MERCHANT PUBLIC SAFETY TIPS

OCTOBER 2026

MAIN STREET HANOVER

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SAFETY INSIDE & OUTSIDE OF YOUR BUSINESS

PEDESTRIAN SAFETY:

- Ensure the outside of your business is safe by keeping the walkway and entrance to your business clear of debris and potential hazards.
- While sandwich boards and street level marketing can be effective in attracting potential customers, be sure it doesn't create potential tripping hazards or impede pedestrians, including those in wheelchairs or with strollers, who may need a wider path
- For those with a trench drain cover in the sidewalk in front of your business, the property owner (you or your landlord) is responsible for their maintenance. If left unrepaired, they can cause a serious injury hazard for which the property owner is responsible. The town of Hanover can also impose fines. This not only eliminates a potential tripping hazard, but it also makes the exterior more welcoming.

STOREFRONT:

- Properly merchandise your storefront windows to represent your brand and your merchandise without blocking sight lines. If your windows are too full, people cannot see in. Should an incident arise, pedestrians and reporting police officers may not be able to assess the situation.
- Putting your most desirable items in the window might be the best way to get customers in the store, but make sure to take them off display in the front window when closed. A criminal could see an opportunity to make a quick break-in and steal an expensive item on display in the window front
- Camera systems are now much more affordable in today's market and allow 24/7 access through a smartphone or computer. They allow you to monitor what is happening in and around your store. Some can even be set up to alert you when someone comes within close proximity of the camera sensor. They can act as a deterrent and be used for evidence should a crime be committed
- Lighting can be a very important part of your exterior safety in addition to making your storefront more welcoming and accessible. Some indiviuals may have a vision or mobility impairment that requires adequate lighting to ensure safety while walking around and shopping. Good lighting can also make your store more inviting and can better advertise what you are selling

KNOW YOUR NEIGHBORS AND YOUR SURROUNDINGS:

Knowing the neighboring business owners around you allows you to better keep an eye out for suspicious activity. You can get to know one another's schedule and recognize if something happening is expected or out of the ordinary. It creates an informal community watch among these around you.

LOITERING & UNHOUSED INDIVIDUALS

When dealing with those loitering or potentially homeless, it can be a tough decision to know when it is appropriate to call the police. A good rule of thumb is to go off instinct. When something seems to be beyond your control and an initial confrontation escalates to a point of feeling unsafe, that would be an appropriate time to call the police.

THE HANOVER BOROUGH POLICE DEPARTMENT

Working with your local police department can keep you updated with important information. With the CRIMEWATCH website and app, you can stay up to date with what is happening around you and make necessary adjustments if needed. It will give you up-to date information regarding arrests and incidents in your area that can keep you safe. It also allows you to submit an anonymous tip regarding suspicious, nuisance, and criminal activity.

FOR EMERGENCIES OR INCIDENTS HAPPENING IN PROGRESS: CALL 911

FOR NON-EMERGENCY INCIDENTS THAT ARE NOT CURRENTLY IN PROGRESS: CALL 717-637-5575

Website: hanover-police.org
Address: 44 Frederick St, Hanover, PA 17331

If you have security cameras at your business, you can register them with the Hanover Borough Police Department, which lets them know where they could potentially find cameras that can aid with active investigations and deter crime

Meet Chief Joseph J. Bunty Jr.

Chief Bunty is a lifelong Hanover native and Delone Catholic High School graduate who has dedicated his career to serving his community.

After serving four years in the United States Army and three years in the Pennsylvania Army National Guard, Chief Bunty began his law enforcement career with the Hanover Borough Police Department in May 1999. He was promoted to Sergeant in 2009 and Lieutenant in 2016.

On February 18, 2026, Chief Bunty was sworn in as Chief of Police, succeeding retired Chief Chad Martin. Today, he leads a department of 25 officers and support personnel, continuing his longstanding commitment to keeping Hanover safe and connected.

MAIN STREET HANOVER

THEFT PREVENTION TIPS

Theft is a costly expense to downtown businesses that cannot always be easily recovered. When a theft occurs it is unlikely that police will be able to respond in time to catch the suspect in the act. Fortunately there are steps that merchants can take to significantly reduce the amount of theft that ocurrs in their establishments.

CUSTOMER ENGAGEMENT:

Greeting everyone that enters the establishment is not only great customer service, it is an excellent deterrent on theft. A criminal is less likely to commit a theft if they know that you could potentially identify them later.

Strong Relationships with customers will deter theft. The better you know your customers ,the less likely they are to steal from you. Also, well known customers will be more likely to report suspicious behaviors to you

SECURITY SYSTEMS:

Anti-Theft tags will alert you when merchandise is being removed, and security cameras will provide critical evidence for identifying and convicting a thief. Just the presence of a security system may be enough to deter would-be criminals.

Entry buzzers are an excellent and inexpensive way to protect yourself. It alerts employees that someone has entered a store, and prevents a thief from sneaking in and out with merchandise.

ENVIROMENTAL DESIGN:

Keep Windows and Entrances Clear. Creating visibility from the street creates the possibility for more witnesses and deters thieves.

Exterior Lighting will further enhance visibility, discouraging a thief from targeting your business.

Placement of Check Outs near the exit will enable staff to greet every customer and create a clear line of sight between potential thieves and the exit. It is also a good practice to keep the more expensive items behind the checkout counter within sight of staff at all times.

Dressing Rooms provide a discreet environment for theft to occur. Keep dressing rooms locked and require customers to request use to deter possible theft.

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MERCHANT AND POTENTIAL PATRON INTERACTIONS

In this safety packet, you will find examples of common situations between merchants and potential patrons, and how to handle common but sometimes awkward interactions. While this sheet uses a cafe as an example, these interaction examples can easily be tweaked to fit any downtown business. The following are various scenarios that commonly occur in cafes and when serving the public. Our policies on these situations are stated along with an example of what you might say to address the situation.

NONPAYING:

After welcoming a customer, they should make a purchase within 15 minutes. If they have no apparent or declared reason to wait longer than that amount of time to become a paying customer, they may be respectfully asked to leave.

Here's a script to help you politely ask a guest to make a purchase or to leave:

Good [morning/afternoon]. Just checking in-if you need more time, no problem at all. We do ask that guests make a purchase within about 15 minutes. If you're waiting for someone or need more time, Just let us know. Otherwise, if today's not the day, no worries, and we hope to see you again soon!

SOLICITING:

No soliciting of any kind is allowed inside the cafe or at the outdoor tables. This includes political, business, surveying, or any other forms of solicitation. Guests engaging in these activities will be politely asked to stop, as we maintain a strict "no soliciting" policy to ensure a comfortable environment for everyone.

Here's a script to help you politely ask someone to stop soliciting:

Hi there! I Just wanted to kindly remind you that we have a no-soliciting policy here, which includes things like political discussions, business promotions, or surveys. We try to keep things comfortable and relaxed for everyone. I'd really appreciate it if you could stop. Thanks so much for understanding!

ASKING OTHERS FOR MONEY OR FOOD:

We have a firm policy that it is unacceptable to engage in requesting money or free food from other customers, whether inside the cafe or outside near the patio tables.

Here's a script to help you tell someone to stop asking for food or money:

Hey, I just want to let you know that we have a firm policy againt asking others for food or money, whether you're inside or on the sidewalk. We try to keep things comfortable for everyone, so I'd appreciate if you could stop.

MAKING ROOM DURING BUSY TIMES:

During busy times, when seating is difficult to find, customers who have been present for more than an hour, without purchasing something recently, may be asked to kindly move and make space to welcome newly arriving guests.

Here's a script to help you politely ask a guest to make some space:

Hi there! We've had a lot of guests come in, and seating has become a bit limited. Since you've been here for a while, would you mind making space by moving to the bar areas? We really appreciate your understanding. Thank you!

RESTROOMS FOR CUSTOMERS ONLY:

The restrooms in the cafes are for customers. Do not share the entry code if the person requesting it is not a paying customer. If they are clearly in distress, elderly or a child, it is encouraged to share the code regardless of whether they've made a purchase or not.

Here's a script to help you politely share that our restrooms are for customers only:

Hi! Just a heads up, our restrooms are for customers, so we can't share the code unless you've made a purchase. Thanks for understanding.

EXCESSIVE BELONGINGS:

Customers may be limited on the amount of personal belongings they bring into the cafe. Bringing more than a backpack or bags that can be stored under the table they are sitting at should be diverted to remaining outside.

Here's a script to help you politely ask a guest to leave items:

Hi there! Just a quick heads-up, we ask that any extra bags beyond a backpack or what fits under your table be kept outside. Thanks so much for helping keep the cafe tidy.

DISTURBING THE PEACE OR MAKING OTHERS UMCOMFORTABLE:

Guests who are disturbing otthers, making anyone feel uncomfortable, being extraordinarily loud, playing their phone or computer audio without headphones. the source of unpleasant odors, making unprofessional comments or glances, and generally disturbing the peace and enjoyment of others are to be respectfully asked to refrain from those actions or leave.

Here's a script to help you politely ask a guest to refrain from certain activities:

Hi there. We've notcied that {specific action} is affecting the comfort of our {team or guests}. Could you please adjust so everyone can enjoy their time here? I fnot, we may need to ask you to leave. Thanks so much for understanding!

PETS IN THE CAFE:

Guests who bring their pets into the cafe should do so only to place their order and should then be asked to wait by the door or outside. Service animals are permitted in the cafe unless they are disruptive.

Here's a script to help you politely ask a guest to keep their pet outdoors:

Hi there, your pet is adorable but our cafe policy is to keep pets outside the dining area to maintain food saftey standards. Would you mind taking your furry friend outside to wait? we'll bring your order out as quickly as we can. Thank you for undertsanding. If they say it's a service animal you should respond with "okay, thank you for letting me know. If it remains by your side and is a certified service animal, it is fine to remain in the dining room.