

Employee Safety in a Robbery

Once a robbery is in progress, little can be done to control the situation. The most important concern during the robbery should be to avoid physical harm to employees. Potential for violence can be minimized by training employees in how to conduct themselves in a robbery situation. Key points that should be emphasized include the following:

Keep calm

- Try to keep the robber from becoming more nervous than he is already. Handle the situation as if you were making a sale to a customer.

Obey Orders

- Let him know you intend to follow his instructions. Give him all of the cash and merchandise he wants.

Avoid Surprises

- Let the robber know what to expect. Tell him if you must reach for something or move in any way. Let him know if someone is expected to come in or is in the back room.

Don't resist

- Don't argue with the robber. It is too late for him to back off. Don't attempt to fight or give chase—it isn't worth the risk. Don't try to use a weapon—this will invite violence.
- **Keep it brief**
- The less time a robbery takes—the less chance for violence.

Pay attention

- Observe what the robber looks like. How is he dressed? What is his approximate height? Does he have any distinguishing features? Note exactly what he says and what he does. If safe to do so—check color, make, year, and license number of robber's vehicle.

Call Police

- Keep emergency numbers near phone—call police as soon as it is safe to do so. Stay on the phone—supply all pertinent information. Discontinue business until police arrive. Do not disturb evidence.

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301 E. Fourth Street, Cincinnati, OH 45202 F13415C-LP (01/13)