU LEAVE A SHOPPING CENTRE

- Common sense is always the best defence.
- Have your car keys in hand before you get to your car. When you return to your car, be aware of your surroundings.
- Let your family and friends know of your shopping plans and when you will be coming home.
- Beware of strangers approaching you for any reason. Any time of the year, con artists may try various methods to distract you.
- Keep all shopping parcels and other valuables out of sight.
- Be aware of occupied vehicles parked near your home – the occupants might be staking out the area.
- Don't approach your empty vehicle if a suspicious-looking person is hanging around in the vicinity.
- When leaving a shopping centre or any other public place, be alert and check to see if you are not being followed.
- If you suspect you are being followed, do not drive directly home but drive to the nearest police station.

CONTACT DETAILS

Centre Management: 011 678 5306

Security: 072 133 0516 (emergencies only)

SAPS: 10111