

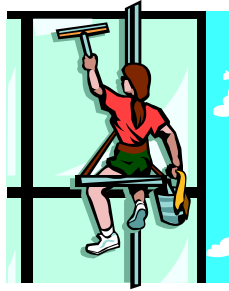
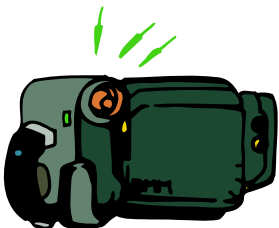
Robbery prevention begins with reducing opportunities!

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.
 - √ Keep windows clear of posters or signs.
- Control access.
 - √ Keep rear doors locked.
 - √ 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.
 - √ Watch out for any “odd” behavior.
- TRUST YOUR INSTINCTS.

Vulnerabilities —

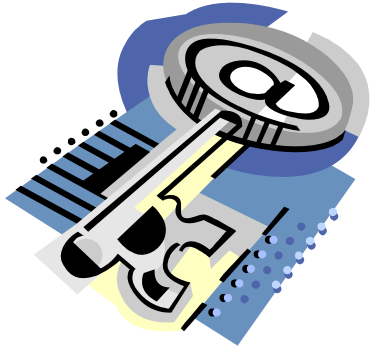
- ▶ Taking out the trash.
- ▶ Night Deposits.
- ▶ Going home.
- Have specific rules for employees.
- Vary routines.
- Safety in numbers.

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 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***
- ▲ ***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 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 the forms to the police upon arrival***



Keys to Robbery Prevention

Develop strong store policy—

- ▶ Know it !
- ▶ Enforce it !
- ▶ Educate employees !

Awareness —

- ▶ Reduction of opportunity equals reduction of vulnerability

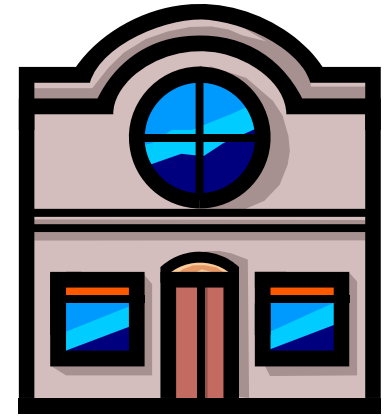
Suggested tools:

1. MPD 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 is being surveilled off-site and a Suspect Description form.

2. Height Strip.

To download the Mesa Police Department Robbery Kit, signs and forms, or for additional literature, please visit the Mesa Police Department's website:

www.mesaaz.gov/police



ROBBERY PREVENTION FOR BUSINESSES

Mesa Police Department



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