

Steps to Prevent

Robbery & Violence

A well-managed business helps reduce crime – and it's good for everyone.

You don't have to become a victim of violence. You can take steps to reduce the chance of robbery and violence where you work:



- 💡 **Make your location unattractive to robbers**
- 💡 **Be prepared in case a robbery does occur**

Things you can do to

The Business

If you keep the business neat and clean, it sends the message that "We're aware." Good lighting and visibility, clear windows into the business, and cash registers which can be seen from outside put the robber on stage – and robbers do not like to be seen in the act.

- Keep the business neat and clean—inside and out
- Make sure lights are working—inside and out
- Have clear visibility—inside and out
- Encourage the police to drop by
- Report any problems to the management



The Cash

Robbers say they are not as likely to rob a business if they get less than \$50, so keep the cash in the register low, and make sure signs are up to let them know that. Ask customers to use small bills to make purchases. Be extremely cautious when working with deposits and vary the time and route for making them.

- Keep cash in registers low
- Make safe drops frequently
- Post signs about low cash availability
- Do not stash money or count it openly
- Ask customers to use small bills



o prevent robberies

Your Customers

You know it is important for good business to greet customers, but it may also help reduce crime. So, give a friendly greeting, look each person in the eye and keep an eye on them. Always be on the lookout for the safety of your customers, and don't be drawn into fights or arguments.

- Greet your customers as they come in the business
- Always look after your customers
- Immediately call for help if anyone needs assistance
- Immediately call the police if anyone gets into a fight or argument

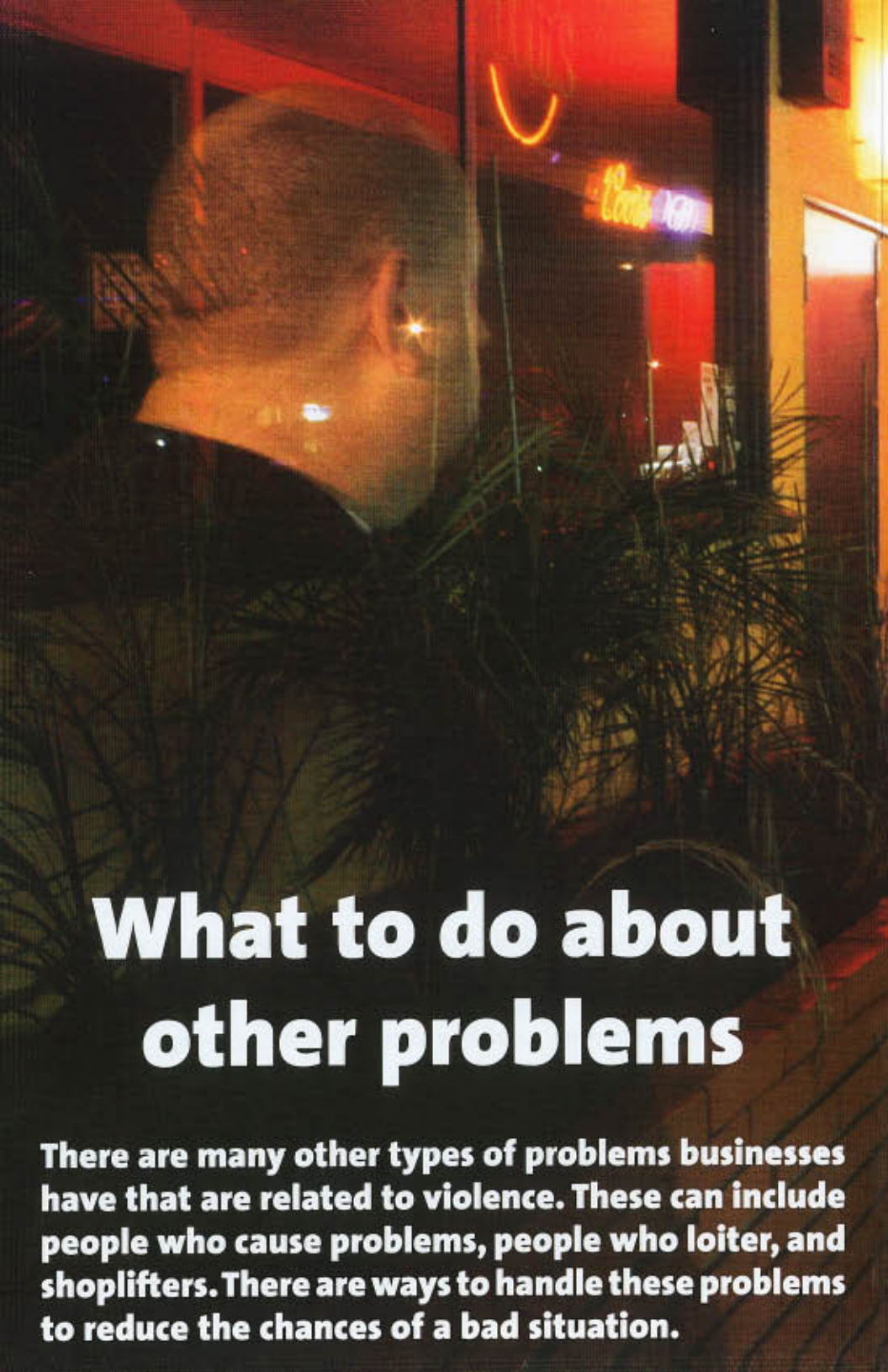


and you...

The best way to avoid trouble is to observe people inside and outside – problems can occur outside and in the parking lot, as well as inside.

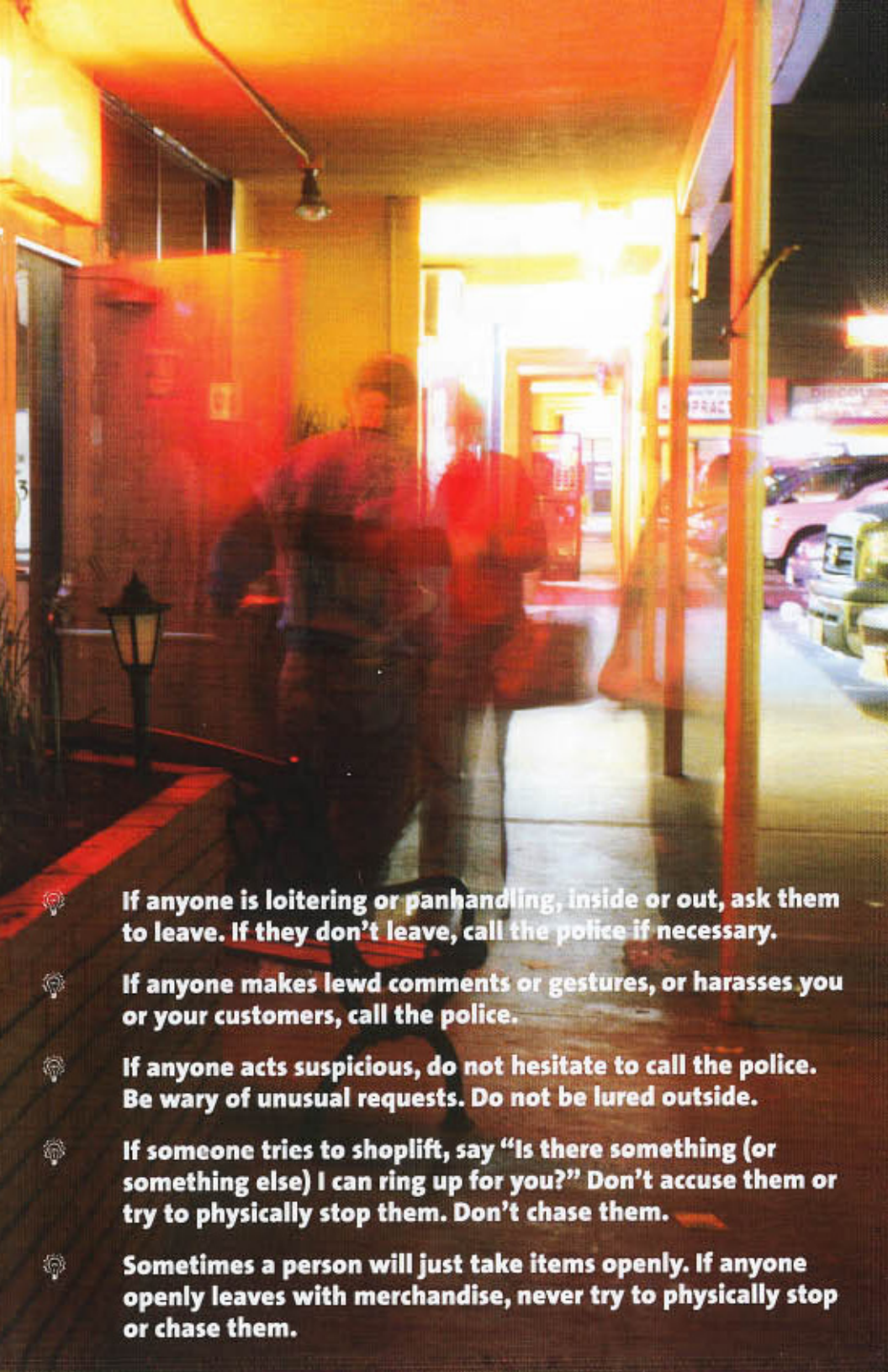
- Be in charge
- Be neat and clean
- Be very careful if you need to work outside after dark
- Be alert and observant to what is going on - inside and out
- Keep the back door secured at all times
- Be extremely cautious at opening and closing



A person in a dark jacket is seen from the back, looking out a window at night. The window reflects the interior of a building, and a neon sign is visible in the background. The scene is dimly lit, with the primary light source being the neon sign and some interior lights.

What to do about other problems

There are many other types of problems businesses have that are related to violence. These can include people who cause problems, people who loiter, and shoplifters. There are ways to handle these problems to reduce the chances of a bad situation.



If anyone is loitering or panhandling, inside or out, ask them to leave. If they don't leave, call the police if necessary.



If anyone makes lewd comments or gestures, or harasses you or your customers, call the police.



If anyone acts suspicious, do not hesitate to call the police. Be wary of unusual requests. Do not be lured outside.



If someone tries to shoplift, say "Is there something (or something else) I can ring up for you?" Don't accuse them or try to physically stop them. Don't chase them.



Sometimes a person will just take items openly. If anyone openly leaves with merchandise, never try to physically stop or chase them.

What to do if a robbery occurs

Injuries are most likely to occur if you resist

DO'S

- Do cooperate
- Do give up the money
- Do obey the robber's orders
- Do keep your hands in sight
- Do warn of any surprises
- Do try to stay calm

DON'TS

- Don't resist
- Don't talk
- Don't plead
- Don't stare
- Don't be a hero
- Don't make any sudden moves
- Don't chase or follow the robber

Treat the robber with the same goal as a customer - keep it short and smooth. Give the robber what he wants so that he leaves quickly. The robber is probably as nervous as you are, so don't make him more nervous with anything you do. Your safety is more important than any money or merchandise, so cooperate and don't try to be a hero.

What to do afterwards

- Call the police
- Press an alarm when it's safe
- Lock the store
- Contact management
- Ask witnesses to stay
- Do not destroy or touch evidence
- Cooperate with the police
- Write down what happened

It is very important to report all robberies and criminal activity to the police. If police know that there are problems in the neighborhood, they can help by increasing patrols and keeping more watch in the area.



**If you take these steps, you can
reduce the chance of robbery and
violence where you work.**

**Help is available from your local police or
sheriff's crime prevention unit.**



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