



Robbery Prevention



Be Proactive

- Install a height indicator strip on the front door frame
- Place a workable camera at eye level inside the business, aimed at the front door
- Develop a strong security policy — Know it! Enforce It! Educate your employees!
- Be aware of your surroundings
- Reduction of opportunity equals reduction of vulnerability

Interior Opportunities

Greet All Customers as They Enter

- Make eye contact.
- Ask open-ended questions
- Make transactions personal
- Watch for suspicious persons or activities

Keep the Business Clean and Uncluttered

- Interior and exterior should be well lit
- Do not block view throughout the store or outside into the parking lot with display items, posters or signs

Enforce Policies

- Clearly posted rules eliminate confusion

Exterior Opportunities

Increase Visibility

- Lights
- Trimmed landscape
- Eye-viewers
- Keep windows clear of posters and/or signs

Control Access

- Keep rear doors locked at all times
- Keep doors locked when the business is closed
- Keep the dumpster areas locked

Recognize Suspicious Activity

- Watch for people loitering before or after business hours
- Look for unoccupied vehicles
- Watch for people wearing clothing out-of-season (i.e. jacket in middle of summer)
- Watch out for any “odd” behavior

TRUST YOUR INSTINCTS!

Taking Out the Trash / Night Deposits / Going Home

- Have specific rules for employees
- Vary routines
- Safety in numbers

During A Robbery

- Cooperate
- Try to remain calm
- Do not resist
- Do not talk or ask questions
- Do not stare
- Expect to be threatened
- Keep hands in plain sight
- Activate alarm only if able to do so safely

After A Robbery

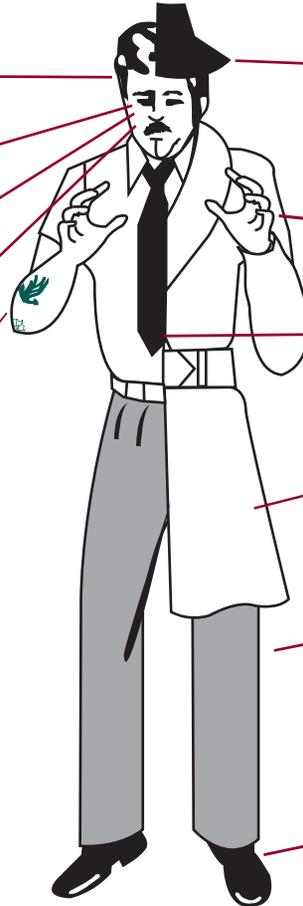
- DO NOT give chase or follow suspect/s
- Activate silent alarm, if not done so already
- Call 9-1-1 and say "I've just been robbed."
- Stay on the line to answer all questions
- Lock the front door and put up a "closed due to emergency" sign
- Do not allow anyone to leave until the police arrive
- Move the person who was robbed to a quiet place
- DO NOT touch anything
- Try to preserve the crime scene
- Do not discuss observations with anyone
- Distribute "Suspect Description" forms to be completed individually
- Give forms to police when they arrive

FILL IN ALL THE BLANKS

GIVE TO THE FIRST POLICE OFFICER ON THE SCENE

SEX	RACE	AGE	HEIGHT	WEIGHT	WEAPON TYPE
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HAIR
GLASSES TYPE
FACIAL HAIR
COMPLEXION
SCARS/MARKS/TATOOS



HAT (color, type)	
SHIRT	TIE
COAT//PURSE/BACKPACK	
TROUSERS	
SHOES	

ACTIVITY	DIRECTION OF TRAVEL
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Report suspicious activity by texting or calling the
Chandler Police Department at 480-782-4130
Call 9-1-1 for an EMERGENCY or a crime in progress



FILL IN ALL THE BLANKS

GIVE TO THE FIRST POLICE OFFICER ON THE SCENE



ACTIVITY		DIRECTION OF TRAVEL	
PLATE	MAKE/MODEL	COLOR	GRAPHICS/DECALS/DAMAGE
WHEELS	WINDOWS	LIFTED/LOWERED	PASSENGERS



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