

Advice for retail businesses and shop workers on reporting violent crime

You **MUST** report **ALL** incidents of violence and abuse to the Police.

Violence and abuse against staff is **NEVER ACCEPTABLE** and should not be tolerated.

WHEN TO CALL

Call 999 immediately if:

- it feels like the situation could get **heated or violent**
- the crime is in **progress**
- someone is in **immediate danger**
- you need **help right away**.

WHAT TO SAY

Speak **slowly and clearly**:

Give your location; name of business, address & postcode.

Describe what is happening and tell the call handler if:

- violence has been used or threatened
- there is an immediate risk
- the suspect is still at the scene
- weapons have been seen or threatened
- there are any injuries.

Non-emergency - Report it online or call 101

To report a crime that does not require an emergency response go to the website of your local police force or call **101**.

If you want to report a crime anonymously call CrimeStoppers on 0800 555 111 or you can report it anonymously online with CrimeStoppers:

<https://crimestoppers-uk.org/give-information>

