

# DOES YOUR BUSINESS DEAL IN FAMILY GOLD?



## HELP US TO:

- Prevent and detect family gold burglary in your area
- Prevent you from buying stolen jewellery
- Prevent your customers from having their jewellery stolen
- Protect your reputation

Dear business owner,

Please find below our top tips on how to protect your store, identify stolen jewellery, and advise your customers to protect their gold.

## IDENTIFY STOLEN JEWELLERY AND TAKE APPROPRIATE ACTION

- Always ask for identification before you buy jewellery from anyone, and keep a written record of anyone you deal with; as well as ensuring any personal details are kept safe and secure from other customers.
- Always ask where the seller got the jewellery from, and ask for proof of purchase or ownership. Do not buy it if you think it may be stolen.
- Ensure your business insurance is up to date; keep a written record and take photographs of all jewellery in your store in case of a robbery. This will help the police and will support any insurance claim that you make.
- Invest in a good quality CCTV system to help the police identify criminals. Display signs in your window to say that CCTV is in operation; this may deter criminals from entering your shop.
- Invest in a monitored alarm system as this will protect your shop and the valuables within
- Always work with the police to identify stolen jewellery - it often has great sentimental value to the families it was stolen from.

- Call the police on **101** to report anyone that you believe to be in possession of stolen jewellery, or dial **999** if the person is still in your shop if it is safe to do so.
- Ensure that you comply with Trading Standards legislation in respect of buying and selling precious metals (including gold, silver, platinum and palladium). This is a legal requirement. For further information visit [www.tradingstandards.uk](http://www.tradingstandards.uk)

## ENSURING YOUR CUSTOMERS STAY SAFE

- Burglaries can happen around religious or cultural festivals, weddings and special occasions, so be extra careful around these times and advise your customers to do the same.
- Advise customers not to advertise that they are attending functions or going on holiday and to be very careful about sharing information on social media.
- Advise them to be discrete when wearing jewellery in public to avoid attracting unwanted attention.
- If they own special occasion jewellery and other valuables, then ensure these are kept in a safe deposit box. If they choose to keep it at home, advise them to invest in a good quality safe. They should never leave jewellery or other valuables on display.
- Advise customers to invest in a good quality alarm system, and consider a CCTV system if they do choose to keep jewellery and other valuables at home.
- Make sure their insurance is up to date and keep a written record of all their jewellery. Take photographs for insurance and recovery purposes – keep these in a safe place, and not with their jewellery.
- Advise them to properly mark their jewellery with an appropriate product for use on jewellery. Any jewellery with a unique serial number can be registered for free at [www.immobilise.com](http://www.immobilise.com)

## FURTHER INFORMATION

- If you have any information on who is committing crime in your area, please contact the Greater Manchester Police on **101** or via the new LiveChat function on the GMP website.
- For detailed security advice on CCTV, monitored alarms or home security, please visit [www.gmp.police.uk](http://www.gmp.police.uk)
- If you wish to remain anonymous, please contact the independent charity Crimestoppers on **0800 555 111**. You will not have to give your name. Alternatively, you can use their Anonymous Online Reporting form at [www.crimestoppers-uk.org](http://www.crimestoppers-uk.org)



**GREATER MANCHESTER**  
**POLICE**

