# A screen shot of a computer  Description automatically generatedrobbery safety talk

Retail store workers face an inherent high risk of robbery due to their work environment, but this risk can be greatly controlled if proactive and effective measures are taken. The following safety prevention and response practices should be followed to assist in protecting workers.

**ROBBERY PREVENTION METHODS**

• **Robbery Timing**

* Opening and closing periods as well as lunch time are the most vulnerable times for robbery due to less staff and large amounts of cash on hand. Robberies increase during the holiday season due to the increased cash volume and the presence of large crowds that distract and preoccupy store and company personnel.

• **Cash Handing**

* Make cash drops often.
* Install proper drop safes and post signs that drop safes are used.
* Be unpredictable about moving money from the store to the bank (ex. vary times and routes).
* Assign two employees to make deposits.

• **Maintain visibility**

* Keep windows free of signs, advertisements and other obstructions so clerks can maintain visibility of the outside of store.
* Place wide-angle mirrors in strategic locations. This will assist with visibility in blind areas of the store.
* Make sure interior lighting provides good visibility in the store at all times.
* Outdoor lighting should be even and directed toward the sides of the building, not outward where glare can create hiding places for robbers.

• **Signage**

* Post signs inside and outside the store to emphasize your security policy on limited cash on hand and employee inaccessibility to the safe.

**• Team Work**

* Employees should never work alone, especially during night shifts.
* Employees should practice good communication about their location and any potential suspicious behavior.

• **Control Access to the store**

* Keep all doors locked except the main entrance. Employees should only use the main entrance.
* Install a lock on the back room door that can be unlocked from the inside. Supply this room with an extra key, a phone and a panic button to enable the employee to summon help if locked in during a robbery.

• **Barriers**

* Bullet resistant barriers are recommended for stores because of increased chances of criminal activity, especially between dusk and dawn.

**• Create a sense of territoriality**

* People should feel they are on your turf when they enter the store and not free to do as they wish.

• **Greet each customer**

* Establish eye contact; good customer service discourages hesitant robbers as well as other thieves. This attention to detail conveys control and puts people on notice they have been observed and can be identified later.

**IF A ROBBERY OCCURS**

• Stay calm.

• NEVER try to be the hero. Cooperate and provide exactly what is asked for.

• Cooperate with the robber; give them exactly what they want.

• Always assume the robber has a weapon, even if one is not visible.

• Do not make loud noises or sudden moves.

• Try to alert other employees, use code words.

**Call emergency 9-1-1 when:**

• If possible, alert authorizes of a crime is in progress. If not possible, alert 9-1-1 as soon as you are able.

• A situation is about to escalate into an emergency (endangering life or major property).

• A crime has just occurred.

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