



POLICE
SCOTLAND
Keeping people safe

Working with Business to Prevent Robberies

Making your business secure decreases the potential for robbery and increases the safety of the business, the staff and its customers. If you are an employer, you have a duty to take steps to reduce such risks and maintain Health and Safety.

The following common sense guidance may assist in preventing crime, increasing safety, and reducing the costs to business.

Robbery Awareness/Personal Safety

- Robbers do not like to be seen. Make sure there is good visibility, into and out of, the premises.
- Be aware of people loitering around the area with no obvious purpose.
- Keep counter access doors in a closed and locked position.
- Keep till cash to a minimum. The more that is kept in the till, the more attractive the premises will become for a potential robber.
- Keep excess cash in a safe or other secure location, away from the counter area if possible.
- Do not count cash where a potential robber can see you.
- Take steps to reduce these risks, particularly at opening and closing times.

Cash Handling

- Check that your security arrangements satisfy the requirements of your insurance company.
- Use specialist security firms to transport any large amounts of cash where possible. However, where employees undertake this task, make sure that at least two persons are used with one acting as an escort.
- Bank cash at the earliest opportunity.
- Survey the area outside before any cash is brought out and provide the persons with a means to raise an alarm – no one likes attention.
- Avoid a set routine – change the times and routes regularly, using busy roads rather than quiet ones.

- Keep alert at all times e.g. Do not wear earphones, hood etc.
- The employee carrying the cash should disperse the cash about their person.
- Do not put yourself at risk – if threatened at any time, hand over the money and comply with the assailants instructions.
- Remember, the beginning and end of your journey are the most likely places for attack so be especially vigilant on leaving the building and when depositing the cash.

CCTV

CCTV is now common place within businesses and the wider community, and remains an important tool for preventing and detecting crime. To ensure the impact of CCTV is maximised, businesses should ensure:-

- Systems can record good quality images.
- Staff can operate the systems.
- Systems can provide still images.
- CCTV is supported by clear signage that may deter potential criminals.

If a Robbery Does Occur

- Keep yourself and others safe. If you cannot escape to a safe place stay where you are and do what is asked of you.
- Try to concentrate on the robber and remember as much as you can about them. Avoid confrontational behaviour.
- If you become aware that a robbery is happening and you are in a safe place do not place your self at risk – stay where you are.
- If the premises has a raid alarm or personal attack alarm, activate the alarm during the attack if you can, but do not put yourself at risk.

After the Robbery

- Always call the police by dialling '999' even if you have already activated an alarm system. This will allow you to describe the person(s) responsible and police officers in the area will immediately be able to start a search.
- State clearly that '**there has been a robbery**'. If the person had a weapon, describe the weapon in as much detail as possible, and if you can give details of the direction the robber(s) made off in.
- Preserve the evidence. Close the premises and do not touch anything in the area of the robbery until the police have visited.
- Tell the police about any CCTV recording and do not rewind or play the tape back to view the incident, unless asked to by the police.
- It is perfectly natural to feel shaken after a robbery. Seek help from a manager, colleagues, or other organisations such as Victim Support Scotland which provides support to the victims of crime. Ask any police officer for more details.

Good common sense precautions will allow for a safe working environment with minimum cash available at the counter. It is essential we make the business environment a hostile place for the criminal and a safe place for staff and the public.

Further Communication

Let us work together to prevent crime. Any of these areas of crime prevention can be discussed further with local Crime Prevention or Community Police Officers who can be contacted on **101**. For confidential advice on assessing the risks of violence at work and protecting staff, contact the Scottish Centre for Healthy Working Lives on **0800 019 2211**.

To supply anonymous information about robbery contact Crimestoppers on **0800 555 111**.

 @PoliceScotland

 PoliceScotland

 scotland.police.uk