

Armed robbery awareness

No amount of money or property is worth risking a life!

Robberies can be traumatic for those involved and could have a significant impact on the health, safety and welfare of yourself, your staff and customers. Reduce the risk, or at least minimise the impact, both human and financial, of armed robbery on your business by considering the following strategies.

This information should be read in conjunction with the Business Security Guide that explains the layered security approach.



If a crime is happening now,
call **Triple Zero (000)**.
If not, think **Policelink**
report **online** or via 131 444.

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Design of premises - increase the risk of the offender being caught!

- Provide a clear, well-lit view of the premises from both inside and outside.
- Keep sightlines visible around your premises so staff can see people entering.
- Maintain landscaping so that ground cover is no higher than one metre and hanging foliage is no lower than two metres.
- Install height markers on the inside of your doors, as this will help you judge the height of offenders.
- Locate 'point of sale' areas away from doors and public areas.
- Use counters that are wide and high enough to maximise distance between staff and customers. This will reduce opportunities for physical contact with your staff.
- Install good interior lighting and a clear window frontage to help identify potential offenders.
- Install closed circuit television security systems (CCTV) and display noticeable signage to identify existence of cameras. Routinely train staff in the use of the system and have routine maintenance scheduled.



Cash handling and storage - reduce the rewards of the crime!

- Limit the amount of cash held on the premises and publicise this fact with a sign saying, 'minimal' or 'no cash kept on premises'.
- Minimise cash levels by frequently clearing cash registers and place into a safe.
- Install a safe which is secured to a sturdy fixture; limit the number of safe keys and/or number of people with the combination.
- Open the cash drawer only when it is in use and keep locked at all other times.
- Handle, count and move cash around your business as little and as discreetly as possible.

Prevention Together
Prevent | Disrupt | Respond | Investigate



In the event of a robbery

As soon as it is safe to do so, call Triple Zero (000).

Have an armed robbery procedure in place. Make sure staff are trained in the procedure and practice the procedure regularly. Use 'CODE A' to help you and your staff prepare in case an armed robbery incident occurs.

Calm – Try to remain calm. Stay away from personal space of the offender.

Obey – Obey instructions. Avoid making any sudden or unexpected movements.

Description – Note the features of the offenders, including: clothing, scars, tattoos, height, hair colour, accent and speech and any weapons used.

Evidence – Remember what is touched by the offender and do not touch it yourself.

Alarm – Activate the alarm and call police on Triple Zero (000).

After an armed robbery incident

- Call police as soon as you can and when safe to do so. Be ready to provide your name, address and premises details. You will be asked to describe what happened and anything you can recall about the offender(s), their vehicle and their direction of travel.
- Close the premises to the public and isolate the areas where the offender(s), confronted staff.
- Ask witnesses to remain to assist police and do not discuss the details of the incident with each other.
- Ensure that no one touches any surface or items the offender(s), may have touched.

Staff support

Crime can impact everyone differently. Some people who experience an armed robbery report a feeling of being scared, violated and isolated after the event. Your staff may experience after effects of the crime in their day-to-day life at work and with their family and friends. It is normal for people to react differently and it is important for management to assist and support staff post incident.

Some common reactions include:

- **Physical** – nausea, headaches, sleep problems, jumpiness, changes in appetite.
- **Emotional** – afraid or fearful, anxious, helpless, guilty or isolated.

- **Behavioural** – withdrawn, increased smoking or drinking alcohol, difficulty making decisions, changes in relationships.
- **Cognitive** – lack of concentration, flashbacks, reduced performance at work, distressing dreams.

Experiencing these feelings are a normal part of being affected by a crime. In most cases, these reactions are temporary. Support from colleagues, family and friends is an important part of recovery. Free services are available to support your staff and help manage the effects of crime victimisation.

If you or your staff have been a victim of crime or have witnessed a crime, you can access a range of services through Victim Assist Queensland. This includes financial assistance, information and referrals to support services.

