

Health & Fitness Clubs



Reducing crime through partnership and prevention



There are many incidents of gyms being targeted by individuals and criminal enterprises.

Most gym thefts are targeted towards high value items such as watches, jewellery and bank cards, which are later used to commit fraud.

The impact of these crimes can lead to operational disruption, reputational damage and can impact upon customer confidence.

This guide has been produced in conjunction with UK Active.

What's in this guide

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TOP TIPS

- Upgrade locker security and maintain security barriers
- Encourage members not to bring high value items to the gym
- Encourage staff to be vigilant and to conduct regular checks of changing rooms and locker areas
- Ask for photographic ID for trial membership

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Lockers

Gym locker crime is a common occurrence, with criminals targeting small, high value items. Security camera systems cannot be set up in locker rooms so what can gym owners do to reduce thefts from lockers?



Upgrading Lockers

Upgrading to stronger more robust lockers is a good way to protect customers belongings. Where padlocks are used to lock lockers, ensure they are harder to force open, by using closed shackle padlocks, which meet European Standard EN12320. The police recommend Secured By Design products, which have been rigorously tested.



Locker Position

We recommend positioning lockers in view of the reception desk wherever possible. Members can change in the designated male/female changing room and once changed bring their items to the lockers, where staff can more easily keep an eye on them.



Leave valuables at home

A simple way of reducing crime at your gym is where possible ask members to leave valuable items at home. It is accepted that this isn't always easy or practical with many people going to the gym on their way to or from work. People that aren't in that situation probably don't have to bring a smartphone, credit cards, cash, expensive watches or jewellery.

Advise members to leave items at home and only bring essential items.



Staff Awareness

Staff should be aware of thefts taking place within locker rooms. Thieves do not want to be disturbed, a simple solution is to task staff with conducting regular checks of the locker rooms, perhaps keeping a log of times they have done checks.

Staff should be encouraged to look for suspicious activity. If word gets out that a particular gym suffers from thefts, customers will simply go to another gym, where they feel safe.

Keeping the locker rooms tidy, shows potential thieves that the spaces are well maintained and therefore regularly attended by staff members.

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Trial Memberships

Some gyms allow trial memberships or day passes. Potential members sign up online with an email address, contact number, name and address. This can be good for businesses as it attracts new members. Unfortunately, criminals and criminal gangs give false details, in order to obtain a gym pass, using the same method.



Gym Thefts

Criminals applying for trial memberships are responsible for almost all gym thefts reported in the City of London. Genuine customers will not object to bringing photographic ID, criminals however, really do not want anyone to have their photographs, so this will put off a large number of potential thieves.



Photographic ID

A simple way of verifying potential members is to ask them to bring photographic ID, such as a driving licence or passport with them on the day of the trial membership.



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Always Report Crimes to the Police

Always report crime to police. This allows police to capture the data and understand the full scale of the crime, which in turn informs their resources and tactics to tackle it.



When a crime is taking place, dial 999 in an emergency.



You can also report to the Police on 101 or alternatively, you can report online at www.police.uk



Helpful resources

Police recommended security products can be found at www.securedbydesign.com

