

## Robbery Checklist



### BEFORE the robbery

- Review your crisis management plan to be sure it is up to date
- Decide who will do the following if a robbery occurs:
  - Lock the doors
  - Call the police
  - Care for the injured
- Protect evidence until the forensic team and evidence technicians arrive
- Role play or rehearse these jobs and duties with your staff
- Never chase or follow the robber out of the premises
- Make sure emergency telephone numbers are accessible and the notification policy is clearly established
- Prepare an emergency response kit including the following:
  - A call list of all important phone numbers
  - Bottled water
  - A first aid kit
  - A disposable mobile phone and charger. If all mobile phones are taken and phone lines are inoperable at the location, you will still be able to make important phone calls



### AFTER calling the authorities

- Care for anyone who was injured
- Stop all normal business operations and do NOT let anyone inside your business,
  - except for emergency responders and local law enforcement
- Preserve any potential evidence
- Protect the scene of the crime
- Do not touch anything the robber may have touched
- Keep people out of the crime scene area
- Do not discuss the details of the robbery with witnesses or associates
- Write down the description of the robbers
- Do not compare notes with others until police have conducted interviews of witnesses
- Ask witnesses to remain until police arrive
- If they are unable to stay, obtain their names and all contact information
- Notify your insurance agent, broker, or carrier
- Contact any other individuals who may need to be contacted
- Do not discuss the crime with any outsiders until police give permission
- Refer any/all questions to the police
- When the police arrive, step outside the store so they will know the robber is gone and you and your associates are safe
- Do not disclose or estimate how much value was lost in the robbery unless absolutely necessary
- Assist the investigating officers in every way possible
- Cooperate with the police by doing the following:
  - Being available for interviews
  - Identify suspects if asked to do so, and if you can do so with a reasonable level of confidence
  - Appear in court and give evidence when asked to do so



### DURING the robbery

- NEVER chase or follow robbers out of the premises
- Look for a getaway car, ONLY if it is safe to do so
- Lock all doors to prevent the robbers from re-entry
- Call 999 or your local law enforcement immediately, even if a panic button or silent alarm has been activated
- Advise of any injuries so appropriate medical assistance can be dispatched
- If possible, provide the dispatcher with the following:
  - The time of the robber's departure
  - Their physical description
  - The direction they were heading
  - Method of travel
- Remain on the line with the police until you are instructed to hang up