



## Procedure During and After Robbery

- + Advise staff that in the event of a robbery, they should surrender all belongings immediately as safety is paramount.
- + Stay out of danger if you are not directly involved and if you can leave the building safely, do so and then raise an alarm.
- + 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.
- + Isolate areas where the offender/s stood, touched or left anything behind and indicate this to the police on arrival.
- + Record all observations as soon as possible after a robbery as this will be required for capture of the bandit/s.
- + Ask witness/es to stay until the police arrive. It is preferred that the witness/es, refrain from discussing the incident prior to talking to the police.

- + The following should be used to assist the police:
  - 1.) Time of the offence
  - 2.) Time the offender left the premises
  - 3.) Weapon/s used or implied
  - 4.) Description of the offender
  - 5.) Items taken
  - 6.) Direction and mode of transport for leaving the scene- if a vehicle is used, record key details.



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# ARMED Robbery

## - Prevention & Response



# Effective CASH Handling Procedures

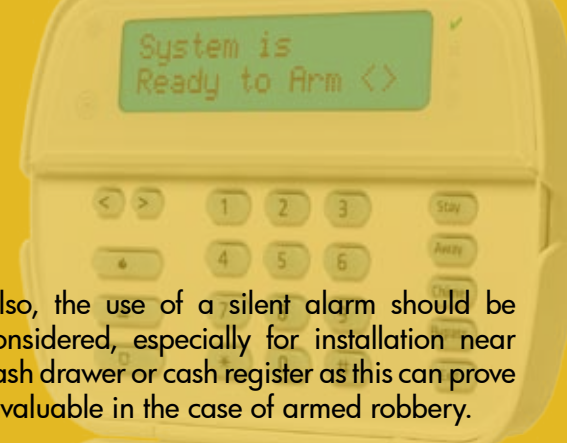
- + Limit the amount of cash held at the home or business location.
- + For small businesses with limited security, bank regularly, varying the times and banking routes used. For larger companies, the use of cash transit security services is strongly recommended.
- + If possible, avoid using large or conspicuous bags when banking.
- + Staff should be trained on correct procedures to be adhered to when carrying cash or in preparation to cash transit activities.
- + Cash should never be left unattended and efforts should be made to avoid counting it in view of the public.
- + If cash will be handled, only the essential persons should be made privy to information regarding the operations.
- + Relaying of information to employees regarding cash transit should also be delayed if necessary so that when transferred it cannot be used to harm the company.
- + Avoid discussing cash handling procedures in the public. Employees should be strongly advised about the consequences of this action.

- + The use of a safe to store cash and other valuables is encouraged. This safe should be in a secure area, accessed by authorised individuals and away from public view.



## Reducing the Risk of Robbery

- + Ensure employees are alert at all times of any suspicious activity in and/or around the premises. All suspicious activity of vehicles or persons should be noted and reported at the earliest opportunity.
- + Entrances and exits to the premises should be well secured. Bandits usually observe potential faults such as a malfunctioning door and are keen to use these to gain entry to the business.
- + The use of alarm systems and surveillance cameras is encouraged as these deter potential bandits.
- + If installed, surveillance cameras should be carefully positioned so that unobscured images can be retrieved when necessary. If possible, also consider a video screen displaying footage of customers during service as this may deter attempts to commit crimes.



- + Also, the use of a silent alarm should be considered, especially for installation near cash drawer or cash register as this can prove invaluable in the case of armed robbery.
- + Keep firearms securely stored in a safe place. If possible, store ammunition separately.
- + Ensure that insurance coverage is sufficient to cover potential losses.
- + Staff members should be encouraged to approach unknown visitors.
- + Employers should ensure that workers are adequately compensated for their services and are comfortable in their work environment as this will go a long way towards employee loyalty.
- + Loyal employees feel a sense of belonging to and practice greater responsibility for the company they serve making them less likely to contribute to crime and more likely to take measures to protect the company against it.
- + Negligence should be avoided at all times on the part of business owners. For instance, forgetting to arm the security system or leaving keys and other entry cards recklessly on counters etc.
- + At the close of business on working days, all equipment should be locked up as bandits are especially keen to retrieve items such as laptop computers and other electronic devices that can be sold for cash.