



AFP

AUSTRALIAN FEDERAL POLICE

AGGRAVATED ROBBERY PREVENTION

FOR CANBERRA BUSINESSES

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Police Contact	Phone number	Description
Emergency	000	Call Triple Zero in an emergency or life threatening situation.
Police Assistance Line	131 444	Call the Police Assistance Line if you require police assistance when there is no immediate danger. You can also report information about a crime.
Crime Stoppers	1800 333 000	Call Crime Stoppers if you have information about a crime. Information can be provided anonymously.

A message from ACT Policing

ACT Policing is committed to working with businesses to prevent crime and ensure the safety of staff and patrons.

As a crime prevention initiative, we're pleased to provide you with this Aggravated Robbery Prevention booklet.

An aggravated robbery is when a person commits a robbery in company with one or more people, or with an offensive weapon.

Aggravated robberies are serious and dangerous crimes that can cause long term emotional and psychological distress to victims.

Businesses can use the strategies in this booklet to minimise the incidence and impact of an aggravated robbery.

These include:

- Prevention
- Building security
- Cash handling
- Staff training
- Procedures during and after a robbery

Having proactive, well planned and strictly followed procedures can reduce the risk of an aggravated robbery and ensure the safety of your staff and customers.

It's important to update your business security procedures before an incident occurs.

No amount of money is worth risking a life. The safety of staff and customers is paramount in these situations.



Businesses are encouraged to train staff to know what to do if an aggravated robbery occurs.

Prevention

Prevention is an important step in reducing the risk of aggravated robberies.

Take the time to conduct your own business security assessment against our recommendations. It can safeguard your business, deter offenders and assist police in their investigations.

Building security recommendations

- Secure all doors and windows at the rear of your premises with deadlocks, key locks and/or bars, and consider audible alarms on each.
- Closely control the custody, issue and duplication of keys and security codes, and change codes regularly.
- Install electronic beepers or other devices to indicate when people enter and leave the premises. This will alert staff to a person's presence, even when the front desk is unattended.
- Shop fronts and surrounds should be uncluttered, providing a clear view to the street from the service area. This gives staff time to lock the door before potential offender/s enter.
- Bright lighting and a clear glass shopfront can make an offender highly visible and increase their chances of being identified.
- Ensure external areas such as exits and car parks are well lit, either permanently or with motion detection sensors.
- Consider a silent alarm that is connected to a security company which can be activated from near the cash drawer or register. This ensures a faster response by security.
- Ensure all rooms and cupboards can be unlocked from the inside to avoid staff being trapped inside.
- Install accurately placed height stickers on doors to measure offenders. This unobtrusive tactic will assist witnesses and police with investigations, as recollections after a traumatic incident can vary.
- Use mirrors to monitor blind spots, taking care to prevent observation of cash handling procedures.



Install good quality Closed Circuit Television (CCTV)

- Consider the installation of security cameras that capture good quality footage inside and outside the premises.
- Ensure the system has high quality data storage which has not been reused to the extent that the quality is affected.
- Place security cameras so they monitor entry and exit points, and other appropriate locations to avoid 'blind spots'.
- Ensure the security camera has a clear view of the counter area and angle the camera at face height.
- Consider installing a video screen displaying footage of customers during service. Having the screen in view of customers may deter illegal activity.
- Maintain the system to ensure it is in good working order and check cameras for correct positioning.

Insurance

- Ensure that you have appropriate insurance to protect your business and cover any potential losses.
- Reassure staff that insurance will cover losses, as some staff may be concerned about the consequences of handing over money.

Staff

Staff are often a business' greatest asset. Making staff aware of security and aggravated robbery procedures will help to protect them and your business.

While some aggravated robberies are opportunistic, others are well planned with offenders undertaking surveillance of the business prior to an incident.

Staff are usually the ones to notice suspicious behaviour and if reported early, could prevent a robbery. Staff inductions and training should include how to respond in the event of an aggravated robbery.

Be aware of any suspicious activity

- This could include customers who ask about opening and closing times, staff and cash procedures.
- Ask staff to be wary of customers who try and establish friendships through social media for the purposes of long term grooming.
- Note the descriptions of any suspicious vehicles and/or persons and report this information to Crime Stoppers on 1800 333 000 or via their website at act.crimestoppers.com.au
- Inform police immediately if you believe a threat is imminent by calling Triple Zero (000) in an emergency, or 131 444 for police assistance.

Ensure adequate staff training

- Train all staff in security procedures and conduct regular exercises.
- Instil the mentality that staff and patron safety is paramount, and they should not try to be a hero.
- Train staff to access and download CCTV footage. This ensures they can provide it to police immediately which will assist any investigations.
- Train staff to greet every customer with eye contact. Offenders do not want to be identified and this may deter would-be thieves.

Staff name badges should contain first names only. This safeguards staff and gives an additional level of protection.



No staff member should work alone especially when handling cash or opening or closing the business.

Cash handling

Targeted businesses often deal in large amounts of money. Businesses who have set procedures in place will reduce the risk of an aggravated robbery occurring and keeping cash out of sight will reduce the temptation for opportunistic thieves.

Recommendations include:

- Keep security procedures on a need to know basis.
- Limit the amount of cash held on hand, and advertise this fact.
- Position cash registers away from entry and exit points and ensure cash is not visible to customers.
- Bank regularly, but vary the times of banking and routes taken to the bank.
- Use two staff members for banking where possible. Larger businesses may consider a security pick-up for cash.
- Don't use a bank bag, use a less conspicuous bag.
- Remind staff to be aware of who is around them while carrying cash.
- Cash should never be counted in view of the public and never leave cash lying around.
- Never talk in public about cash handling procedures or amount of money being held at premises.
- Consider drop safes for cash and time delay safes to ensure that staff are unable to access large amounts of cash.
- Safes should be secured permanently to the wall or floor.
- Consider a secure room for counting and storing cash with access to CCTV.
- Consider having Automated Teller Machine (ATM) serviced and loaded by an external provider to reduce the risk of staff having access to the ATM's.



Should an aggravated robbery occur

Aggravated robbery offenders are motivated by easy money. Their aim is to get in and out of the premises as quickly as possible. They will likely be nervous and tense, so having well trained staff could minimise injury. The safety of employees and patrons is more important than money or property.

During an aggravated robbery try to ensure the offender leaves the premises as soon as possible, without harming anyone.

Should an aggravated robbery occur:

- Consider your safety at all times. Cooperate with the offender/s demands. Answer any questions the offender may ask but do not provide any extra information or assistance.
- Try to remain calm. It can reduce the chance of the offender becoming violent and may enhance your attention to detail.
- Try to inform the offender/s of any movements you need to make. They will likely be agitated and nervous so talking them through your movements is encouraged so you don't startle them. Any unexpected movement may trigger a reaction and endanger lives.
- Keep your hands in sight at all times. If you need to move your hands out of the offender's sight, ask for permission and await approval.
- All armed offenders must be treated as dangerous. Some may be under the influence of drugs or alcohol and may react in an unpredictable manner.
- Aim to maintain physical distance from the offender. When asked to hand over the money, place it on the counter and take a step back.
- Only activate an alarm if it is safe to do so. If it is not, wait until the offender/s leave before contacting police.
- Do not follow or chase the offender/s.
- Phone police immediately on Triple Zero (000) if it is safe to do so, and stay on the line.

After an aggravated robbery

Once an incident has occurred and the offender/s have left, it is important to shut down the area, call police and care for any victims.

Other important things to remember include:

- When offender/s leave, do not follow them. Use this opportunity to make as many observations as you can including direction and method of departure.
- Call police on Triple Zero (000) to report the incident before calling business management.
- If necessary, administer first aid/comfort to any injured persons and request an ambulance.
- Lock the doors and secure the business. Do not touch anything in the area where the offence occurred.
- Contain areas where the offender/s may have stood, touched, spat or bled.
- Record all observations as quickly as you can after the robbery. Use the offender description prompts provided at the back of this booklet.
- Note the offender/s level of aggression, tone, confidence (or lack of), posturing, stance, weapons and appearance.
- Ask all witnesses to stay until the police arrive. Ask witnesses not to discuss the incident even with other witnesses prior to talking to police.
- If a witness wants to leave, you have no right to hold them. Ask them to provide some identification and take down all their details. Provide this information to police as soon as they arrive.
- Never disclose how much cash or property was taken to anyone except the police.
- Do not make any statements to the media before discussing the incident with police.



Do not touch anything in areas where the offender/s may have stood, touched, spat or bled.

How to assist police

Following an aggravated robbery, call Triple Zero (000) immediately. Try to remain calm and provide details of what has occurred to police. The more information police have, the quicker they can respond.

Some things police may ask include:

- The business name and exact location.
- If there are any injuries.
- The time of the offence, and when the offender/s left the premises.
- The direction the offender/s left in.
- A description of the offender/s.
- Any weapon/s used or threatened to use.
- What the offender/s took.
- What was said and how it was said.
- Any evidence at the scene.
- Any transportation the offender/s used including type, make, model, colour, registration and number of occupants.
- Witnesses to the event (they should still be in the premises).

It is important to stay on the phone with police and answer their questions as best you can until a patrol arrives.

Ask witnesses to complete a witness statement using the prompts at the back of this booklet.



It is important to stay on the phone with police and answer their questions as best as you can until a patrol arrives.

Witness statements

If you are a victim or witness to an aggravated robbery please ensure you are safe and have contacted police prior to writing a witness statement.

Use the below prompts to record as much information as possible on your own. If you are unsure of an answer please do not guess, just leave it blank.

Your information will assist ACT Policing in the identification of offender/s.

Incident details

- Date
- Time
- Address
- Location: front counter/ back room/ other

Description of offender

- Gender: male/ female/unknown
- Age: 15-20/ 20-25/ 25-30/ 30-35/ 35-40/ 40-45/ unknown
- Build: slim/ medium/ solid/ obese
- Height
- Weight

Hair

- Hair colour
- Hair type: straight/ curly/ other, please describe
- Hair length: bald/ shaved/ short/ medium/ long/ other, please describe

Eyes

- Eye colour: brown/ blue/ green/ grey/ other, please describe
- Eyebrows: bushy/ thin/ shaved/ joined/ thick/ other, please describe
- Eyewear: yes/ no, if yes, please describe

Appearance

- Race: Asian/ African/ Caucasian/ Indian/ Middle Eastern/ Pacific Islander/ South American/ Aboriginal and Torres Strait Islander
- Complexion: pale/ fair/ olive/ dark/ tanned/ other, please describe
- Facial Hair: beard/ goatee/ moustache/ sideburns/other, please describe
- Features: scars/ birthmarks/ tattoos/ pimples/ acne/ other, please describe

Mannerisms

- Posture: stooped/ straight/ other, please describe
- Movement: jerky/ normal/ limp/ other, please describe
- Speech: slow/ stutter/ accent/ fast/ slurred/ other, please describe

Note any names used/ words spoken.

Clothing

- Upper/ lower body
- Headwear
- Footwear
- Gloves
- Bag
- Logos/ motifs
- Jewellery

Weapons

- Firearms: long arm/ short arm/ shotgun/ handgun/ other, please describe
- Other weapons: knives/conducted energy weapon/ syringe/ club/ screwdriver/ other, please describe

Vehicles

- Type: sedan/ utility/ panel van/ bicycle/ motorcycle/ other, please describe
- Year
- Make
- Model
- Colour
- Registration number (even if partial)
- State registration
- Any visible damage/ accessories on the vehicle

Physical environment

- What the offender touched
- Where they walked
- Entry and exit points
- Direction of getaway

Your details

- Staff member/ patron
- Name
- Address
- Contact numbers: home/ work/ mobile
- Signature
- Date
- Time

Any other important information?

Support for victims

Aggravated robberies are very traumatic events and victims frequently suffer distress after the incident. Injuries may not be physical, victims may need to be treated for shock and an ambulance may be required.

Common reactions include:

Physical - nausea, shaking, headaches, tiredness, sweating, sleep difficulties, changes in appetite.

Emotional - feeling tearful, anxious, depressed, scared, angry, guilty, sad, isolated and lonely.

Behavioural - withdrawn, scared to go out, increased smoking/alcohol, difficulty concentrating or making decisions, being very 'busy', changes in relationships.

Cognitive - slow thinking, flashbacks, forgetfulness, poor concentration, distressing dreams.

These reactions are normal and will affect people in different ways.

ACT Policing officers can refer victims to dedicated support services following an aggravated robbery. Alternatively, please contact one of the services below.

Support services

Lifeline Canberra	13 11 44
Victims Support ACT	1800 822 272
Kids Helpline	1800 551 800
Translating and Interpreting Service	131 450



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POLICING FOR
A SAFER AUSTRALIA