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ARMED ROBBERY CHECKLIST



PROCEDURES: BEFORE A ROBBERY

- ☐ Develop policies and procedures addressing robberies on the premises, including the parking lot. Be sure these policies and procedures are modified to fit your specific property.
- ☐ Inform your staff of the policies/procedures. Have them read and sign the document. Make sure they know how important it is to give up the money and not attempt to capture the culprits or thwart the robbery.
- ☐ Do not flaunt cash, tips, or bank deposit bags in front of customers or other employees unless they have banking responsibilities.
- ☐ Designate a specific person to be responsible for bank deposits. Try to make all deposits during daylight and busier hours.
- ☐ Train employees to be alert for suspicious persons loitering in or near the workplace. Similarly, be alert for unfamiliar or suspicious vehicles near the workplace.
- ☐ Try to have two employees on duty at all times. With more employees on site, potential robbers may find the location less attractive.
- ☐ Make your theft prevention methods and security obvious. Utilize placards and signs as visual deterrents.
- ☐ Place all your cash in a safe at night. Do not broadcast the combination.
- ☐ Do not count cash in the open after closing, even if the doors are locked. This is an invitation to steal.
- ☐ Make sure your alarm system is activated at night if you have one. If you don't have one, buy a sticker claiming you do.
- ☐ Be aware of how your insurance policy handles robberies.

ARMED ROBBERY CHECKLIST



PROCEDURES: BEFORE A ROBBERY

- ☐ Utilize good-quality video surveillance equipment. Be sure the equipment is serviced regularly and maintain records regarding who maintains the data and at what dates and times.
- ☐ Install devices to assist employees in viewing their surroundings, such as convex mirrors.
- ☐ Counters and work areas should be cleaned regularly to remove old fingerprints. Avoid oil- or wax-based cleaners, which will prevent fingerprints.
- ☐ Secure the cash register to the counter and install barriers to keep unauthorized people from entering employee-only areas.
- ☐ Maintain a list of emergency or otherwise relevant phone numbers near the business' phone and make sure all employees are aware of the list.
- ☐ If you have storage rooms, make sure they can be opened from the inside if locked.
- ☐ If the business is in a high-risk area, install physical barriers between customer and employee areas to provide protection for your workers.

ARMED ROBBERY CHECKLIST



PROCEDURES: ROBBERY IN PROGRESS

- ☐ Above all, don't be a hero; do nothing to jeopardize your safety and the safety of others. Remember that money and equipment can be replaced but a life can't. Train employees that you feel this way.
- ☐ If a firearm is shown, assume it is loaded and real.
- ☐ Make no sudden moves and remain calm; try to keep employees and customers calm as well.
- ☐ Activate alarms if you can do it safely and without detection.
- ☐ If you are handed a note and can safely drop it, do so. This may be useful evidence.
- ☐ Follow the robbers' instructions, but do not volunteer information or assistance.
- ☐ Avoid any action that might incite them to violence, such as introducing another weapon into the situation.
- ☐ Inform the robber(s) of potential surprises, such as a scheduled delivery, to avoid a sudden violent reaction.
- ☐ Study and memorize as many identifying features of the robber(s) as possible, including: height, age range, weight, race, sex, identifying markings (scars, tattoos, or deformities), speech patterns, and clothing.
- ☐ Note the direction that the robber(s) left and what they said, if anything, but do not chase or follow the robber(s). If the robber(s) use a vehicle and you can safely do so, try to identify vehicle type, model/year, color, and license plate.
- ☐ Once the robber's have left the property, lock or otherwise secure the doors so they cannot re-enter.
- ☐ Call the police if they have not already been notified by a silent alarm.

ARMED ROBBERY CHECKLIST



PROCEDURES: AFTER A ROBBERY

- ☐ Lock or otherwise secure the doors so the robber(s) cannot re-enter.
- ☐ Call the police if they have not already been notified. Inform them of injuries so an ambulance can be dispatched if required. Provide the police with relevant information, such as what time the robber(s) left, their description, what direction they went in and method of transportation.
- ☐ Try to preserve any potential evidence. Protect the scene of the crime and do not touch anything the robber(s) may have touched. Keep people out of the area.
- ☐ Employees should write down their descriptions of the robber(s) and events, but should not "compare notes" until the police have arrived and conducted the necessary interviews.
- ☐ Request witnesses to stay until the police arrived. If anyone insists on leaving, try to gather their contact information for the police.
- ☐ Contact individuals and entities that need to be contacted or otherwise informed of the event, such as the owner or insurance representatives.
- ☐ Do not report how much money was stolen or provide an estimate unless absolutely necessary. If an exact amount of cash taken during a robbery is released to the media and they report a large loss, other robbers could be attracted to the business or to others in the chain of businesses.
- ☐ Realize that everybody on the premises during the robbery are victims and will be effected by the event in various ways. Be mindful of your employees physical and mental health and aim to provide not only immediate help, but ongoing support as well.