

Protect Your Business

Preventing a robbery

People who commit robbery offences are typically seeking cash proceeds or goods which can quickly be converted into cash. Some robbery offences are opportunistic whereas others may involve various levels of planning including observing the cash handling and other operation of the business. Robbery offenders use violence, or the threat of violence to commit offences and in some cases they may be armed.

Preventing a robbery

There are a number of steps you can take to prevent a robbery offence occurring:

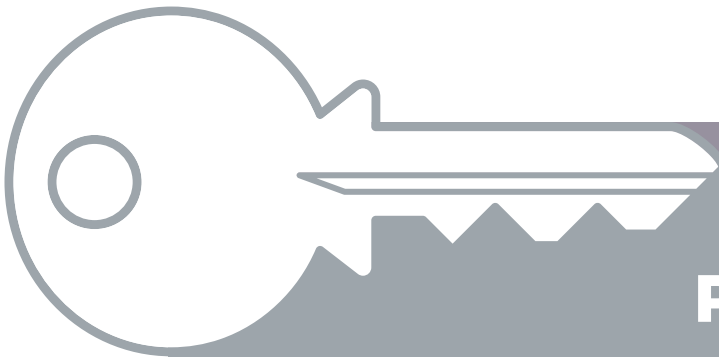
- Conduct a business security audit, the Crime Prevention Officer from your local police may be able to assist. This audit will assist in improving lighting, CCTV, alarms and other target hardening measures
- CCTV cameras should be placed to ensure they capture people's faces and be of sufficiently high resolution to discern facial features and clothing details
- Do not openly discuss your security arrangements and business practices. Only those with a need to know should have access to this information
- Develop an emergency plan for your business which incorporates a response to a robbery, and ensure all employees are aware of their obligations under this plan
- Vary the day and time of cash counts and movements and do not conduct these in view of customers
- Avoid situations where the business is opened and closed by a single staff member. Where a single staff member is on duty, limit their movements in unsecured or exposed areas
- Be conscious of the work environment and take note of any suspicious activity and report to police

During a robbery

- **DO EXACTLY** as the offender(s) say and nothing more
- Explain any movements before making them and not activate any alarm system unless it is safe to do so
- Avoid eye contact with the offender(s) and speak only when spoken to
- **DO NOT** place yourself in danger to obtain additional information about offender(s) or vehicle(s)



More information overleaf



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After a robbery

Instructions as to what to do after a robbery offence should be contained within your emergency plan and readily accessible to employees after an incident. Employees should be advised to:

- Provide first aid if necessary and call **Triple Zero (000)** if an ambulance is required
- Activate any alarm system, if not already activated, and call **Triple Zero (000)** to request police and provide details of what has occurred
- If possible, close the business to preserve the crime scene or isolate the area(s) the offender(s) may have entered. **DO NOT** clean the scene
- Keep victims and witnesses separate to maintain an independent recollection of events and try to keep them at the scene until police arrive or obtain name and contact details if they are unable to stay
- Where possible make notes of what they saw and heard, including descriptions of the offenders, their clothing and any weapons, any vehicles and any conversation
- Do not provide any details to the media as this may interfere with the investigation
- Seek counselling for affected staff.



Triple Zero (000)
For emergencies or life threatening situations.



Police Assistance Line (131 444)
For non emergencies.



Crime Stoppers (1800 333 000)
To provide crime information. It can be anonymous.