



Commercial Robbery Deterrence Tips



Manage Your Risk - Store Setup:

- Install good-quality surveillance equipment. Clean and inspect your system regularly. Retain several days of saved video surveillance. It is likely someone connected to the crime has attended the store prior to an incident.
- Angle cameras to record the cash area from your employee(s) view and one at the door area
- Locate cash registers so they can be easily viewed by passerby from the outside
- Ensure that inventory lists are accurate and up-to-date. If items stolen during an incident are equipped with serial numbers, provide them as soon as possible to responding officers.
- Maintain your store's external environment. Ensure mature trees/shubbery are trimmed to improve sight lines from access points.
- Maintain bright lighting both inside and out
- Install window stickers, height markers and cash handing stickers
- Keep police emergency numbers by the telephone at all times
- Keep side and service doors locked at all times. Do not use the back door.
- Clean doors with a de-greaser on a regular basis to minimize the number of fingerprints
- Keep floors clean to minimize the number of footwear impressions
- Remove interior or exterior displays, stock or signage that obscure sight-lines and/or provide a potential hiding spot for a robber from stores or windows

Manage Your Risk - Attentiveness and Interactions:

- Keep active and alert in the store. Do not be caught off-guard.
- Note possible hiding spots and escape routes around your business
- Greet each customer as they enter the store. If a person appears to be loitering, ask them if they need assistance.
- Watch for loiterers inside or outside, in car or on foot. If you become suspicious about a person or vehicle, note the description, licence plate number and contact the police immediately.
- Have deliveries made during evenings and night hours of operation to promote increased activity. Use the front door only.
- If possible, encourage police vehicles and taxis to use your business parking lot



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Manage Your Risk - Money-Handling:

- Keep floats at a minimum. Use a drop safe so as not to keep large amounts of cash in the till.
- Record the serial numbers and denominations of a small number of bills. Place some in the register(s) as well as in bank deposit bags. In the event of a robbery, these bills should be passed to the robber.
- Do not count cash or open the safe in public view
- Make regular bank deposits at irregular times. Do not establish a pattern for a robber.
- When possible, make bank deposits during banking hours. Use unmarked packages to transport the money.

During a Robbery:

- Remain calm when handling the situation. Do not antagonize or try to overpower him/her. You do not know what, if any, weapon they may be carrying
- Consider any firearm present to be loaded
- Do what the robber wants, without question and without endangering your life or the lives of your customers
- Advise the robber of other employees and/or customers in the store to avoid startling them and/or triggering an attack
- Keep any note the robber passes to you. Handle it only by the edges.
- Observe the robber carefully so you can describe him/her to the police later. Key items to note include age, weight, height, clothing and/or tattoos/scars.
- A significant number of commercial/retail robberies are

conducted by two or more suspects. Note how or if you believe the suspects are communicating with each other.

- Remember any place the robber touches so officers can check for fingerprints

After a Robbery:

- Activate your alarm after the robber has left the building
- Call 9-1-1 as soon as it is safe to do so. Provide your name, telephone number and exact location of the business, along with a description of the robber(s), direction/mode of travel and whether or not they are armed.
- Do not hang up until given permission to do so. More information may be required.
- If personal cellular devices are taken during the incident notify responding officers immediately. Provide the telephone number and carrier the device is registered with.
- Lock the door and close the business immediately after the suspect leaves. Stay inside.
- Preserve evidence for the police. Avoid walking over areas the suspects did. If you must, walk close to the edge of the walls.
- Ask any witnesses to wait for officers to arrive
- Do not discuss details of the robbery with witnesses or other employees
- Do not touch or clean anything until examination by an officer is complete
- Fill out description sheets immediately
- Be factual in your description of events
- Notify company officials as required