

LOSS CONTROL DATA GUIDE

## Employee Safety in a Robbery

Once a robbery is in progress, little can be done to control the situation. The most important concern during the robbery should be to avoid physical harm to employees. Potential for violence can be minimized by training employees in how to conduct themselves in a robbery situation. Key points that should be emphasized include the following:

### **Keep calm**

Try to keep the robber from becoming more nervous than he is already. Handle the situation as if you were making a sale to a customer.

### **Obey orders**

Let him know you intend to follow his instructions. Give him all of the cash and merchandise he wants.

### **Avoid surprises**

Let the robber know what to expect. Tell him if you must reach for something or move in any way. Let him know if someone is expected to come in or is in the back room.

### **Don't resist**

Don't argue with the robber. It is too late for him to back off. Don't attempt to fight or give chase—it isn't worth the risk. Don't try to use a weapon—this will invite violence.

### **Keep it brief**

The less time a robbery takes—the less chance for violence.

### **Pay attention**

Observe what the robber looks like. How is he dressed? What is his approximate height? Does he have any distinguishing features? Note exactly what he says and what he does. If safe to do so—check color, make, year, and license number of robber's vehicle.

### **Call police**

Keep emergency numbers near phone—call police as soon as it is safe to do so. Stay on the phone—supply all pertinent information. Discontinue business until police arrive. Do not disturb evidence.

The loss prevention information and advice presented in this brochure are intended only to advise our insureds and their managers of a variety of methods and strategies based on generally accepted safe practices, for controlling potentially loss producing situations commonly occurring in business premises and/or operations. They are not intended to warrant that all potential hazards or conditions have been evaluated or can be controlled. They are not intended as an offer to write insurance coverage for such conditions or exposures, or to imply that Great American Insurance Company will write such coverage. The liability of Great American Insurance Company is limited to the specific terms, limits and conditions of the insurance policies issued.