

COMMERCIAL ROBBERY PREVENTION



Commercial burglaries occur after your business closes and are often crimes of opportunity. However, commercial robberies are more personal and take place while your business is open and employees are present. Robbery is the act of taking something from another, by force or intimidation, that is in their possession. While the store may suffer the loss, employees are typically affected most by a robbery. Owners need to educate employees and take an active role in reducing robbery opportunities.

The first step is to consider how the physical layout protects employees inside the business. Second, implement safety practices to discourage would-be robbers. Third, keep the business free from clutter and maintain clear line of sights from the parking lot and throughout the interior. Finally, reassure employees that merchandise can be replaced but their safety is paramount to the business' success. Your goal is to reduce opportunity.

BEFORE A ROBBERY:

- ◇ Greet everyone who enters your business.
- ◇ Keep doors and windows clear of signs and posters to allow good two-way visibility.
- ◇ Use video surveillance and make it well known.
- ◇ Make bank deposits at least once a day.
- ◇ Place a surveillance camera behind the cash register facing the front counter.
- ◇ Install an emergency (panic) alarm.
- ◇ Make your sales counter clearly visible to observers.
- ◇ A clean environment is good for business and uncomfortable for robbers.
- ◇ Keep your business well-lit inside and outside.

AFTER A ROBBERY:

- ◇ Close the store and lock the doors.
- ◇ Call the police; even if the alarm was activated.
- ◇ Don't touch anything the robber may have touched.
- ◇ Ask witnesses to stay until the police arrive.
- ◇ Only step outside when the police arrive and contact you via telephone.
- ◇ Call your business owner, manager or other designated person.

DURING A ROBBERY:

- ◇ Stay calm and don't resist!
- ◇ Do as instructed. Don't make sudden moves.
- ◇ Keep your hands in sight at all times.
- ◇ Get a look at the robber but don't stare.
- ◇ If safe - Get a description of the robber's vehicle and direction of travel.
- ◇ Activate the panic alarm ONLY when it's safe.
- ◇ Personal safety first! Money and merchandise are not important.
- ◇ Don't chase or follow the robber out of your place of business. Let the police catch the robber!

TIPS:

- ◇ Use a drop safe that is secured to the floor.
- ◇ Post signs indicating limited cash on hand.
- ◇ Professionally install security cameras to capture the best images of the suspects.
- ◇ Trim landscaping for good view into and out of your business.

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Remain CALM!

Get a good description of the suspect

If safe - Get a vehicle description

Call 911 as soon as possible

FOR EMERGENCIES, CALL 911

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