



Robbery Risk Reduction



There are three primary purposes of a program aimed at robbery risk reduction. The first and most obvious is to reduce the risk of physical harm to employees and customers during a robbery. The second is to minimize the dollar loss to the business while the third would be to increase the probability of apprehending and convicting the offender.

All three goals may be best achieved through the *security awareness* of its employees. When employees (management and staff) are informed and trained, they will feel more secure and the atmosphere of the business will appear to be more secure as well. This atmosphere of security may actually discourage a potential robber at the point the business is being *cased*.

Training of, and communication with, your employees is imperative to success. Additionally, retraining/refresher courses are equally important. While with time and experience, the number of sessions may be reduced, institutions in high crime areas may have to start and continue with a more intensive training program. Records/rosters of dates and training sessions should be maintained. This may also reduce the risk of vicarious liability to the business as the result of death or injury during a robbery.

I. Reducing Risk of Physical Harm

- A. **Do not resist! Remain calm!** Cooperate fully with the robber and avoid actions which might jeopardize your safety and the safety of others. Robbers are generally armed. **Assume they are capable of hurting you!**
- B. **Obey the robber's instructions. Do not rush unless ordered to do so. Avoid jerky movements and keep your hands in plain view when possible.**
- C. **Activate the robbery alarm as soon as you can do it safely.**
- D. **Give no more money than the amount he/she demands.**
- E. **Do not volunteer location(s) of other monies. If the robber asks for all the money, do not hold out. Give him all the money. However, do not volunteer suggestions such as, "Do you want the manager to open the vault?; Do you want the bulk of the currency too?"; etc.**

SUGGESTED PROCEDURES FOR AVOIDING A ROBBERY

1. Be security conscious. Be prepared, aware and alert at all times, reduce opportunities and vulnerability.
2. Do not develop routines or habits; where you park, when you open, when you make deposits.
3. Have Emergency numbers placed next to the telephone with the store's address.
4. Advertise store security procedures through signs and posters. For example, safe cannot be accessed by employees, cash limits are kept at a minimum, etc.
5. Keep register cash low, make continuous money drops. Develop a cash limit policy and ensure that employees follow it.
6. Acknowledge each customer as they enter the store, make eye contact, and verbal greeting. 85 percent of criminals are opportunists and do not want to be identified. Eye contact and good customer service are two of the best crime deterrents.
7. Do not advertise you are alone.
8. Make sure that there are proper lights on at dusk. The exterior of store and parking areas need to be well lighted.
9. Do not spend all your time behind the counter; Keep active and away from the register.
10. Watch for and report suspicious acts or persons; don't take chances, call the police.
11. Encourage the local police to visit often and get to know the district officer.
12. Keep the store clean, well stocked and product faced up.
13. Front doors and windows should be clear of signs and posters that block visibility.
14. Keep counters and display racks low so employees can maintain visibility throughout the store.
15. Use mirrors to provide better viewing of the store. A camera with VCR monitor could also be used; although it may not deter a robbery, it could provide evidence for prosecution. A fixed camera with 35mm film with remote control or digital cameras are excellent tools to have.
16. Hold regular store meetings and review security procedures with management and employees. Discuss unusual occurrences or suspicious persons. Be open for suggestions. Make improvements where necessary.

ROBBERY PREVENTION RECOMMENDATIONS

Some companies have developed Robber Prevention Kits for placement in stores. The kits contain all signs listed below. Each sign addresses part of the Recommended Robbery Prevention Program. Some of them are for behind the counter (employees), others are for public display.

Your store should set cash limits and policies for daytime and evening operation. Train and expect your employees to follow rules and policy.

<u>Sign</u>	<u>Reason</u>
The safe in the place... Make that drop	All monies in the register over \$__ should be placed in the safe; \$__ at night.
No tens No twenties	It is good practice not to keep tens or twenties in the register.
Height Strip	A height strip placed by the door will allow employees to estimate a person's height
Clerk cannot open safe (Public Display)	These signs have been placed on the outsides of doors to advise costumers or potential robbers that employees cannot open the safe and that you do not have more than \$__ in the register(s)
Robbery Warning Sign (Public Display)	This sign is used as a deterrent when placed in the store to advise potential robbers of state penalties involving armed robbery.
Emergency Closed Sign	Used in case of emergency

(\$__ - These dollar amounts are determined by company policy.)