

Robbery Prevention & Response

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Introduction

1.1 Context

The objective of this policy is to provide procedures which when put in place will minimise the risk of robbery within your pharmacy. This policy will also deal with how to react during a robbery and how to accurately report and deal with the incident after it has taken place.

1.2 Purpose

The company will endeavour to take all reasonable precautions to minimise the risk of robbery within our pharmacies. For example, this may be in the form of physical security solutions such as CCTV cameras or by introducing policies and procedures to minimise the risk of robbery, such as performing cash lifts. Unfortunately, even with these systems in place, robberies can sometimes still happen, although this is thankfully very rare. In these situations it is important that our employees are trained in how to safely deal with these situations as they are happening and to accurately report the facts after the event has taken place.

1.3 Scope

This policy applies to all employees working in the pharmacy although it is particularly important that any employee who deals with the handling or transport of cash is aware of its contents.

Procedure

2.1 Prevention

- Where possible in high risk locations keep your doors and windows clear of signs and posters to allow for good natural visibility. This will ensure that staff can see people loitering suspiciously outside, and passers-by/ Garda can see inside the pharmacy.
- Practice good cash control. Ensure float limits are adhered to, cash lifts are performed regularly and lodgements are banked as soon as possible.
- Ensure till areas are secure, till keys must not be left in the till drawers and till drawers must be secured to till furniture.
- Ensure at least 2 people open and close the pharmacy
- Ensure there is adequate external lighting at the staff entrance/exit door
- Ensure that staff are aware of the intruder alarm duress code which is used in the case of an incident at the time of opening/closing the pharmacy
- Where possible vary your route to and from work and parking location
- Greet all customers - this reduces their anonymity and lets potential criminals know you are paying attention.
- Be alert for 'customers' who seem to be loitering or glancing at cameras or back areas of the pharmacy as in the majority of cases the robber will review the layout of the pharmacy prior to a robbery.
- Watch for suspicious persons outside the business - especially in parked cars.
- Before closing, employees should check the office, back rooms and toilets to make sure no one is hiding inside.
- Watch for suspicious customers. Robbers often 'shop' until all other customers are gone.
- Always report suspicious behaviour to your local Garda Station and your BM

2.2 During an Incident of Robbery

- Try to stay calm.
- Don't make any sudden movements.
- Do exactly as you are told.
- Activate your alarm ONLY if safe to do so.
- Tell the robber about anything that might surprise him, such as someone who is expected to arrive soon or persons located in a concealed area of the pharmacy.
- If you have to move or reach, tell the robber what you are going to do and why.
- Try to get a good look at the robber so you can describe him later paying particular attention to the following: tattoos/scars, footwear, jewellery as these are most likely items to remain the same following a criminal activity
- Also pay attention to speech accent, mannerisms, height, age, hair/eye colour and clothing. For height pay attention to what the person is stood next to and take note of any items that are in line with the top of the persons head.
- Never be a hero, always Co-operate, Obey, Observe and Protect
- Give the robber time to leave the pharmacy.
- Note his direction of travel when he leaves.
- Try to get a description of his vehicle ONLY if safe to do so and always from inside the pharmacy

Never directly follow a robber out of the pharmacy.

2.3 Following an Incident of robbery

- Call the Garda immediately, even if you have activated the panic alarm.
- If you have concerns that the robber has not left the vicinity of the pharmacy close and lock all doors to the pharmacy
- Do not discuss the details of the robbery with witnesses or fellow staff as this may taint your recollection of events.
- Ensure all staff and witnesses write down their observations and description of the event immediately after the incident
- Ask any witnesses to stay until Garda arrive. If they can't, get their names, phone numbers and addresses.
- Ensure the welfare of staff and customer is attended to
- Do not touch anything that the robber may have touched. Block off areas where the incident took place.
- Inform your Business Manager
- Secure any CCTV footage of the incident and await the arrival of the Garda
- Step outside the store when the Garda arrive so that they'll know the robber is gone and you are safe.
- Do Not Deal with inquiries from the news media refer these to your BM.
- Do not discuss the amount of money taken with anyone other than Garda and your BM.

2.4 Support

Please report all suspicious behaviour immediately to your Business Manager.

For additional support regarding robbery or crime prevention please contact your Business Manager.

Section 3 – Definitions

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