

TOWN OF TWO HILLS PUBLIC LIBRARY BOARD POLICY MANUAL

APPENDIX L

(Policy #801)

VIOLENCE PREVENTION PROCEDURES IN CASE OF ROBBERY

DO

OBEY THE ROBBER'S ORDERS.

Robber's seldom hurt people who cooperate with them.

Let the robber know that you intend to obey.

If you are not sure of what the robber is telling you to do, ask.

TELL THE ROBBER ABOUT ANY POSSIBLE SURPRISES.

If you must reach for something or move in any way, tell the robber what to expect.

If someone is in the back room or is expected in the store, tell the robber.

KEEP IT SHORT AND SMOOTH.

The longer the robbery takes, the more nervous the robber becomes.

Handle the entire procedure as if you were making a sale to a customer.

The average robbery takes less than two minutes.

STAY CALM.

Keep calm and observe what the robber looks like and what he is wearing. Remember exactly what he says.

Try to note the robber's exact height (from height marker) as he exits the store (if it is safe to do so.)

CALL THE POLICE.

Always keep emergency numbers near the phone.

Call the police (911) and don't hang up until they tell you to do so.

Protect the crime scene. Discontinue business until the police are finished. Don't touch any evidence.

Call your employer as soon as possible.

DON'T

DON'T ARGUE WITH THE ROBBER.

Give him all the cash and merchandise he wants.

Once the robbery has started, it is too late for the robber to change his mind.

DON'T FIGHT THE ROBBER.

The money isn't worth risking harm to you.

Trying to attack an armed robber is foolhardy, not heroic.

DON'T USE WEAPONS.

No weapons should be kept in a store. The robber's weapon is already one too many.

DON'T CHASE OR FOLLOW THE ROBBER.

To chase a robber is to invite violence.

The police, too, could shoot, mistaking you for one of the robbers.

DON'T ESTIMATE THE AMOUNT OF THE LOSS.

If you are certain of the exact amount, tell the police. Don't make guesses.

Source: Information reproduced with the permission of 7-Eleven Stores

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