



PREVENTION & STAFF SAFETY

RETAILERS



ARMED ROBBERY PREVENTION AND RESPONSE

You should develop appropriate strategies around how cash is handled and sensible business precautions/procedures to reduce the risk of armed robbery to your business.

You should also know what to do if your business becomes a victim of armed robbery.





CASH HANDLING

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CASH HANDLING

- Don't keep large amounts of cash on hand, and advertise the fact that minimum cash is held on the premises.
- Bank regularly but vary the route and times of banking.
- Use minimum two staff members for banking where possible. Larger businesses may consider security pickup of cash.
- Use a less conspicuous bag as a bank bag. Remind staff to be on the alert whilst carrying cash.
- Cash should never be counted or spoken about, in public view





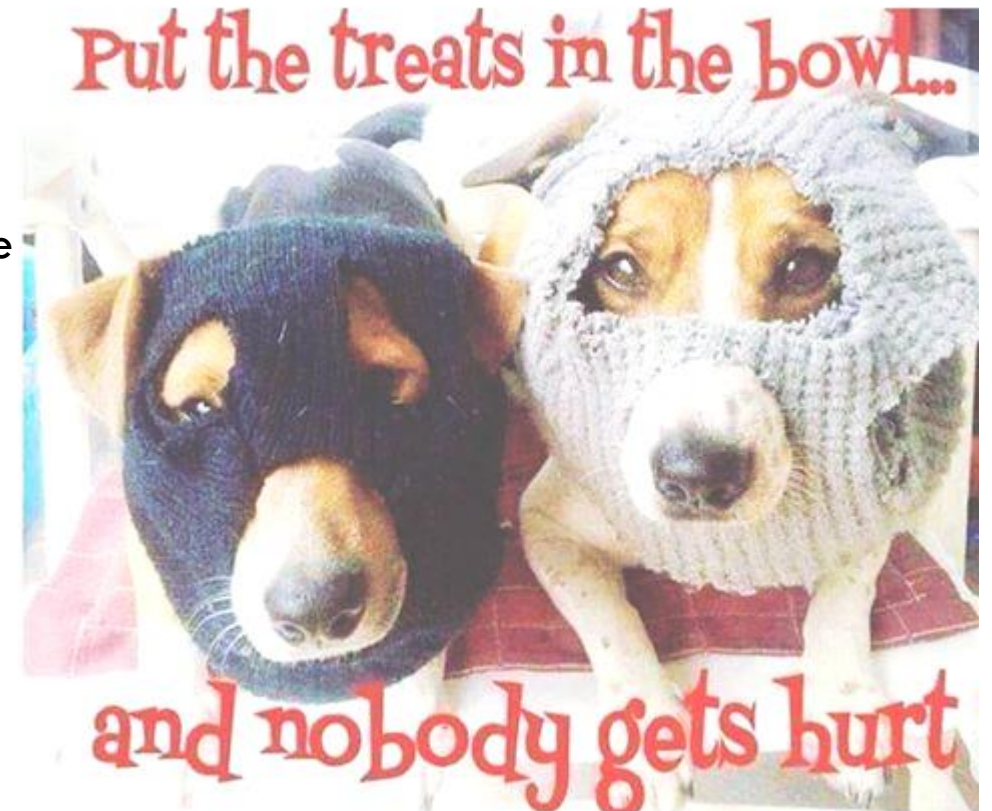
HOW TO REDUCE RISK

Prevention

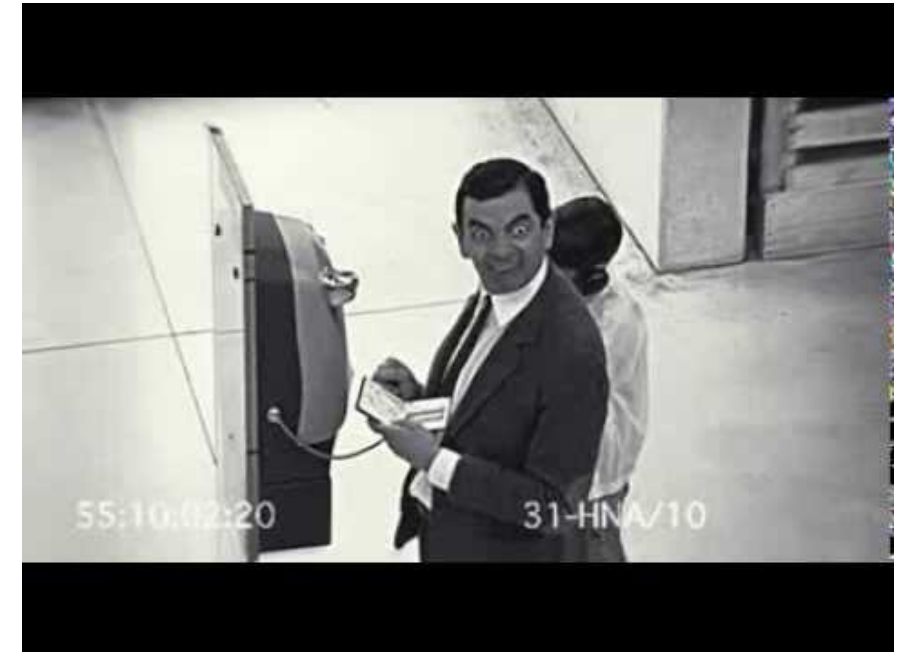


HOW TO REDUCE THE RISK

- Be aware of any suspicious activity near any business. Note the descriptions of any suspicious vehicles and/or persons and inform the police immediately.
- Ensure all doors and windows at the rear of your premises are secured with deadlocks, key locks and/or bars.
- Electronic beepers or other devices should be installed to indicate when people are entering and leaving your premises.
- Ensure you have adequate exterior and interior lighting.



- Shop frontage should be uncluttered providing a clear view to the street. If possible, place your service area in clear view of the street frontage. Have open glass store fronts where possible.
- Ensure you have adequate exterior and interior lighting.
- Consider a silent alarm that is connected to a security company and can be activated from near your cash drawer or register.
- Consider the installation of a security camera that can capture good quality images of the offender/s committing the armed robbery. Ensure that you have a high quality data storage system which has not been reused to the extent that the quality is affected



- Ensure security camera has unobscured vision of the counter area and that the camera is angled at the right position for face height.
- Consider installing a video screen displaying footage of customers during service. Ensure the screen is in view of customers as this may deter illegal activity.
- Train staff in downloading CCTV footage so that Police have access immediately.





- Measurement sticks can be placed on doors so that an offender can be appropriately measured.
- Have rough height guides in store, e.g. know the height of magazine racks etc. so that comparison can be made to identify height for the offender.
- Ensure that staff are given proper instructions by management to give over all that is requested of them by the armed robber. Instil the mentality that **staff safety is paramount**.
- Ensure that you have enough insurance to cover any potential losses and inform staff that insurance will cover losses. Some staff members may be concerned about the consequences of handing over money.

**SAFETY
FIRST!**





VICTIMS OF ARMED ROBBERY

What to do.



VICTIMS OF ARMED ROBBERY

- Consider your safety at all times. Obey the offender's instructions, but do only what you are told and nothing more.
- All armed offenders must be treated as dangerous. Some may be under the influence of drugs or alcohol and may react in an unpredictable way.
- Try to remain calm. It can reduce the chance of the offender becoming violent and may enhance your attention to detail.
- Keep your distance from the offender. When asked to hand over the money, place it on the counter and take a step back.



**KEEP
CALM
AND
STAY
SAFE**

- Keep your hands in sight at all times. If you need to move your hands, ask for permission and await approval.
- Be deliberate in your actions. If you are told to hand money to the offender, start with lower denomination notes.
- Stay out of danger if you are not directly involved and if you can leave the building safely, do so then call 111. If possible keep the line open.
- Alarms should be activated if it is safe to do so. If there is any danger in activating the alarm, wait until the threat has gone.





AFTER THE ROBBERY

What to do.



AFTER THE ARMED ROBBERY



- When offender leaves, do not chase them, use this time to make as many observations as you can including direction and method of departure.
- Call police first on 111 and *then* management second.
- If necessary, administer first aid/ comfort to any injured persons and request ambulance.
- Secure the premises. Don't touch anything in the area where it happened. Place a notice in the front window stating you are closed due to the armed robbery.
- Isolate areas where the offender/s stood, touched, spat or bled immediately and indicate to police on arrival.



- Write down all observations as quickly as you can after the robbery. Use the offender description form*
- Please try also note the offender/s level of aggression, tone, confidence or lack of, posturing, stance and weapons confidence.
This may provide information as to the offender/s level of experience.
- Ask all witnesses to stay until the police arrive. Ask witnesses not to discuss the incident prior to talking to police. If a witness wants to leave, you have no right to hold them. Ask them to provide details, write these down.
- Provide all recorded information to police as soon as they arrive.

attention
to
detail





ASSISTING POLICE

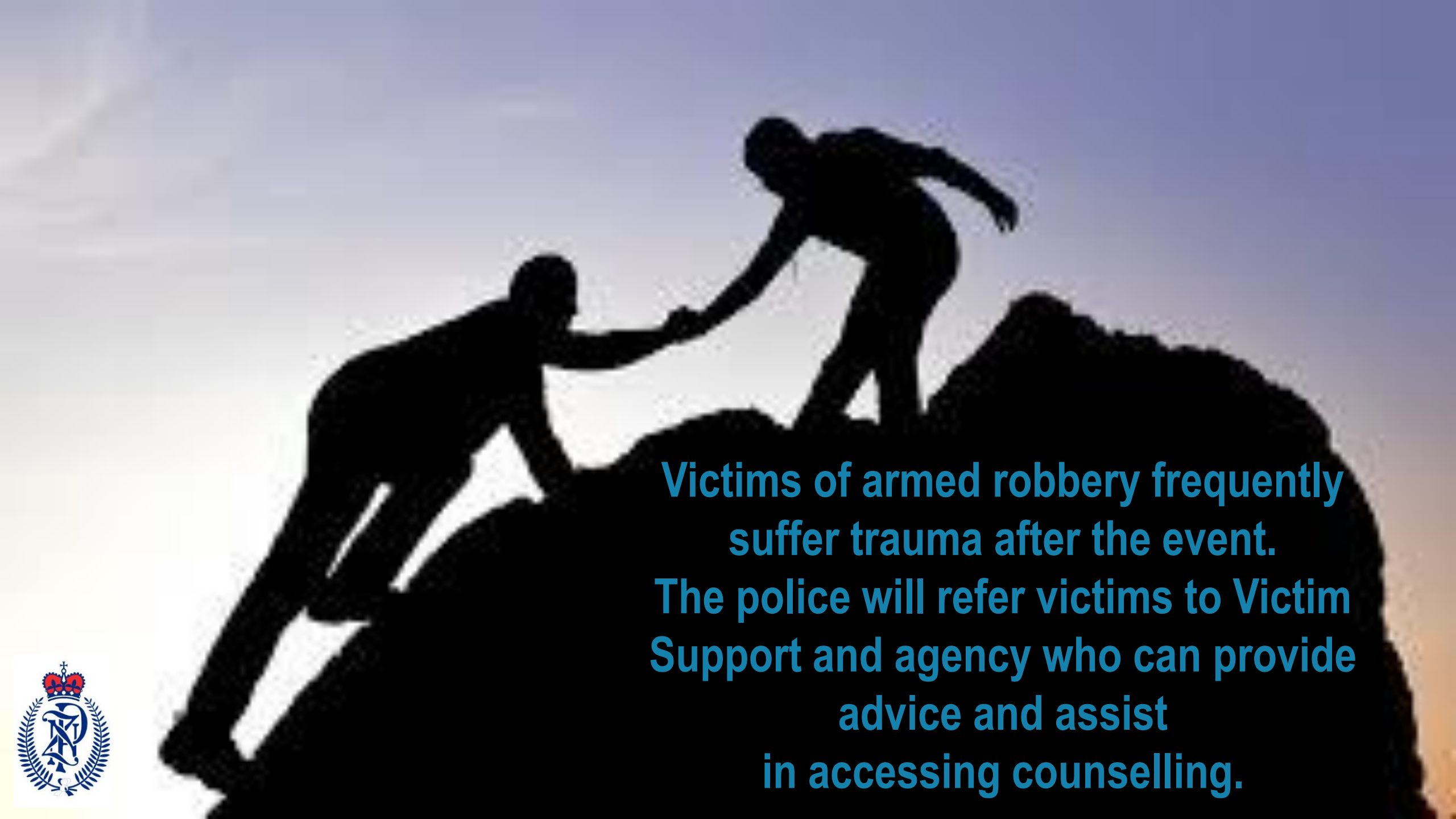
How you can help.



ASSISTING POLICE

- The time of the offence & when the Offender/s left.
- The weapon/s used or implied.
- A description of the offender.
- What the offender took.
- Any evidence at the scene.
- The direction the offender left in.
- Any transportation the offender used including type, make, model, colour, registration and number of occupants.
- Witnesses to the event (they should still be in the premises).





**Victims of armed robbery frequently
suffer trauma after the event.
The police will refer victims to Victim
Support and agency who can provide
advice and assist
in accessing counselling.**

