



Keys to Robbery Prevention

Develop a strong store policy—

- ◆ Know it!
- ◆ Enforce it!
- ◆ Educate employees!
- ◆ Awareness—
- ◆ Reduction of opportunity equals reduction of vulnerability

Suggested tools:

1. CADPD Robbery Kit—a self-help book on the steps to follow after a robbery. Kit includes the sign to place in the window showing the business is closed due to an emergency, a notification sign that the premises has surveillance cameras off-site and a Suspect Description form.
2. Height indicator strip

To download the Coeur d'Alene Police Department Robbery Kit, signs and forms, or for additional information, please visit the Police Department's website:

www.cdapolice.org



COEUR D'ALENE POLICE DEPARTMENT
 3818 Schreiber Way
 Coeur d'Alene, ID 83815
 208-769-2320
 CDAPD 042009



ROBBERY PREVENTION FOR BUSINESSES



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Robbery prevention begins with reducing opportunities!

Be proactive—

- Install a height indicator strip on the door frame.
- Place a workable camera at eye level inside the business, aimed at the front door.



Interior opportunities—

- Greet all customers as they enter.
- Make eye contact.
- Ask open ended questions.
- Make transactions personal.

Be aware of who is inside the business.

- 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 store policies

- Clearly posted rules eliminate confusion.

Exterior opportunities— Increase visibility

- Lights.
- Trimmed landscape.
- Eye-viewers



Control access.

- Keep rear doors locked
- Keep doors locked when the business is closed.

Recognize suspicious activity.

- Watch for people loitering, before or after business hours.
- Look for unoccupied vehicles.
- Watch for people wearing clothing out of season.
- Watch out for any “odd” behavior.

TRUST YOUR INSTINCTS

VULNERABILITIES—

- 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 hand 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
- Call 911 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 an emergency” sign.
- Do not allow anyone to leave until 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 the forms to the police upon arrival.