

Retail/General

During a robbery, remain calm

1. Do not resist.
2. Give the robbers what they want.
3. Make no sudden movements or noises, and do exactly what you're told.
4. Use a silent alarm only when it's safe to do so.
5. If you are not directly involved in the robbery - stay away. If you are out of sight, remain out of sight.
6. Try to remember as much as possible about the robber (i.e. physical description, clothing, weapon and etc.).

After a robbery, (when it is safe)

1. Close and lock the premises.
2. Activate any alarms, and then call the police.
3. Inform the manager about the incident.
4. Ensure that crime area is secured and left undisturbed until arrival of the police.
5. Obtain the name, address and phone number of all witnesses.
6. Do not discuss details of the incident with others.
7. Complete your Robbery Description Report.
8. Do not make any comments to the media.

Financial

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1. Do not resist.
2. Give robbers what they want.
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5. If you are not directly involved in the robbery - stay away. If you are out of sight, remain out of sight.
6. Try to remember as much as possible about the robber (i.e. physical description, clothing, weapon and etc.).

After a robbery, (when it is safe)

1. Close and lock the doors.
2. Activate any alarms, and then call the police.
3. Ensure that crime area is secured and left undisturbed until arrival of the police.
4. Obtain the name, address and phone number of all witnesses.
5. Do not discuss details of the incident with others.
6. Complete your Robbery Description Report.
7. Do not make any comments to the media.

