

BEST PRACTICES FOR KETTLE SECURITY

Kettle Safety/Security

The Salvation Army takes the safety and security of its kettle workers (bell ringers) and donations seriously. Therefore, numerous steps are taken to ensure overall security of the program:

- Each kettle should be securely fastened to a heavy iron stand with a padlock and chain.
- Whenever possible, kettle workers (bell ringers) should transport, pick up and drop off kettles in pairs to ensure the safety and security of themselves and the kettles.
- If a kettle worker (bell ringer) is approached by someone intending to steal money or otherwise accosted, they should seek a safe location and call for help.
- During a regular shift while a kettle worker (bell ringer) is on duty, it is their responsibility to oversee donations, meaning they should never leave the kettle unattended. If a worker needs to excuse themselves, they must coordinate with their supervisor to ensure that an appropriate person is attending the kettle in their absence.
- Kettle workers (bell ringers) are to refrain from handling cash or other donations in the kettles.

Preplanning

- For any part of money handling, transfer, or counting, where possible, use a bonded security or money handling company to pick up, process or transfer kettle revenue
- Plan your pickup routes and loading/transfer points in advance to identify potential pitfalls
- Use local mall security to review your pickup procedure. They might be able to identify best parking spot, route to pick up, possibly even accompany volunteer to kettle

Volunteer Drivers

- Plan well in advance to find proper volunteer personnel
- Approach local colleges or security training schools to volunteer
- Police Checks should be part of the screening process
- Volunteers should never use personal vehicles for pickups

General Security at the Kettle

- Kettle should be located in a high traffic area and within visual range of store office or customer service
- Consider supplying an emergency whistle as part of the kettle materials
- Use a Permanent Badge ID style to reduce the potential for fraudulent ID
- Use Daily Passwords for Bell Ringer relief and end of day pickup

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Transferring Kettle Revenue from Store to Vehicles

- If possible, schedule 3 people per route – one to remain in vehicle, two to pick up kettle
- Minimum is to travel in pairs
- Park vehicle in well-lit area as close to store entry as possible without violating no parking zone laws
- Walk directly to the kettle location with purpose
- Identify yourself to the Kettle Volunteer or store staff with proper BADGE ID
- Complete transfer of store kettle to nondescript bag
- Return to vehicle as quickly as possible without drawing attention

Transferring Kettle Revenue from Vehicles to Building

- Prior to arriving at Army money building, establish communication with kettle reception to verify someone is available to let you in
- If no answer, circle the neighborhood and keep calling
- When communication is established, proceed to the designated parking area
- Visually confirm no suspicious activity in area
- Visually confirm receiver at the door
- Transfer kettles to building

The receiving building

- Must be Salvation Army property
- All doors locked with only Army personnel holding building keys
- Must have well lit parking and entry to building
- Clearly visible to passing police
- Ensure nobody can see inside the counting room from the outside
- If storing cash on property, follow Territorial policy for safe/vault requirements
- Money must be deposited to banks within 24 hours

Transferring Kettle Revenue to bank

- Avoid use of Army branded vehicles
- Use nondescript bags to transfer from vault to waiting vehicle
- Follow Territorial/Divisional Guidelines for safe handling of cash
- Use your local Police Department
- Once you have established your location, routes, policies and procedures, contact your local Police Community Services Officer and set up a meeting to review everything. Their involvement is invaluable!