

Robbery Prevention

An armed robbery at your business would be a tragic event and could have a significant impact on the health, safety and welfare of you, your staff and customers.

This brochure aims to supply information to reduce the risk, or at least minimize the impact, both human and financial, of armed robbery on small businesses and to maximize the chances of prosecution of armed robbery offenders. You will find information on the principles of workplace design and a range of workplace practices that can be used to minimize the impact and incidence of armed robbery/hold-ups.

Armed robberies are often unpredictable and can place your staff in dangerous situations. Whether the armed robbery at your business is random or has been carefully planned, the offender's motivation is the same—to steal valuables.

As a business owner, you should be aware of the actions you can take to improve your safety and security as well as what to do when an armed robbery occurs.

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IMPORTANT PHONE NUMBERS



In an Emergency

CALL 911

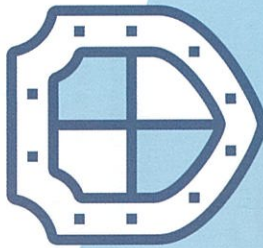
Non-Emergency

**Royal Newfoundland
Constabulary**

709.729.8000



ROBBERY PREVENTION TIPS



ST. JOHN'S CITIZENS
CRIME PREVENTION
COMMITTEE INC.

Layout of Business Premises

- Provide a clear, well-lit view of the premises from both inside and outside.
- Remove clutter (including advertising material and displays) from windows and around the point of sale or cash register area.
- Locate the point of sale in the most visible location, so it can be seen from both inside and outside.
- Use counters that are wide and high enough to maximize distance between staff and customers.
- Storerooms, rear access points, doors and windows should be kept secured at all times.
- Mirrors can be used to monitor blind spots—although they should be positioned to prevent observation of cash handling procedures.
- Install height markers on the inside of your doors to help you judge the height of offenders.
- Install good interior lighting and clear window frontage to help identify potential offenders.
- Pay attention to rear access points to avoid concealment spots.



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Employees

- Ensure staff members are aware of security and armed robbery procedures and know what to do in that situation.
- Have more than one staff member involved in opening and closing the business.
- When leaving the workplace consider departing in groups.
- Staff should stay alert and report any suspicious behaviour to The Royal Newfoundland Constabulary.
- If a staff member leaves under difficult circumstances, consider changing all cash handling and security procedures.

Cash Handling and Storage

- Open the cash drawer only when it's in use and lock it at all other times.
- Limit the amount of cash held on the premises and publicize this fact with a sign saying minimal or no cash kept on premises.
- Minimize cash levels by frequently clearing cash registers.
- If possible, have a secure area for handling and counting cash which is out of sight of the general public and access ways.
- If you need to transfer money to the bank yourself:
 - *Do so at irregular times and vary the route*
 - *Try to use more than one person*
 - *Conceal bank bags*
 - *Do not wear a uniform or company ID*
- Do not display cash in public.

Security

Closed Circuit television security systems and monitored alarm systems may generally improve the security of your business, act as a deterrent and are critical in identifying offenders.

Seek specialist security advice and consider the following:

- Camera quality and placement.
- Camera set-up including lighting and focus.
- Recording systems (image quality, continuity and 28 day storage).
- Install a monitored alarm system.

What to Do in the Event of a Robbery

It is critical for businesses to have robbery procedures and for staff to be familiar with them.

The overall aim is to try to ensure the suspect leaves the premises as soon as possible, without injuring or harming anyone.

During a robbery, it is important to...

- Stay calm.
- Do exactly as you are told.
- Get a good visual of the suspect.
 - *Eye color, hair color, height, weight, clothing*
- Do not try to detain the suspect.
- Note the offender's direction of travel—by foot or vehicle?

After a Robbery

- Dial 911 as soon as you can and provide your name, address and premises details, description of the offender/s and vehicle, and their direction of travel.
- Close the premises to the public and isolate the areas where the offender/s confronted staff.
- Ask witnesses to remain to assist police.
- Avoid conferring with other witnesses about the offence and provide versions independently.
- Make notes and complete offender description outline.
- Step outside when the RNC arrive so they will know the suspect has left and you are safe.



DURING A ROBBERY



TAKE NOTE!

Age

Sex

Race

Height

Weight

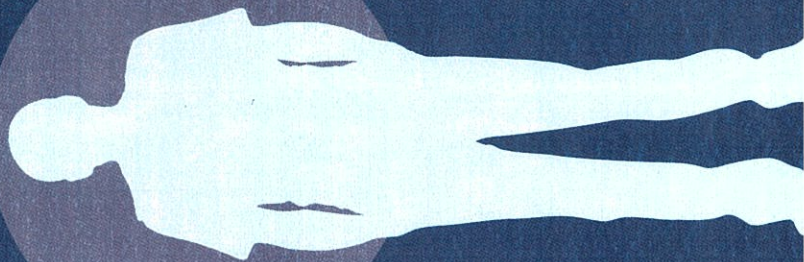
Hair Colour

Eye Colour

Tattoos

Clothing

Weapon



AFTER A ROBBERY



DIAL 911

Dial 911 as soon as you can and provide your name, address and premises details, description of the offender/s and vehicle, and their direction of travel.

CLOSE THE PREMISES

Close the premises to the public and isolate the areas where the offender/s confronted staff.

ASK WITNESSES TO REMAIN

Ask witnesses to remain to assist police. Avoid conferring with other witnesses about the offence and provide versions independently.

MAKE NOTES

Make notes and complete offender description outline.

STEP OUTSIDE

Step outside when the RNC arrive so they will know the suspect has left and you are safe.

