

IS YOUR BUSINESS A TEMPTING TARGET?

Here's how to find out:

Stop by your business at night, when it's closed, and look at it through a burglar's eyes.

- Are there shadows or boxes that would conceal your entry?
- Is there merchandise in the display window that is easy to steal?
- Is there evidence of an alarm?
- Are there hinges on the outside of the door?
- Are the windows or skylight secure?
- Are all shrubbery and debris away from windows?
- Are all outside doors equipped with good dead-bolt locks?
- Are rear and side doors reinforced with cross-bars?
- Do windows have grating bars or film coating?
- Are you keeping an accurate inventory of all valuables?
- Do you leave the empty cash drawers open after hours?
- Is your safe anchored to the floor, in a visible location?
- Do windows have posters, etc. on interior side preventing view into store?

These are some things a would-be burglar looks for. And they are things that you, as a business owner, must be aware of, as well.

MARK YOUR PROPERTY

Criminals don't like marked property

Businesses are encouraged to mark their property for identification. Placing identifying numbers on company property deters would-be thieves and assists police in the recovery and return of marked property to its rightful owner.

Basically the program consists of the following:

- Choose a number, or combination of numbers & letters that is meaningful to your business, such as a driver's license number or someone's birthday. Keep a record of it. Do not use your social insurance number.
- Engrave or stamp this number in a conspicuous location on tools, equipment, business machines, furnishings and other items that might be attractive to would-be thieves.



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ARMED ROBBERY BUSINESS SECURITY



BEFORE ROBBERY

Prevention:

A total security program is the best way to prevent armed robbery. The stronger the security image, the less likely the robber is to select your business as a target.

- Good visibility, inside and out, allows employees to keep an eye on suspicious persons and increases the possibility that someone outside will see if a robbery does occur.
- Advertise a cash control policy. Adopt a cash limit and deposit excess in a safe.
- Vary your banking routine and camouflage your cash in an unsuspecting manner.
- Consider installing an alarm and ensure that staff members are familiar with it.
- Surveillance cameras are a good deterrent and provide valuable evidence of robberies.
- Proper interior and exterior light is necessary, and the installation of adequate locks on all doors is a must.
- Record the serial numbers of bait money. In the event of a robbery, be sure to give the robber this money, but do not be conspicuous about it.
- Ensure employees are trained in anti-robbery techniques.

DURING ROBBERY

Safety:

Even with a strong security program, there is always the chance that a robbery may occur. Robbery is a potentially explosive situation, yet most robberies take only two or three minutes. It is imperative that all employees be taught how to handle those few minutes in a manner that will help ensure safety.

- Don't argue. The robber may be more frightened than you.
- Do exactly as he asks, and be as polite and accommodating as possible.
- Do not make any sudden moves.
- Memorize the robber's description in detail. Write everything down as soon as possible without jeopardizing your safety. For example, physical description, clothing, weapon, speech.
- Note direction of escape route, means of escape, whether on foot or by vehicle, and if the thief had accomplices.
- Try to get a description of the robber's car and write down the license number.
- Set off the hold-up alarm, only if you can do so safely and without any obvious movements.



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AFTER ROBBERY

Important:

Ensure police are telephoned immediately. Inform the police what has happened. Always keep the line open. Let the police terminate the call.

If there was a "Note" used by the robber, or you know of anything else the robber might have touched, do not handle it more than necessary, as it may have fingerprints or other evidence on it.

- Protect the areas for police examination.
- Lock the doors immediately after the robber has left.
- Notify your supervisor as soon as possible of what has occurred.
- Ask all employees and customers to remain on the premises until the arrival of the police.
- Do not discuss what you have witnessed among yourselves until you have completed a statement to the police.
- Get counselling if needed.
- Debrief with bank staff.

Media:

- Do not discuss the robbery with members of the news media directly or by telephone unless authorized to do so.