

ROBBERY PREVENTION

Be proactive, prepare your business and train staff.
The safety of yourself, staff and customers are the first priority.

Be alert

Greet people as they enter. Take note of people who watch or ask questions about the business.

Cash

Minimise cash at point of sale. Don't discuss cash holdings or movements.

Security

Lock rear/side doors. Install security devices and warning signs. Prepare staff.

CODE A Stay safe

Know what to do during a robbery.

Calm, Obey, Description, Evidence, Alarm.

Report

Ring police as soon as it's safe. Close the business and ask witnesses to remain.

Recover

Everyone reacts differently, support each other.



Be alert

- Greet people as they enter. Make eye contact and engage them in conversation.
- Be aware of people who watch the business or ask about procedures, deliveries, cash or stock.
- If something seems odd or suspicious, tell other staff and management and advise nearby businesses. Consider if the information should be reported to police.
- Be alert to anyone arriving at opening/closing time; you may be distracted and an easy target.

Cash

- Position cash drawers out of reach of customers and keep cash quantities low.
- Fix safes to the building and keep locked. Store keys /combinations securely.
- At close of business, empty registers and leave open. Display the 'No Cash on Premises' sticker or sign near the entrance.
- Vary banking times and don't discuss cash handling/holding procedures in public.

Security - premises

- A clear view of the sales area from outside can be a deterrent to offenders.
- Restrict access to staff/back areas - use signs, barriers. Lock access doors.
- Keep rear, side or loading bay doors locked when not in use.
- Install CCTV. If only one - position a head height exit camera at 1.8m to record faces. Know how to view, access vision and get stills.
- See our CCTV factsheet for advice on using CCTV.
- Use warning signs/stickers to promote your security measures.

Security - staff

- Include 'robbery' in your emergency guidelines and induction training. Hold refreshers when you can. Provide clear guidelines for staff action after a robbery.
- For new employees – sight photo ID/google their name. Require police clearances, check with referees and view open social media accounts.
- Retrieve keys/passes when employees leave. If they leave under difficult circumstances, change cash handling procedures and security codes/locks.

CODE A Stay Safe

(see CODE A - Stay Safe factsheet)

- Know what to do during a robbery - Calm, Obey, Description, Evidence, Alarm.

Report

- Ring police as soon as possible and when it's safe to do so.
- You will need to provide:
 - your location and the nature of the emergency
 - what happened and how long ago
 - details of any injuries
 - description of any weapons
 - the number, description and direction of travel of offenders.
- Close the business and ask witnesses to remain.

Recover

- Everyone reacts differently, support each other.
- Talk about your feelings. Seek help if needed.
- Further advice and support is available by contacting:
 - The victim contact officer at your [local police station](http://www.police.sa.gov.au) at www.police.sa.gov.au
 - or
 - Victims of Crime South Australia www.voc.sa.gov.au

