

# REDUCING THE LIKELIHOOD OF VIOLENCE

Usually, robbers simply want to take valuables or cash and rarely become violent. **DON'T BE A HERO.** The safety of you and your co-workers is more important than money or property.

Below are some tips to reduce the likelihood that a robbery will become violent.

- Safety is most important. Above all, remain calm.
- Cooperate and do exactly as you are told.
- Assume the robber has a weapon, but do not ask to see it.
- Do not argue, fight or panic. Remember, the robber is nervous, too!
- Do not make any moves without telling the robber exactly what you are doing.
- If you do not know how to open the safe, do not have a key, or if the safe is on a time lock, let the robber know immediately.
- Do not activate the silent alarm until the robber has departed the building.
- If the robber wants to take you as a hostage, **DO NOT GO.** Do what you must; pretend to faint, fall to the ground, etc.
- Keep the encounter as short as possible. The longer it takes, the greater the potential for violence.
- Get a good description of the robber. Do not stare, but remember details that do not change, such as scars or tattoos.

# WHAT TO DO AFTER A ROBBERY

- ✓ Give the robber time to leave the building and then **LOCK** the door! Do not allow anyone to chase the robber(s).
- ✓ Activate the silent alarm.
- ✓ Do not allow anyone to touch anything with which the robber may have come in contact. Place pieces of paper on those areas to preserve finger prints.
- ✓ Call 9-1-1. Tell the dispatcher your store/location, the address, and that a robbery has occurred. Then, stop talking and let the dispatcher ask the questions. If possible, have the person who had the most contact with the robber speak with the dispatcher. Let the dispatcher know if there are any injured persons.
- ✓ **DO NOT** allow anyone to enter or leave the building. Place a sign on the door that you are closed for business.
- ✓ Discourage witnesses from discussing the robbery amongst themselves.
- ✓ Do not hang up the phone with the police department until you are told to do so by a dispatcher or a responding police officer.
- ✓ Notify your company's corporate office or implement the emergency response plan.
- ✓ Do not exit the building until a police officer tells you to leave. Be prepared to exit the building with your driver's license or other form of identification.
- ✓ You may be instructed to keep hands up or even be searched by police until they have determined exactly what has happened.

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# Robbery Prevention

## A Guide for Businesses



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# OPENING STRATEGY

To ensure maximum safety, two persons should be present to open a business. In addition, the following guidelines should be followed:

- ✓ Visually inspect the perimeter of the building. If there are any signs of burglary, such as broken glass, jammed door locks, or if the door is unlocked, do not enter. Call 9-1-1.
- ✓ One person should open the door, turn off the alarm, and make a thorough inspection of the premise. This person should then give a prearranged signal to the outside person to let them know everything is "all clear."
- ✓ The outside person should remain in his/her car until they see the signal. The car should be running and positioned to drive away if necessary.
- ✓ If the outside person does not get the signal or sees any signs of trouble, he or she should immediately depart and call the police. Do not enter the building to investigate.

If only one person is available to open the business, have that employee call another co-worker off-site and advise that everything is "all clear" once opened. If the co-worker has not heard from that person by a predetermined time, the police should be notified immediately.

## Safety Tip #1

*Always maintain good situational awareness. Be aware of your surroundings when opening and closing your business.*

# ROBBERY PREVENTION TECHNIQUES

- Always be alert and make eye contact with each customer entering the business. If possible, greet them as well.
- Keep windows and doors uncluttered. Make sure you have an unobstructed view of the outside of the building.
- Be suspicious of anyone who is watching you or observing your security mirrors, cameras, alarm panels, etc. This person may be "casing" your business. Make eye contact with that person and politely ask, "How can I help you?"
- Do not leave personal belongings such as purses, keys, etc. in public view. These items should be locked away.
- Lock unused doors to employee lounges, restrooms, and storage areas.
- Make sure your cash register is clearly visible to passers-by. At the end of the day, the money should be removed and the cash register should be left open.
- Vary the schedule and route for your bank deposits each day. Only keep necessary cash in the drawer.
- Avoid working alone.
- Do not count money or settle the cash drawer until the business is closed and locked.
- Avoid making night deposits.

# CLOSING STRATEGY

Closing at the end of a business day should be accomplished by two people. In addition, the following guidelines should be followed:

- ✓ Several minutes prior to closing, one person should check any/all places where someone could hide such as restrooms, storage areas, stock rooms, and changing rooms.
- ✓ The closing partner should remain near a telephone or path of escape and wait for the "all clear" signal. If the partner does not get the signal by a prearranged time, they should NOT look for their partner. They should leave the building and immediately call the police.
- ✓ If the "all clear" is given, both partners should lock all windows and doors and set the alarm system.
- ✓ Prior to leaving the building, the partners should visually inspect the parking lot for suspicious cars and persons. Notify the police or security personnel if anything seems amiss.
- ✓ The partners should leave the building together and walk quickly toward their cars. Ideally, these should be parked as close as possible to the front of the building. Both partners should immediately enter their cars, lock the doors, and depart the area. Make sure the other person's car has started before leaving the area.

*Continually communicate with your work team about personal safety and robbery prevention techniques.*

## Safety Tip #2