

## What To Do During a Robbery

Remain calm. DO NOT resist.

DO NOT try to be a hero. Take NO action that would jeopardize your own safety.

Follow the robber's directions, but do not volunteer more than asked for.

Advise the robber of any unusual moves you must make. Assure the robber that you will cooperate.

Make mental notes of:

- The robber's race, age, height, sex, clothing, complexion, hair, eye color, etc.
- Anything unusual about the robber such as scars or tattoos.
- The number of accomplices and how they left the scene, direction of travel, type and color of vehicle. Get the license number if you can safely do so.
- Any conversations the suspects may have with one another.
- What the suspect's weapon looked like so you can describe it later.
- Also, try to remember what the suspect touches so that fingerprints may be lifted.

### After the Robbery

Call the police, **9-1-1**, immediately. The person who calls the police should be able to stay on the phone if the dispatcher requests that he / she do so.

Lock all doors and ask all witnesses to remain until the officers arrive. If a witness must leave, obtain his/her name, address, and telephone number.

All witnesses should write down a description of all the suspects. DO NOT discuss the robbery or compare notes about the robber's appearance with anyone.

Protect the crime scene. DO NOT touch anything.

## Emergency 9-1-1 Police Non-Emergency 713-884-3131

*For General Information, Contact  
Your Local Police Station*

*or*

*Contact Community Affairs at  
713-308-3200*

*For more information, visit  
[www.houstonpolice.org](http://www.houstonpolice.org)*

**ROBBERY  
PREVENTION  
For Businesses**  
*Be Observant  
Be on Guard  
Be Safe*



*Keep* **Houston**  
**SAFE**



***A robbery is one of the most serious and potentially dangerous crimes committed in the United States today. A robber commits a holdup because he or she believes that their profit will be worth the risk. By decreasing the possible profit and increasing the risk of apprehension, potential victims can reduce their chance of becoming a target.***

### **Stay Alert**

Know who is in your business and where they are.

Be suspicious of people wearing inappropriate clothing for the weather.

Be aware of suspicious activity outside your business especially at opening and closing times.

Write down license plate numbers of suspicious vehicles if visible from inside your business.

### **Physical Deterrents**

Keep your business well lit, especially at the entrances and exits.

Maintain visibility throughout the business. Make sure signs and displays do not obstruct the view of the customer service area from the street.

Mark the edge of the main doorway at varying heights to help identify the height of a robber.

Keep cash at a minimum, and post notices in the doorway of this fact.

Consider the installation of video cameras or alarm systems.

### **Bank Deposit Procedures**

Avoid wearing name tags or clothing advertising your business.

Do not advertise that you are carrying the bank deposit. Conceal the cash/money bag in plain wrappings or another container.

When carrying large amounts of cash, use police/armed guard protection.

Try to make deposits during daylight hours.

At least two employees should make the deposit.

Go directly to the bank. Do not make other stops along the way.

Use various routes and times.

Inform your business when you arrive as well as when you leave the bank.

Vary the vehicles and personnel used if possible.

Be aware of any vehicle that may be following you.

Never leave the deposit unattended in the vehicle.

If you pick up cash from the bank, follow the same procedures while returning to your business.

### **Opening and Closing Procedures**

Have at least two employees present when opening and closing the business.

Upon arrival at the business, make sure the perimeter of the building is checked for suspicious persons or vehicles as well as possible break-ins.

At closing, make sure all areas are checked to make sure no one is hiding in the business.

Do not admit customers after business hours.

***Be aware that sometimes merchants are followed back to their business or to their homes by robbers. Certain safety precautions should be followed regarding vehicles and home safety. Do not always travel the same routes to and from work. Be observant of vehicles following you.***

***Know where police stations and fire stations are in your area. These are places of safety, should you suspect that you are being followed.***

***Write down the license plate number of any suspicious vehicles. It is better to throw it away because you do not need it than to wish you had it later.***

### **Planning For a Robbery**

***Although this is something that no person should ever have to experience, it is better to be prepared. The main objective should be to survive the robbery.***

Do not argue or fight with the robber. Any amount of money is not worth personal injury.

Listen to your own instincts. If something seems wrong about a situation or a person, it probably is.

Mentally review as often as possible the actions you should take if confronted with an emergency so that it becomes "second nature."

Keep a spare key in any room in which an employee may be locked after a robbery and keep a hidden phone for such an emergency.

Keep the telephone number of the police near the phone.

Actively participate in all training sessions offered to become thoroughly familiar with company policies and procedures.

Have regular safety meetings to develop and discuss your "Plan." Some of the elements of a good plan include:

- Employee demeanor during robbery (do not resist)
- How to notify the police
- An escape route
- How to obtain a suspect's description
- How to obtain a vehicle's description
- Have prearranged signals between employees
- How to activate alarms
- When not to activate an alarm