

ARMED ROBBERY PRESENTATION

2018 Meat Retail Trainers Conference

Presented by Senior Constable Heidi Marek

Cairns District Crime Prevention Unit,
Queensland Police Service



▶ INTRODUCTION

- * OVERVIEW
- * OFFENDER PROFILES
- * REDUCING THE RISK
- * WHAT TO DO DURING A ROBBERY
- * WHAT TO DO AFTER A ROBBERY
- * WHAT OFFENDERS ARE LOOKING FOR
- * WHAT CAN YOU DO?



OVERVIEW

- ▶ Armed robberies are significant events that can significantly impact the health, safety and welfare of both staff and customers.
- ▶ Armed robberies are often unpredictable and can place your staff in dangerous situations.
- ▶ As business owners you need to be aware of the actions you can take to improve the safety and security of your business, and what to do when an armed robbery occurs.



▶ OFFENDER PROFILES

- ▶ **ORGANISED OFFENDER** – Higher risk offences for greater profit, generally multiple offenders, organised, identities concealed, use intimidation and generally have extensive criminal histories
- ▶ **DISORGANISED OFFENDER** – More likely to work alone, opportunistic, generally select ‘soft’ targets, motivated by immediate financial need, desperate and unpredictable and act with a degree of spontaneity.



STRATEGIES TO REDUCE THE RISK

INCREASE THE RISK TO THE OFFENDER – Consider opening and closing the business in pairs, network with nearby businesses and advise of closing times, consider security patrols.

Natural surveillance –

Good lighting (Inside and out)

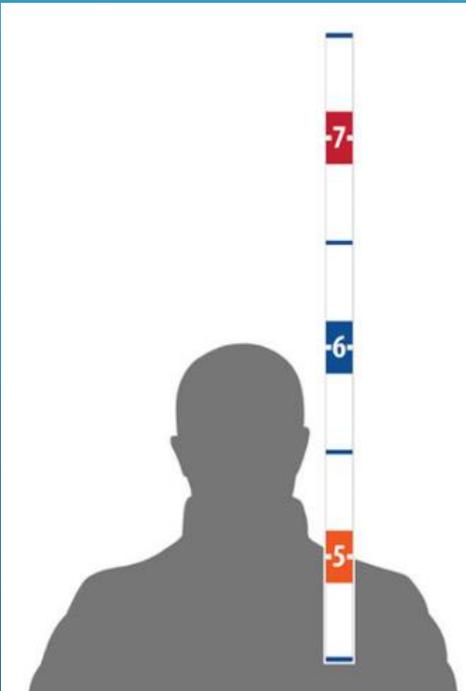
Minimise areas of concealment (remove clutter and posters from windows)

Have clear lines of sight in and out of the business

Use wide counters that maximise distance

Store rooms and other access points should be secure at all times

Consider installing a height marker at your doorway



▶ **Reduce anonymity** – Ensure you greet those entering the store (especially at closing times), make eye contact & engage in conversation.

▶ **Strengthen security** – Have more than one staff member on during closing time
Reduce the amount of cash kept on the premises

Install efficient CCTV cameras and a duress alarm

Ensure customers cannot view open tills and safe locations

Leave empty tills open after closing

Install 'no cash left of premises' labels outside the business.

Develop armed robbery procedures (train staff)

If a staff member leaves under difficult circumstances, ensure all cash handling procedures are changed and ensure all keys and staff passes are returned when the employee leaves.



WHAT TO DO IN THE EVENT OF A ROBBERY

▶ CODE-A

- ▶ **C – CALM** – Offenders will use shock and intimidation to gain control, don't antagonise the offender as it may escalate the situation. Pay attention to what they are asking for. Keep your distance.
- ▶ **O – OBEY** – Listen to the instructions being given, do not offer extra information. Announce any actions you are about to undertake.
- ▶ **D – DESCRIPTION** – Make a mental note of the offender (clothing, tattoos, scars, hair colour, accent, height, speech, weapons and is there any vehicle).
- ▶ **E – EVIDENCE** – Remember where the offender went and what they touched. Lock the premises after the offence and request witnesses to stay. Protect areas that have been touched & avoid contaminating surfaces. Do not attempt to view footage of the offender. Provide a description.
- ▶ **A – ALARM** – Activate the alarm and call police on Triple 000 when it is safe.



AFTER THE ROBBERY

- ▶ Police will obtain statements and descriptions independently (Do not confer with other witnesses or view footage. Individual recollections will differ).
- ▶ You may be required to attend the police station to complete a comfit or view a photo board.
- ▶ Obtain the details of witnesses that may not be able to remain at the scene.
- ▶ Consider counselling for staff
- ▶ Avoid talking to the media and passing on CCTV vision to anyone other than police investigators.
- ▶ Review security measures, can improvements be made?



WHAT OFFENDERS LOOK FOR

- Escape routes
- Low staff numbers, especially during opening & closing.
- Female staff, older staff
- Visible cash points, access to cash points
- Poor lighting and visibility from outside
- Later identification through CCTV
- Patrols of police and security
- Barriers and time delays on safes
- Staff training and compliance with procedure
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Have a think about your business

- ▶ Can you upgrade security?
- ▶ Do your staff know what to do?
- ▶ Can cash handling procedures be improved?
- ▶ Can the layout be improved?



- ▶ Thank you!
- ▶ For further information please contact the Crime Prevention Section at your local police station
- ▶ Or visit The **Queensland Police Website “Armed Robbery”** to download a free copy of the Armed Robbery Awareness Brochure.

