

# Violence Prevention Procedures In Case of Robbery



## DO

**KEEP IT SHORT AND SMOOTH.** The longer the robbery takes, the more nervous the robber becomes.

- Handle the entire procedure as if you were making a sale to a customer.
- The average robbery takes less than two minutes.

**OBEY THE ROBBER'S ORDERS.** Robbers seldom hurt people who cooperate with them.

- Let the robber know that you intend to obey.
- If you are not sure of what the robber is telling you to do, ask.
- Keep calm and observe what the robber looks like and what he is wearing. Remember exactly what he says.
- Try to note the robber's exact height as he exits the store (if it is safe to do so).

**TELL THE ROBBER ABOUT ANY POSSIBLE SURPRISES.**

- If you must reach for something or move in any way, tell the robber what to expect.
- If someone is in the back room or is expected in the store, tell the robber.

**CALL THE POLICE.** Don't hang up until they tell you to do so. Call your supervisor as soon as possible.

- Keep their numbers near the phone.
- Stay on the telephone until they tell you they understand and have all the information they need.
- Then stay by the phone.
- Fill in your robber description form when you are waiting for the police. Write down exactly what the robber said and list all "distinguishing" features.
- Protect the crime scene. Discontinue business until the police are finished. Don't touch any evidence.

## DON'T

**DON'T ARGUE WITH THE ROBBER.**

- Give him all the cash and merchandise he wants.
- Once the robbery has started, it is too late for the robber to change his mind.

**DON'T FIGHT THE ROBBER.**

- The money isn't worth risking harm to you.
- Trying to attack an armed robber is foolhardy, not heroic.

**DON'T USE WEAPONS.**

- Weapons breed violence.
- The robber's weapon is already one too many.

**DON'T CHASE OR FOLLOW THE ROBBER.**

- To chase a robber is to invite violence.
- The police, too, could shoot, mistaking you for one of the robbers.

**DON'T ESTIMATE THE AMOUNT OF THE LOSS.**

- If you are certain of the exact amount, tell the police.
- Don't make guesses.