

Robbery Prevention/Awareness

A commercial robbery takes place when the business is open and employees are present. Robbery is the act of taking something by force or intimidation. Owners should educate employees and take an active role in reducing robbery opportunities.

Consider the physical layout of the business and how it protects employees. Implement practices, policy and procedure to discourage robbery. Maintain the business with a clear line of sight from the parking lot and within the business. Reassure employees that their safety is paramount to the success of the business, everything else can be replaced. The goal is to reduce opportunity.

Before a Robbery

- Practice excellent customer service – greet everyone who enters.
- Keep doors and windows clear of signs and advertising to provide visibility.
- Use video surveillance throughout.
- Make regular bank deposits (at least daily).
- Install a robbery alarm (panic button).
- Ensure the sales counter is clearly visible.
- Ensure the business is well-lit inside and out.

During a Robbery

- Don't resist, breathe, remain calm.
- Do as instructed, don't make sudden movements.
- Keep your hands in sight.
- If safe - obtain a description of the robber's vehicle and direction of travel.
- Activate the panic alarm only when it is safe to do so.
- PERSONAL SAFETY FIRST - money and merchandise can be replaced.
- Don't follow, chase or attempt to apprehend the robber.

After a Robbery

- Close the business and lock the doors.
- Call 911, even if the alarm was activated.
- Don't touch anything the robber may have touched.
- Ask witnesses to stay until police arrive; ask witnesses not to discuss what they saw.
- Only exit when the police arrive on scene.
- Call the owner, manager and/or designee.

Additional Measures

- Use a drop safe that is secured to the floor.
- Post signs indicating that a limited amount of cash is on the premises.
- Professionally install cameras to ensure the best images are captured.
- Maintain landscaping to ensure a clear view into and out of the business.
- Maintain strict key control.
- Encourage staff to walk to their vehicles with a co-worker.

Resources

The Albuquerque Police Department, Crime Prevention Team can conduct a Crime Prevention through Environmental Design (CPTED) survey. Crime Prevention can also assist with your training needs on this and other topics.

