

RISK CONTROL CONSULTING

Retail Violence Prevention Checklist

Pre-Event Measures

Make your store unattractive to robbers by:

- Removing clutter, obstructions and signs from the windows so that an unobstructed view of the store counter and/or cash register exists.
- Keeping the store and parking lot as brightly lit as local law allows.
- Keep an eye on what is going on outside the store and report any suspicious persons or activities to the police.
- When there are no customers in the store, keep busy with other tasks away from the cash register.
- Post emergency police and fire department numbers and the store's address by the phone.
- Mount mirrors on the ceiling to help you keep an eye on hidden corners of the store. Consider surveillance cameras to record what goes on in the store and to act as a deterrent.
- Post signs which are easy to spot from the outside of the store that inform customers that you have a limited amount of cash on hand.
- Limit accessible cash to a small amount and keep only small bills in the cash register.
- Use a time access safe for larger bills and deposit them as they are received.
- Use only one register after dark and leave unused registers open with empty cash drawers tilted up for all to see.
- Let your customers know that you only keep a small amount of cash on hand.

Event Measures

- If you are robbed at gunpoint, stay calm and speak to the robber in a cooperative tone. Do not argue or fight with the robber and offer no resistance whatsoever. Hand over the money.
- Never ever pull a weapon during the event--it will only increase your chances of getting hurt.
- Always move slowly and explain each move to the robber before you make them.



Post-Event Measures

- Make no attempt to follow or chase the robber.
- Stay where you are until you are certain the robber has left the immediate area, then lock the door of your store and call the police immediately.
- Do not touch anything robber has handled.
- Write down everything you remember about the robber and the robbery while you wait for the police to arrive.
- Do not open the door of the store until the police arrive.

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