



Belleville Police Service

## FACT SHEET

# Robbery Prevention & Survival Techniques

*You have a responsibility to yourself, your family, coworkers and customers to ensure your workplace is safe and secure. In many jurisdictions, robbery is the third leading cause of injury in the workplace and the leading cause of death. What can you do to reduce the risk of being robbed and how best to survive if you are.*

### TAKE THE INITIATIVE

Report suspicious circumstances or persons to the police.

It's far better to have the police attend before a problem arises. It makes a lot more sense to prevent a robbery from occurring than spending our tax dollars on the associated costs and losses.

#### • Be Prepared

Training before a robbery occurs will assist you to survive. You will also recover from the traumatic stress of a robbery more quickly.

#### • Be A Great Neighbour

Communicate with neighbouring businesses. You are part of a larger community. By working together we can keep each other safe. Criminal activity in your community affects everyone.

### WHAT ELSE SHOULD I KNOW?

#### • Crime Prevention Doesn't Cost, It Pays

There are no guarantees you will never be robbed. You will diminish your risks by implementing the strategies in this fact sheet.

#### • The Risks In Doing Nothing Are High

Just like any business strategy, you must implement and evaluate your plan frequently.

The Peel Regional Police provide free comprehensive training on robbery prevention and survival techniques.

### BEFORE A ROBBERY HAPPENS TO YOU

#### • Make His Job Difficult

If you are a cash handler you should understand just what makes a robber tick. You might for a few moments put yourself in the shoes of someone thinking about robbing you. Before a robbery, you have the time to do things that will encourage a robber to go somewhere else. Robbers can be likened to predatory animals, preying on the weak and vulnerable, usually avoiding the strong and able. Make the robber feel uncomfortable and he'll look for a softer target.

Understand that persons who rob small businesses are usually opportunistic amateurs. Most culprits haven't much experience committing robbery.

### DON'T WAIT ANY LONGER, NOW IS THE TIME TO PREPARE

#### • Put The Robber On Stage

Walk outside of the area where you do your cash transactions and take a good look at what someone looking in can see. First impressions are important. Don't encourage someone to rob you. You can help him to change his mind about robbing you.

#### • Cash Controls

Think about what a robber wants. Implement cash control strategies. Advertise that you only have a minimum amount of cash. Make a point of just having enough cash on hand to conduct business. Remember, robbers are like good customers, if they get what they came after, they'll be back.

#### • Don't Make It Easy

When you aren't making a sale don't be at the cash register. Move around the store. A clean and well stocked store is also a deterrent to a robbery.

#### • Good Lighting

Proper lighting, both inside your business and outside in the parking area, will discourage most robberies.

### • Clear Lines Of Sight

Ensuring clear lines of sight both looking in and out, will alert you to someone casing your premises. Don't cover your windows with marketing materials. Don't pile up crates or boxes in front of windows or in aisles.

## DURING A ROBBERY

### • Too Late Now, Make His Job Easy

- Your responsibility is to survive. You will greatly increase the danger of being injured or killed if you resist.
- Your best defence is to comply with the demands of the robber. The money can be replaced, your life cannot.
- Robbers bring a weapon to ensure they get control of the situation.
- Once a robbery has started, it is too late to do anything now. Let him think he has control.
- Robbers are desperate people. Drugs and alcohol are often factors in robberies. Desperation, intoxication and weapons make a volatile combination.
- If a weapon is indicated but not seen, assume the possession of a real weapon.
- Be prepared to treat a robber like any other customer. This is one cash transaction you'll want to do without any bother.

### • There Should Be No Surprises

The robber is already frightened and anxious. Don't make unexpected moves. Talk to him. Tell him what to expect before it happens. Don't leave him guessing, put him at ease by telling him you are going to do exactly what he wants.

- Do not resist.
- Do not argue.
- Do not fight.
- Do not use anything as a weapon.
- Do not follow a robber out of the store.

### **You will be safe after he is gone.**

Properly trained and prepared you, not the robber, will control the situation.

## AFTER A ROBBERY

### • Make Our Job Easy

- After the robber has left, immediately call the police.
- You will receive faster response by dialing **9-1-1**.
- Remain on the telephone with the call taker until an officer arrives. Do not rely on an alarm system to get fast response.
- Lock up the store.
- Ask witnesses to stay.
- Obtain the names and addresses of anyone unwilling to wait for police arrival, so that police can follow-up.
- Preserve the scene.
- After a robbery you now have the opportunity to ensure the culprit is brought to justice.