

## Robbery Prevention

What would you or your employees do if your business was involved in a robbery? Would you know the proper techniques to ensure the safety of your customers and your staff? Safety and security is vital when creating an atmosphere in which your customers are comfortable. It is also necessary in promoting a positive working environment for your employees.

Training employees on robbery deterrence is critical for their safety and that of your customers. There are many steps you can take to safeguard your employees and customers.

### Behavior

- Take every threat seriously
- If something seems wrong, it probably is
- Pay attention to and act on your instincts
- Call management to report any suspicious activity
- Call the police if necessary
- Watch for suspicious behavior, not suspicious people
- These are the signs of possibly suspicious behavior:
  - Parking for an unusual length of time in or near the parking lot
  - Coming into the store, but does not make a purchase
  - Asking an employee's nationality
  - Returning to the store after having been in there earlier
  - Seeming agitated or raising their voice
  - Making inflammatory or derogatory remarks
  - Verbally or physically threatening employees or customers
- If a threatening note, sign, message, or recorded message is left at your business, save it and report it to the police

### Training

Employee training is one of the most critical elements of robbery prevention. Providing training to employees is necessary for the safety of your customers and employees.

### Cash Control

One of the most important steps you can take to prevent robbery and reduce losses is to control your cash.

- Use a drop safe
- Post signs stating that the amount of cash on hand is limited
- Keep the cash in registers low; making frequent drops in your safe throughout each shift

### Lighting

Maintain adequate lighting within and outside to make your location less appealing to a potential robber because then he or she is more than likely to be seen. More than 90% of robberies are committed by males.

### Visibility

Improving visibility is important in preventing robbery in the following ways:

- Employees should be able to see their surroundings
- People outside the store, including police, should be able to see into your business
- Keep windows clear of signs

We encourage you to put these tips into practice – doing so helps ensure your safety.

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