

# ARMED ROBBERY PERSONAL PROCEDURES

## 1. PERSONAL SAFETY

Personal safety is paramount during an armed hold up. Our biggest concern is with the safety of all Team members, customers and the general public.

The armed robber must be considered to be dangerous as he/she may be under the influence of alcohol or drugs and will be under extreme stress.

## 2. PROCEDURE DURING THE ARMED ROBBERY

Use the **COPS** method.

- **C**alm – remain calm. If another person faints, it is safer to leave them alone. Always ensure, in a very calm manner, that the persons airways are clear if required. Speak only when spoken to.
- **O**bey – Listen carefully and do exactly what you are told. Answer all questions truthfully. Keep your hands in sight of the offender, raise them if required to do so in the universal sign for “I surrender”. Allow the offender his or her own personal space.
- **P**icture – Apply the “BAN THE CRIM” method of identification
- **S**afeguard – Activate alarm and call the Police after the offender has exited the Store. Secure all evidence left at the scene by the offender. Be aware of demand notes and places touched.

**NEVER** chase the offender from the Store or put your health at risk.

**NEVER** activate any alarm unless it is completely safe to do so.

“BAN THE CRIM” suggests that Team members use the following method to attempt to recall details of the offender(s). Team members and other persons use the initials to structure their capacity to recall details. BAN THE CRIM means:

**B**uild

**A**ge

**N**ame

**T**hatch-hair

**H**eight

**E**yes

**C**omplexion

**R**ig – clothing- Shoes, Upper, Lower, Glasses

**I**dentifying marks

**M**annerisms



## 3. AFTER THE ARMED ROBBERY

The following procedure must be followed immediately after any armed robbery:

- Injured and/or traumatized persons are to be given first priority
- Police are to be telephoned. An ambulance is to be telephoned if it is required
- The area is to be secured
- The Store is to be secured
- Then contact your Area Sales Manager who will be able to organise professional counselling for your staff at no cost to the retailer. They will also arrange emergency deliveries to replenish stock where needed and general support as required.

## 4. TRAINING

Training in armed robbery procedures are available via the IGA Training Academy.



**Armed Holdups and Bomb Threats**

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