



Retail Security Policy

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Retail Security Policy

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1.0 Introduction

1. Based on the Security of People and Assets (SP&A) Process and Procedures, Astron Energy has developed this Retail Security Policy aimed at minimising the risk of crime to its Branded Retail network. The objective is to deter criminals from targeting our Branded Retail network and to reduce the impact of criminal incidents at our Branded Retail services stations in Southern Africa. The overall goal is to create a safe and secure environment for business operations.
2. To achieve this, Retailers are required to implement minimum security countermeasures and industry best practices.
3. Retailers are required to perform an annual self-assessment to determine their compliance with these minimum security standards and to determine whether existing countermeasures meet the intent of the guidance or if additional countermeasures need to be implemented.
4. Astron Energy may verify compliance against these standards during periodic Risk Assessments in accordance with the risk ranking of the service station.

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2.0 Minimum Standards Policy

2.1 Cash Management

All retailers are required to institute cash management processes that, at a minimum, include the following:

Limiting the amount of cash held in cash registers/point of sale devices to the minimum required for the site's operational effectiveness and to drop the excess cash into a Cash Management System (CMS) which complies with Astron Energy's 2.3.1 Cash Safes standards as set out below in this Policy. The amount of cash per till shall not exceed R1,500. Any exception to this limit must be requested in writing from the appropriate Astron Energy/Branded Marketer sales manager. Exceptions may be granted in circumstances where Retailers have high cash intakes during peak business hours (06h00 – 20h00).

- However, the maximum cash per till shall not exceed R2,500 during these peak hours. Where Retailers have large amounts of cash intake during busy time periods, appropriate mitigation measures must be applied.
- The keys to the CMS/cash drop safe must not be kept on the site or handled by the retailer or staff. Signage to this effect shall be visibly displayed inside and outside the shop/facility.
- No cash or valuables shall be kept in a back-office safe, except coins.

2.2 Cash-In-Transit (CIT)

- Retailers and their staff are not allowed to do self-banking.
- Retailers must make use of reputable CIT companies that comply to our minimum standards below.
- The service station must have regular CIT collections at random times.

Minimum standards include the following:

- CIT vehicle must have no less than three (3) guards.
- Guards must be suitably trained and armed.
- Vehicle must be an industry standard armored vehicle.
- All guards must wear protective body armor.
- The company must be registered with PSIRA (Private Security Industry Regulatory Authority).
- The company must have Fidelity and Public Liability Insurance.
- In the event that the service station does not have a separate adjacent room and CIT guards are required to enter the store:
- The retailer must perform a documented risk assessment to establish whether the

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collection can only commence once the last customer has left the store or

- whether to commence the collection with the customers in-store, with the doors shut.
- In either instance, the store's doors must be closed.
- The Retailer must ensure that the keys to the safe are held by the CIT Company.

Exceptions may be granted in circumstances where there are no service providers who offer a service station CIT collection service with three guards. However, the Astron Energy/Branded Marketer Security Advisor must perform a risk assessment and appropriate risk mitigation measures may be necessary to reduce the residual risk.

For Higher Risk Sites as determined by the risk assessment conducted by the Astron Energy/Branded Marketer Security Advisor, further safeguards will be required:

- The collection must preferably be done outside the building, adjacent to the cashier area.
- The outside room must be fitted with a through-the-wall CMS, and the CIT company will also keep keys to the security door accessing the room.
- Staff members must be trained to be vigilant of their surroundings and to be able to spot suspicious individuals/cars on or near the site during/before CIT collections.
- CIT collections must take place every day (7 days a week) and at random times.
- The CIT collection van must park close to the entrance and must be backed up as close to the entrance door as possible.

2.3 Security Equipment

2.3.1 Cash Safes

Non-SABS categorised safes are vulnerable and most often targeted. Astron Energy recommends the latest electronic Cash Management Systems (CMS) which meet specifications to SABS Category 4 Standard.

Astron Energy has developed a set of standards for high-risk areas to which the CMS device **must comply**. These minimum standards include the following:

- Specifications to SABS Category that should withstand a violent attack of at least one hour.

Exceptions may be granted in circumstances where the service station is in a lower risk area and a risk assessment conducted by the Astron Energy/Branded Marketer Security Advisor concludes that the residual risk of a CMS attack is acceptably low.

- CMS devices utilizing bag cash holders are preferred over canisters.

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When selecting a CMS device, preference shall be given to devices which have the following capability:

- Specifications closest to SABS Category 4 standard.
- Two bank note validators.
- The CMS device should be installed as a “through the wall” safe with cashier deposits on the one side of the wall and cash collections on the other side.
- Devices using effective dye stain (cash degradation) technology which makes cash unusable.
- Early warning system & intrusion detection system.

Installation of CMS:

- The CMS device must be adequately secured to the floor and the wall;
- The CMS device should be out of sight of customers where practically possible, but close enough to the cashier.

2.3.2 CCTV Systems

- CCTV forms an integral part of the overall strategy to reduce risk to retail outlets and to offer a management tool to retailers that allows them to manage their businesses from a risk and customer service perspective.
- An effective CCTV system could be a useful tool to foil crime. The following must be considered when the purpose of each camera is analysed:
 - Detection (intrusion and movement)
 - Observation (actions or activities)
 - Recognition (people, items and equipment)
 - Identification (facial pictures and car registration numbers)
- Astron Energy has established the following minimum standards and technical specifications with which CCTV system installations must comply. They must:
 - be positioned to cover each point of sale,
 - cover the CMS, CIT point of service and ATMs,
 - be able to record registration numbers of vehicles entering the forecourt,
 - identify people entering the shop,
 - cover the forecourt and shop.
 - Systems must have a recording capacity of at least 30 (thirty) days. In the event of an incident, the footage must be stored separately.
 - The system must allow off-site monitoring.
 - Visible signage must indicate the use of CCTV on site.
 - Regular inspections and maintenance must be conducted on the following:
 - Picture quality and focus
 - Dirty lenses



2.3.3 ATMs

Astron Energy has established the following standards for ATM installation at Astron Energy's Branded Retail service stations;

- an Astron Energy/Branded Marketer Security Advisor must be requested to review the site plans for the proposed ATM installation inside or outside the shop, before the ATM can be installed.
- Safe specification - minimum CAT 4.
- The safe must be equipped with dye stain technology;
- Visible signage must indicate the use of dye stain.
- ATMs must be replenished by a reputable security company that meets the industry standards.
- Self-loading ATMs are not allowed.

Exceptions may be granted in circumstances where a risk assessment has been conducted by the Astron Energy/Branded Marketer Security Advisor and appropriate risk mitigation measures are applied to lower the residual risk.

For Higher Risk sites, further safeguards are required:

- An Astron Energy/Branded Marketer Security Advisor must conduct an on-site risk assessment of the proposed ATM installation inside or outside the shop, before the ATM can be installed.
- The erection of a fence or enclosure around the ATM to minimize the risk of card theft and card scamming by allowing only one customer at the ATM at a time.
- The fitment of remotely operated roller shutters that close after hours.
- The fitment of tamper sensors/alarms/CCTV cameras.
- The safe must be equipped with dye stain technology.

3.0 Change in Risk Level

Should the risk level change due to increased/repeated robberies or safe attacks, the Retailer or Territory Manager/Business Consultant must request a Security risk assessment and apply further mitigation actions if appropriate, e.g. fencing, additional lighting, Bullet Resistant Glass (BRG) enclosure, etc. BRG enclosure requests will require a Security risk assessment by the appropriate Area Security Advisor.

4.0 Signage

Adequate security signage must be visibly displayed inside and outside the site buildings.

5.0 Training

Retailers are responsible for developing a security plan/strategy for the site and train their staff regarding its implementation and their responsibilities. All staff on site must undergo training on robbery prevention and what to do during and after a robbery.



6.0 Fire-arms

Astron Energy has a 'no-firearm on site' policy, thus no security staff at Astron Energy's Branded Retail service stations should be armed. This eliminates the risk of security staff being targeted for their firearms.

7.0 Incident Reporting

Astron Energy requires that all criminal incidents occurring at retail outlets must be reported to Astron Energy:

- within 24 hours, for lower impact incidents,
- and within 2 hours, for higher impact incidents, for example, incidents resulting in fatalities, that attract significant media interest or that may have a detrimental effect on the company's reputation or brand image.

Incidents that are required to be reported include fatalities, armed robberies, hi-jacking, theft, CIT robbery, burglary, card fraud, assaults on staff and customers, vandalism and any damage to Astron Energy's Branded Retail Network property.

Security incidents must be reported via their Astron Energy point of contact representative or, where available, via the Astron Energy Security Share Point site.

8.0 Closing

This policy document contains minimum standards, which are intended to reduce the risk of crimes occurring at Astron Energy Branded Retail Network sites.

By implementing this policy at all Astron Energy Branded Retail Network outlets, a uniform security standard will be achieved that will assist in establishing a safer and more secure environment at all our service stations, reducing the risks to which these sites are exposed. Astron Energy/Branded Marketer Security Advisors may perform unannounced random inspections of sites to ensure compliance with these minimum standards.

This Retail Security Policy is incorporated by reference into the Astron Energy Manual and forms part of the Retailers' Franchise Agreement. Any breach of this Retail Security Policy, its Minimum Standards or an approved Astron Energy Security Risk Assessment shall be deemed a breach of the Astron Energy Manual and the Retailers' Franchise Agreement. For the sake of clarity, it is recorded that the "Astron Energy Manual" means any manuals, rules or policies published by or on behalf of Astron Energy in hard copy and/or electronically from time to time, setting out standards, including performance standards, minimum performance requirements and procedures concerning the Astron Energy Franchise System, the Business System and Astron Energy Intellectual Property and the imparting of Know-how including, but not limited to, the Retail Outlet Standards Manual, the Environmental Health and Safety Book of Rules, the Retail Security Policy, the Uniform Policy and the Presentation Policy.

