

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.
 - √ Clean glass doors and countertops often to provide clear fingerprints.
- 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 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 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
- ▶ Try to observe method of escape IF it can be done safely; get license plate number, vehicle description and direction of travel, IF POSSIBLE

After a Robbery —

- ▶ DO NOT give chase/follow suspect(s)
- ▶ Activate silent alarm
- ▶ Call 911 and say “I’ve 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 and any witnesses to a quiet place
- ▶ DO NOT touch anything! Try to preserve the crime scene
- ▶ Do not discuss observations with anyone
- ▶ Complete the robbery kit forms and give to the police upon arrival

STAY CALM! DO NOT PANIC!

An inexperienced robber will be made all the more nervous if the victims panic.

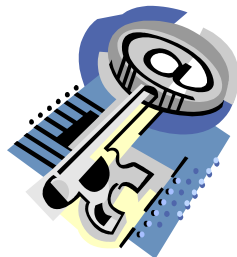
Pay attention to detail:

- Do not talk or ask questions
- Try to memorize physical characteristics of the robber without being obvious. Important physical traits include:
 - Height, weight
 - Age
 - Race
 - Hair color, style, length
 - Eye color, glasses
 - Facial hair, body piercings, scars, tattoos, teeth, birthmarks
 - Description of clothing, gloves, shoes hats, etc.
 - Description of weapon
 - Distinctive speech patterns: slow, rapid, nervous, shouting, accent, etc.

PROACTIVE MEASURES

Video cameras can be an important addition to your overall security plan and can be effective for criminal identification, but they should not be your sole source of security. Check often to make sure they are recording correctly and lenses are clean.

SAFES should be closed/locked at all times. A delayed timer on a safe is suggested. Only managers should have access to the safe. Place a sticker indicating that the safe is on a delayed timer and minimal cash is kept in the register. After a certain time, bills larger than \$20.00 should not be accepted and those bills should be put in the safe at the earliest convenience.



Keys to Robbery Prevention

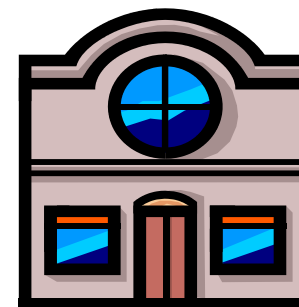
Suggested tools:

- MPD Robbery Kit — a self-help booklet 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
- Height Strip
- Camera system with off-site recording

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

<http://www.mesaaz.gov/residents/police/divisions/crime-prevention/businesses>

ROBBERY PREVENTION FOR BUSINESSES



Fiesta Station Crime Prevention
480-644-2539

Central Station Crime Prevention
480-644-2033

Red Mnt. Station Crime Prevention
480-644-3921

Superstition Station Crime Prevention
480-644-5014

Mesa Police Non-Emergency
480-644-2211

EMERGENCY - 911

