



Robbery

In the event of a robbery:

KEEP CALM: Keep calm; let the suspect(s) know that you intend to cooperate.

COOPERATE: Obey all the suspects' demands. Keep all communications short and simple. Do not argue with the suspect(s).

GIVE: Give all the cash and merchandise that the suspect(s) demand.

OBSERVE: Be observant. Observe the suspect(s), including their clothing, voice, any visible tattoos or scars, their weapon, **escape vehicle & tag number** and direction of escape so that you can accurately provide that information to deputies later.

DON'T CHASE: Do not chase or follow the suspect(s).

LOCK UP: Lock the door and protect the crime scene until deputies arrive. Do not touch anything that the suspect(s) may have touched. Ask potential witnesses to remain on scene until the deputies arrive.

REPORT: Call 911 & immediately report the robbery to the police –
DO NOT hang up the phone until they arrive.

TRAINING: All employees should receive ***frequent*** training on what to do in the event of a robbery and how to properly handle money.

VIDEO: Ensure that the business's video security system is operable and recording. Know the system's write-over time and provide that to deputies when they arrive. Keep any user-manuals or video exporting instructions where deputies can access them.
***Camera placement and maintenance are key! Cameras should be placed so that close-up images are captured at the entrance door(s) and over the register. Images which capture suspects that are of poor quality or that are taken from such a distance that suspects are not identifiable are not always useful to a criminal investigation. Camera lenses should be cleaned regularly for optimal image clarity.**



Business Safety Information

Businesses spend billions of dollars on crime prevention devices and insurance annually. In order to fully optimize these investments, they have to utilize proper crime prevention techniques to help make the business less attractive to criminals.

Owners, management and employees should incorporate these basic steps into your daily business routine.

Owners/Management:

1. Carefully screen all employees before hiring them. Check references as thoroughly as possible.
2. Keep a minimum amount of money on hand.
3. If possible, make a bank deposit during the day rather than waiting until evening or the next morning. This will help keep the cash on hand to a minimum.
4. Train employees on security measures and cash handling policies.
5. Provide employees with a place to adequately secure their belongings (such as purse, wallet, keys, coat and other valuables items) during work hours.
6. Insure all doors and windows are sturdy, secure and have adequate locks.
7. Install adequate lighting inside and outside. Keep all shrubbery pruned to eliminate "hiding places". Remember burglars look for dark places or some form of cover. A well-lit property is less appealing.
8. Park Company vehicles away from the building at night where they do not block the view of entrances. If possible, park them in a well-lit area of the parking lot.
9. If the business is closed at night, keep an interior light on. Movement inside the building is more likely to be noticed when there is a light source.

Employees:

1. Keep your purse, wallet, keys and other valuables items with you at all times or locked in a drawer or closet.
2. Check the identity of any visitors who are in your office. Ask whom they are visiting and if you can help them find that person. If they make you uncomfortable, inform security or management.
3. Always let someone know if you are going to be working early or late.
4. Report any broken lights, dimly lit corridors, doors that do not lock properly or broken windows. Don't wait for someone else to do it.
5. Don't advertise your social life or vacation plans and those of your coworkers to people visiting or calling your place of work.



Robbery Prevention Checklist

	Yes	No		Yes	No	
			Store Entrance			Cashier Area
	<input type="checkbox"/>	<input type="checkbox"/>	Height markers on doors	<input type="checkbox"/>	<input type="checkbox"/>	Cashier station raised
	<input type="checkbox"/>	<input type="checkbox"/>	Proper security signage	<input type="checkbox"/>	<input type="checkbox"/>	Visible from exterior of store, not cluttered
	<input type="checkbox"/>	<input type="checkbox"/>	Door Buzzer or alarm	<input type="checkbox"/>	<input type="checkbox"/>	Secured with barrier or encasement
			Store Exterior			Store Interior
	<input type="checkbox"/>	<input type="checkbox"/>	Rear area secured with fence	<input type="checkbox"/>	<input type="checkbox"/>	Displays low/ convex mirrors in corners
	<input type="checkbox"/>	<input type="checkbox"/>	Dumpster enclosed and locked	<input type="checkbox"/>	<input type="checkbox"/>	Windows clear of clutter and advertisements
	<input type="checkbox"/>	<input type="checkbox"/>	Landscaping maintained and cut low	<input type="checkbox"/>	<input type="checkbox"/>	Rear doors locked
			Security Measures			Security Measures
	<input type="checkbox"/>	<input type="checkbox"/>	Security Cameras (proper locations)	<input type="checkbox"/>	<input type="checkbox"/>	Time lock safe, < \$50.00 in register
	<input type="checkbox"/>	<input type="checkbox"/>	Cameras recording/VCR concealed	<input type="checkbox"/>	<input type="checkbox"/>	Safe bolted to floor
	<input type="checkbox"/>	<input type="checkbox"/>	Panic Alarm in cashiers reach	<input type="checkbox"/>	<input type="checkbox"/>	Adequate lighting interior and exterior

Robbery Prevention at Work

Height markers – Place on entry door. Allows clerk or witness to get approx height of offender.

Proper Security Signage - Place on entry door or at cashier station; “Less than \$50 in register”, “Time lock safe”, “Video surveillance in use”, “No concealed weapons on premises” etc.

Door buzzer or alarm - Door alarm notifies employees when patrons enter and exit the store, door buzzer allows access control on night shift (if applicable).

Cashier station - Needs to be uncluttered and visible from exterior of store. If possible, secure cashier area with at least a mid high door with “Employees Only sign”. Keep emergency numbers posted beside the phone.

Store exterior - The rear area of the store should be secured with a fence to restrict access, escape routes, loitering and cut thru traffic. The dumpster should be enclosed on 4 sides with a fence and a locked gate. Trash runs should be done during daylight hours. Landscaping should be cut down to 3 feet high and maintained weekly.

Store Interior - Keep center aisle displays low with no stock on top to allow employees better surveillance of store, place convex mirrors in areas where concealment is likely (usually placed in upper right and left corners of the store). Keep the front windows clear of advertisements and banners, especially around cashier area. Keep the rear doors locked and install a convex peep hole if clerks have to use this door for trash runs .If possible, have another employee stand at the door while the other makes the trash run. Remember, there is safety in numbers. Walk in cooler should be locked and secured when not in use (if applicable).

Security Measures - Make sure security cameras are properly positioned and in the correct places (interior - cashier area, front entrance; exterior – perimeter of store (especially rear door area) and dumpster area. Store activity should be recorded at all times and recording equipment should be in an inconspicuous area (back room, office). Place a “dummy VCR” with a blank tape in it at the cashier station in the event of the suspects wanting the surveillance tape. Make sure the panic alarm is within the cashiers reach and train all employees how and when to use it. The safe should operate on a time lock and be bolted to the floor. All large bills should be dropped and money should be counted in a secured area.

Training - All employees should receive training on what to do in the event of a robbery and how to properly handle money. Always cooperate and do what your told, don't try to fight and be a hero. Research has shown that armed robbery suspects prefer that the clerk give up the money immediately, keep their hands in site, **don't resist**, make no sudden moves, don't talk and don't stare. Having good security cameras will assist the police in getting an accurate description of the offender. Digital Video Recording systems are preferred.

Customer Service- Make an effort to greet everyone who comes into the store and make good eye contact. Be cognizant of who is in the store and stay alert at all times. Any suspicious activities like loitering around the dressing rooms, cashier station(s) or in common areas with no purpose should be reported to your manager, security or the police immediately. It also helps to bring attention to these subjects which lets them know they are being watched. Potential robbers will often “shop” until other customers leave the premises.

Opening and Closing Checklist- Have an opening and closing checklist which must be completed every day before the store opens and each night when the store closes. All dressing rooms, back areas, employee break areas and bathrooms should be checked and cleared before the store opens and closes. **There should be at least 2 if not 3 employees opening and closing the store each day.**

Bank Deposits- Bank deposits should be handled and picked up by an Armored Car Service. If this isn't possible or company policy is different, take a second person along with you. Making more frequent smaller deposits throughout the day may not be as convenient, but in the event of a robbery, your cash loss will be less. **Never take the bank deposit with you after closing.** Closing time is prime time for robbery due to the lack of potential witnesses and knowledge of large amounts of money for the final bank deposit (especially during the winter holiday seasons). Establish a protocol for making bank deposits during the afternoon hours but don't get into a “routine” time or route of travel to the bank .Vary times and routes you take to the bank. **Also, the bank deposit bag should be carried in an inconspicuous manner (placed in another shopping or duffle bag), change these on a daily basis.**