

Introduce yourself:

- Name and years of service.
- Current duties.
- Reason for lecture.

Opening statement:

An active robbery and violence prevention plan is the best way to avoid robberies or violence in your workplace. Preventing robberies or violence from occurring in the first place is much better and safer than dealing with the real thing. A safe store or business is attractive to customers, more pleasant for you, your staff and discouraging to robbers or others who may pose a danger.

Have a plan:

Now is the time to create a plan on how to deal with a robbery, **not** while it is happening!

Our plan is in three parts;

1. What action to take to prevent a robbery.
2. What action to take during a robbery.
3. What action to take after a robbery.

Introduction

Every store owner, manager and or branch manager should hold regular meetings with staff and review procedures to follow in the event of a robbery. Each member of the staff should understand and be able to carry out the instructions on each page of this presentation. The most effective method of preparing for the actual use of these procedures is to have members of the staff run through the scenario as if a robbery has taken place. Police can be asked to attend these rehearsals as advisors.

If you have ever been robbed, you will know the confusion, that takes place after the robbery is unbelievable. It is recommended that you decide now who will call the police, lock the doors, deal with witnesses, protect the evidence, etc. This presentation has been prepared to help you do just that.

The pages of this presentation can be removed and distributed to employees for action. It is recommended to pre-assign these pages to specific staff.

Robbery and Extortion

Robbery

343. Every one commits robbery who

(a) steals, and for the purpose of extorting whatever is stolen or to prevent or overcome resistance to the stealing, uses violence or threats of violence to a person or property;

(b) steals from any person and, at the time he steals or immediately before or immediately thereafter, wounds, beats, strikes or uses any personal violence to that person;

(c) assaults any person with intent to steal from him; or

(d) steals from any person while armed with an offensive weapon or imitation thereof.

Synopsis

-This section describes the offence of robbery. Every person who steals and uses violence or threats of violence to another person or property in order to overcome resistance to the stealing or to extort whatever is stolen, commits the form of robbery set out in para. (a).

-Everyone who steals from any person and , during the course of the stealing, or immediately before or after, wounds, beats or uses any personal violence to that person commits the form of robbery set out in para. (b).

- A person who assaults another person with the intent to steal from him commits the offence of robbery described in para. (c).

- Finally, everyone who steals from any person while armed, with an offensive weapon or an imitation thereof, commits the offence of robbery described in para. (d).

- It is to be noted that paras. (a), (b) and (d) require proof of the act of stealing as one of the elements of the offence. Paragraph (c) requires proof only of an intent to steal as an essential element.

Prevention

While potential robbers are still deciding whether or not to rob the store, you can often turn them away by doing things they won't like or that interfere with their plans. The idea is to unnerve would be robbers.

Look Safe

Give the store or bank a look that says "**We are vigilant**". A half asleep clerk in a sloppy store invites would be robbers. To them, a careless scene means that you may also be careless with money.

To discourage a robber you have to become a "tough target".

- Get out from behind the counter, circulate.
- Have a minimum of 2 staff members working at any given time.
- Keep the store clean.
- Keep the store uncluttered.
- Keep the store well stocked.
- Keep active. Your activity will turn away some robbers simply because it would be too much effort and time for them to get you back to the cash register. Robbers prefer brief robberies.
- Prominently post signs or stickers stating, "Robbery Prevention Program In Effect".
- Use video surveillance, employing multiple cameras at varying heights and angles.
 - covert and overt cameras.
- Prominently post signs or stickers stating premise under video surveillance.
- Have a monitored alarm system which can easily be triggered from multiple locations.
- Prominently post signs or stickers stating, "Premise Protected By Monitored Alarm System".
- Employ an on site security guard.
 - presence of an authoritative figure means there is at least one identifiable person designated to take action in the event of a crime.
- Employ a vehicle security patrol which stops at varying unpredictable times.
 - creates aura of unpredictability of when a patrol may stop by.
 - Use electronic sensors that buzz or ring each time a person enters or leaves the premise.
 - attracts staff attention to the entrance noting the entry of a robber who would

rather not be seen.

- Place height charts or colour codes on exits.
 - assists in determining an identifying feature of the robber.

Spotlight The Crime

Put the robber on stage. Robbers do not want to be visible from the outside. They do not want a police officer who may be passing by to see them holding you up.

- The store cash register should be located in a prominent area permitting a clear view for passing pedestrians, motorists and police patrols. Also, in the event of a robbery, a store employee will be able to note a car description and direction of travel.

- Both the interior and exterior of a business should be well illuminated in order to deter potential robbers from hiding in shadows or poorly lit areas. Poorly lit parking areas afford potential robbers with cover while they observe a store. It also reduces the opportunity for passive surveillance by passers by, while discouraging pedestrians and motorists from choosing your store to do business.

- After dark block off “hot spots” where robbers could stand without being visible from the outside.

- Ask your employer about night-time changes in the locations of store signs or displays that may block the visibility of the cash register area from outside the store. Absolutely no obstructions on the windows which could interfere with sight lines into or out of, the store.

- Place a surveillance camera directly behind the cash register facing the front counter.

Monitor The Danger

- Keep a sharp lookout at all times by remaining aware of the traffic in and out of the store.
- Know what is happening outside as well as inside your business.
- From time to time, look at likely “casing” places such as outdoor phone booths, bus stops, vehicles parked across the street or in the parking lot but off to one side.
- Note whether anyone seems to be loitering, watching or shopping for a long period of time.
- Be alert to people delaying while others go ahead of them or milling about backrooms or washrooms.
- Try to make eye contact with anyone loitering or watching, which sends a signal that you have acknowledged their presence and description.
- If the person still doesn't leave, call the police. Tell them where you are and what you see. Doing it openly may scare the person away. Be assured, police welcome such calls, which often pay off by acting as a deterrent to a robbery.
- Ensure any rear doors and windows are secure.
- Have two or more staff present at the time of opening and closing of the business.
- Never turn your back on an open cash drawer.
- Never permit anyone into the building until the safe is closed and the money distributed to the cash register drawers.

Be In Charge

- Greet each person who comes into the store.
- Make sure the greeting is friendly and whenever possible, greet people by their name.
- Someone who starts to frequent your store may be checking out your security, ask them their name. Note how friendly or evasive they are.
- Look each customer directly in the eyes. Such human contact will spoil it for some would be robbers. It decreases their element of surprise, threatens them with the possibility of being identified later and makes it difficult for them to loiter in the store and watch you unnoticed.
- Keep a friendly eye on each customer, which makes it hard for the robber to loiter in the store to watch you.
- Be especially suspicious of persons wearing bulky or loose garments that could conceal weapons, alter or interfere with accurately describing a person's features or , those who come in without having parked a car where you can see it and those who loiter over a trivial item perhaps waiting for you to be alone.
- Ask the customer ahead of the suspicious person, "Are you together?" This usually causes the customer to turn and look at the person. Because robbers don't want to be identifiable, this trick may scare them off.

Reduce Cash

- Limit money in the cash register to a convenient, workable amount. Keep as little money in the cash register as possible and let the world know it by prominently posting signs or stickers stating there is limited cash in the register.
- Use a “drop safe” to avoid the accumulation of large bills and sums of money in the cash register. A drop safe is one equipped with a slot to accept bills while the door remains locked.
- Ask customers if they have exact change or small bills. This will help minimize the money in your register.
- While casing your store before a robbery, would be robbers look into the cash register while it is open during a sale. If they see only silver and small bills they are less likely to rob you.
- **Do not** count cash in the presence of customers, particularly at closing time. This may provoke a spontaneous robbery or if repeated will allow a potential robber to plan a robbery knowing when and approximate how much money he can expect to take.
- Designate a secure cash counting area.
- Keep checks separated from currency at all times. Cancel all checks with “deposit only” stamp at the time of receipt.

Large Cash Volume

Any business which has a large cash flow should consider having the money collected, transported and deposited by a security company. However, if staff do the banking than consider;

- Never allowing them to carry large sums of money alone.
- Vary the people and number of staff who do the banking.
- Don't wear identifying uniforms or name badges.
- Carry a cell phone or personal alarm to call Police or attract attention.
- Vary the type of cash carrying bags.
- Make regular money deposits but at irregular times.
- Use a vehicle.
- Report any suspicious activity to Police

The Late Night Store

Many store robberies occur after dark. At that time you should take special steps to make

the store less attractive to would-be robbers.

- Keep the amount in the cash register at the absolute minimum. Many stores operate with less than 100 dollars.
- You can run a store on very little money if you request customers to pay for their purchases with the smallest possible bill or with the exact change if they can. If you need any particular denomination of money, ask your customers. They can help.
- Minimize the available cash by putting large bills in a safe or drop box as soon as you get them.
- Use only one register at night. Leave other registers empty and open. Tilt the register drawer to show there is no money in it.
- Be certain you have adequate inside and outside lighting, ensuring dark areas are eliminated and burnt out bulbs are promptly replaced.
- If your business is equipped with video surveillance, ensure the system is working. Regularly clean and inspect it to ensure accurate recording and proper alignment of camera on the cash register, products of value and entries and exists. The best recording device these days is direct downloading to a disc and hard drive.
- If the business is situated close to a bank, night deposits can be utilized to reduce the amount of cash on hand. When transporting cash or cheques from a business to a bank or depository, do not use pre-marked money bags and avoid drawing attention to the fact that money is being carried.
- If possible, have someone accompany you, frequently alter your route and time of delivery.
- Use “bait money” in all registers by recording the serial numbers of various denominations of bills and in the event of a robbery, give these bills to the robber. Make certain the bait money is verified on a regular basis.
- Be cautious when taking out the trash or cleaning the parking lot. Make certain another employee inside the business keeps you within eye contact while you are outside the building.

Safes

Safes are relied upon to ensure the security of your money and other valuables. Consider the following tips when purchasing or when re evaluating the one you currently have.

- Is the safe on your premises of recent manufacture?
- Was it purchased to accommodate your present money volume or has your risk increased considerably since the safe was acquired?
- Has your insurance company approved the safe specifications for its intended use?
- Are you satisfied with your security arrangements for the safe combination? Who knows it and why?
- Do you know where all the combination information is?
- Are the details of your safe combination left with your business or in a bank security box?
- Is the location of the safe within the building most suitable from a security point of view?
- Is it equipped with an alarm or located in an alarmed area?
- Is the weight of the safe sufficient to prevent its removal and or is it secured in such a manner?
- Do you have equipment on the premises which could be used to remove or attack it?
- Is such equipment neutralized when unattended?
- Do you have a loading dock which could be used to load the safe into a vehicle/
- If you have a security patrol, do you request special checks any night the safe is being used to store particularly large amounts of money?
- In the event of staff changes, who may have had access to the safe combination, would you consider having the combination changed.
- Do you restrict the money contained in the safe to a minimum, sufficient to carry on the day to day running of your business?
- Advertise that staff/attendants cannot open the "time locked safe" by prominent placement of signs or stickers.

If You Are Robbed Follow These Instructions

If you learn and follow the robbery prevention procedures, chances are much better that you'll never be robbed. But, if a robbery should occur **your main concern must be to prevent violence**. The overall aim is to ensure the offender leaves the premise as soon as possible

without causing injury or harm to anyone. Experience has shown the best way to prevent anyone from being hurt is to avoid trying to be heroic. Treat the robber just as you would a customer. Your safety, that of your fellow employees and customers is far more important than any money or other valuables.

Remain calm and stay in control - This will help you take mental notes of the robber that will help the police apprehend him once the immediate danger has passed.

Keep it short and smooth like a normal sales transaction - The longer it takes the more nervous the robber becomes. Nervous robbers are more likely to resort to violence.

Obey the robbers commands - Cooperate, listen carefully and do exactly what you are told without question. Comply with all reasonable demands as robbers seldom hurt anyone who cooperates. If you don't understand what you are being told to do, ask. No sudden moves!

Give only what is asked for - At this time, without exposing yourself to harm, attempt to include the "bait" or "marked" money.

Tell the robber about any surprises - If you must reach or move in any way or if someone may appear from another room, tell the robber what to expect. Robbers may resort to violence when they are startled as they may interpret your action as an attempt to trigger an alarm or apprehend them.

Don't argue, fight or resist - Cooperate with the robber by giving only what is asked for but do not volunteer to do anything other than what he says. Your sudden movements and unnecessary talking may make the robber angry or frightened, which may result in you being harmed. The money is not worth the risk of someone being hurt. Keep your hands visible to the robber.

What can I do if the robber attacks me - Everyone can legally use as much force as is reasonably necessary and appropriate which does not shock the consciousness of the court to defend themselves.

Don't use weapons - violence breeds violence, the robber's weapon is already one too many, besides, should you be disarmed, the weapon may be used against you.

If you are facing a weapon - The odds are against you, consider it loaded. Some people take risks and lose their lives. Robbery is becoming more common and with it comes the threat of violence or actual violence. Robbers bring weapons to control the situation, let them continue to think they are in control. Look at the weapon so you will be able to describe the size, shape, type and colour.

Look at the robbers - Note details and mannerisms to aid in description. When trying to determine age, height, weight, build and overall appearance it may be helpful to compare them to yourself or people you know.

Memorize peculiarities - such as tattoos, scars, prominent features, obviously dyed hair, digit

missing from a hand, etc.

Clothing - Note type of clothing worn keeping in mind that outer clothing is easily changed or discarded. Concentrate on physical characteristics.

Watch what the robber touches - anything touched is to be preserved as evidence.

Don't chase or follow the robber - Robbers may turn and attack pursuers.

Look to see which way the robber goes once he leaves the store - If you feel you are not in danger, take note if he leaves on foot or by vehicle to provide police with how he left the scene and direction last seen.

First Aid

During a robbery, if any member of the staff or customer is injured or suffering from shock, that person should immediately be cared for. Medical help should be summoned if required.

Media

Before a representative makes a media release, consult with the police investigator and media relations officer to determine the extent of information which will be made public. It is most important that information sensitive to the investigation should not be released lest it compromise the investigation. Further, should there be information that you do not want released or your organizations policy does not allow it to be released, advise the police media officer. **Never** release the amount of money stolen. Media reporting a large loss may attract other robbers to your business.

By giving you more control of the situation, the above procedures will make you less nervous if a robbery occurs. You will be safer and less of a threat to the robber.

Should you ever be the victim of a robbery, Halifax Regional Police encourages you to cooperate with the robber, not to make it easier for criminals to commit the offence of robbery but to reduce the likelihood of you being injured.

Storage Rooms/Freezers

To delay witnesses calling the police robbers(s) may confine them inside a room.

Any storage room or freezer, having an external lock should have an internal mechanism which can be used to defeat the lock from the inside. For example, on the inside, freezers typically have a plunger style button to push which will open the closed door. However, should a lock be used or some object jammed into, or against, the lock to secure the same door, the plunger will not work! What is needed is a lock to be installed in such a manner that a device may be used from the inside which dismantles or causes the external mechanism to fall apart. At the very least, secure rooms should have an alarm, panic button or hidden telephone.

Beginning Of The Work Day

When reporting for work in the morning, one employee should enter and inspect the premises. After giving sufficient time to do this, another employee can telephone and by prearranged signal, the inside employee can indicate conditions are normal. Should the situation be irregular, he/she can vary the reply without arousing suspicions of any intruder and police can be summoned.

Procedures

Manger or Senior Staff Member:

1. Trip alarm, if not already done and **call 911** once the immediate danger has passed. Do not delay in calling police even if the robber has threatened you. Hesitate only long enough to ensure your safety, than call immediately. The faster police are able to respond, the better the chances the robber may be caught. Stay on the phone until police tell you to hang up.
2. Ensure that anybody injured or suffering shock, is attended to until medical aid arrives.
3. Take charge and distribute the pages of this booklet to assigned staff.
4. Prepare a list of serial numbers on bait money.
5. Stand by to direct/assist staff members and to answer any questions.
6. Meet police and provide them with any assistance they might require.
7. Conduct all dealings with media (press, radio, etc.)
8. Remain available to police, staff and citizens.

Police Contact

Though these are suggestions of what information to be prepared to provide to the police, allow the call taker to ask you the questions. They have the experience dealing with emergency situations and know what is required to provide you with the best service possible.

1. Telephone the police at **911** providing the following information;

Name:_____.

Address(include cross street):_____.

Telephone number:_____.

2. Time of robbery_____and the number of robbers_____.

3. Advise if anyone has been injured and if medical attention is required.

4. Advise police if anyone has been taken hostage.

5. Direction of escape:_____.

6. Escape on foot or in vehicle:_____.

7. Brief description of robber(s):_____

_____.

8. Vehicle description and license plate:_____

_____.

9. Number and type of weapon(s) if any observed:_____

_____.

10. Brief description of hostages:_____

_____.

11. Hold telephone line open to police as long as they request. **Do not hang up until police advise.**

Robbery Procedures

Doors

1. Designate specific staff to close and lock all doors, entrances and exits.
2. Admit only police, witnesses and officers of the company with one employee remaining at the assigned door, assuming the duty of a “gate keeper” until relieved.
3. Reopen the office when police have completed the investigation and management has had time to talk to all involved staff members providing them the opportunity to leave or continue working.

Note: Should any citizen within the store/bank at time of the robbery want to leave, you cannot detain them. Prior to them leaving encourage them to remain on scene, or at least identifying themselves and a means to contact them.

Robbery Procedures

Protect Evidence

1. Clear the area of people where the robber(s) were. Protect the crime scene by keeping customers and staff from the area of the bank or store where the robbery occurred.

2. Check if robber(s) left a note, bag or material of any nature. Make certain it is left untouched and unmoved, do not allow staff to handle these items. Ensure police are advised of the existence of such evidence.

3. Do not allow anybody to touch counters, merchandise or any area that the robber(s) may have touched.

4. If the bank, store or office is equipped with surveillance cameras, ensure that only qualified personnel remove the film for processing. If on tape or disc, provide them to the police.

DO NOT TOUCH ANYTHING THE SUSPECT MAY HAVE TOUCHED

Robbery Procedures

Organize Witnesses

1. Ask unassigned staff and citizens to assemble in an area away from counters or any area the robber(s) may have touched which will protect the crime scene.
2. Ask those who saw the robber(s) to take the **robber description form** and fill in information.
3. Advise witnesses not to discuss descriptions or compare information among themselves until police interview them.
4. Assist police with interviews as they request.

Robbery Procedures

Witness Evidence

1. Robber(s) description: _____

2. If possible note the means of transportation the robber(s) used, car, motorcycle, on foot, etc, and the direction of escape.

3. Description of vehicle, if any, as quickly as possible.

Make/Model: _____.

Colour: _____.

Licence Number: _____.

Year: _____.

Other: _____.

4. If there are any other witnesses not affiliated with the company, request they remain on scene to assist police. If they do not wish to stay, request they provide their name, address and phone number should police wish to contact them.

Witnesses

Name: _____

Address: _____

H#: _____ C# _____ W# _____

Name: _____

Address: _____

H#: _____ C#: _____ W#: _____

Name: _____

Address: _____

H#: _____ C#: _____ W#: _____

Name: _____

Address: _____

H#: _____ C#: _____ W#: _____

Name: _____

Address: _____

H#: _____ C#: _____ W#: _____

Name: _____

Address: _____

H#: _____ C#: _____ W#: _____