



HOLD-UPS

PRECAUTIONS

Remember: No amount of money is worth life.

Is Your Business at Risk?

Businesses most at risk from hold-ups are those that:

- Keep cash or large amounts of money on the premises.
- Have few workers on site.
- Trade late at night.
- Have staff dealing with customers face to face.

Improve Workplace Design

- Reduce opportunities for physical contact with staff. Use physical barriers such as a service counter, bandit-resistant barriers, security screens, code-locked staff doors etc.
- Locate cash registers away from doors and public areas.
- Use only one entrance that can be easily observed by staff, especially at night.
- Always lock the rear doors of your premises.

Increase an Offenders Risk of Being Caught

- Check that in-store lighting is good, that exterior lighting lets staff see outside and that parking areas and entrances are well-lit.
- Check that people outside can see into the premises – and those inside can see out. Don't obstruct your windows with advertising material or posters.
- Install on-site security cameras and prominently display signs saying that your premises are monitored.
- Install offender height recognition markers near the doors. Make sure staff know they are there and how to use them. Ensure staff who work alone, especially at night, have mobile phones.
- Place emergency numbers where staff can easily see them.
- Report suspicious characters or abnormal activities on or around the premises to the manager, owner or the Police.

Reduce the Rewards of Crime

- Keep as little money as possible on the premises – preferably none when the business is unattended. Advertise this prominently.
- Use bank security deposit facilities.
- Keep larger notes out of customer view.
- Bank cash frequently, but at irregular time and using different routes.
- Display signs which warn that little cash is kept on site, and that attendants do not have the key or combination to the safe.
- Reduce cash transactions by accepting cheques, credit cards and EFTPOS.
- Restrict deliveries to daylight hours if possible.

*This factsheet contains general guidelines for increasing security of your business and/or workplace.
No responsibility is accepted for any damage, injury or loss resulting from application of these guidelines.*



Management Responsibilities

Under Australian Occupational Health and Safety Legislation, business owners have a legal duty to provide a safe place to work. To help protect your staff.

- Develop procedures for your business to reduce the risk of robbery.
- Train your staff to handle cash correctly.
- Make sure your staff know how to report suspicious characters or abnormal activities on or around the premises to the manager, owner, or the Police.
- Develop safe procedures for the first worker to arrive in the morning and the last to leave at night.
- Place an emergency number sticker on the phone.
- Provide staff with the Incident Report Form and leave copies behind the counter so they know what to look for if a hold-up occurs (identifying features, clothing, accent and so on).
- Establish close links with your local police station.
- Request an Armed Robbery Awareness training package from the WA Police Community Engagement Unit to provide hold-up awareness training to staff as a part of their induction.
- Conduct regular risk assessments.

What to do if a hold-up occurs

- Try to stay calm.
- Do not risk harm to yourself or others.
- Cooperate with the offender and obey any instructions but don't give them money or goods they didn't ask for.
- Don't make sudden moves. If you have to move, let the offender know.
- Let the offender know about possible surprises such as another employee who is expected to return.
- Do not invade the offender's personal space; do not physically struggle with the offender; never try to grab a weapon.
- Unless otherwise ordered, watch and make mental notes about the offender.
- Request witnesses to remain or get their names, addresses and telephone numbers.
- Consider victim support or counselling for you and/or your staff.