

---ROBBERY KIT---

Index - Bank Robbery and Holdup Procedures.

- 1. Procedures during a robbery.**
- 2. Procedures after a robbery.**
- 3. Daily precautions against a robbery.**

ROBBERY PREVENTION PLAN

C – ALM

O – BEY

P – ICTURE

S – ECURE

**COPS IS A WORD TO LIVE BY IN CASE OF A
ROBBERY! IF YOU REMEMBER THIS
WORD IT WILL HELP YOU IMMENSELY!**

**ALWAYS REMEMBER SAFETY AND
AWARENESS!**

PROCEDURES AFTER A ROBBERY

- MAKE EVERYONE AWARE YOU WERE JUST ROBBED
- PULL ALARMS (TWICE)
- LOCK THE DOORS
- CALL 911(PERSON CALLING 911 MUST HAVE DESCRIPTION)
- SECURE THE IMMEDIATE ROBBERY SCENE
- CALL SENIOR MANAGEMENT
- EMPLOYEES FILL OUT DESCRIPTION SEPARATELY
- MAKE SURE EVERYONE INCLUDING CUSTOMERS ARE PHYSICALLY OK
- ALLOW ONLY LAW ENFORCEMENT INTO BANK AND BANKCDA SENIOR MANAGEMENT AND BANKCDA SECURITY
- STAY CALM

PROCEDURES DURING A ROBBERY:

1. STAY CALM. Obey the robber's instructions. Don't be a hero.
2. Avoid actions that might incite the robber to act violently or endanger your life or others.
3. Give the robber the minimum amount of cash necessary and no more than he demands. NEVER volunteer information concerning cash the robber may have overlooked.
4. Be sure to include the bait or decoy money in the money you give the robber.
5. Trip the silent alarm and surveillance system when it can be done safely.
6. BE CALM and observant at all times.
7. Carefully note the robber's clothing, weapon, features, voice mannerisms and other characteristics.
8. Try to keep the holdup note if one is presented.
9. If safety permits, observe the direction of the robber's escape and description and license number of the escape automobile if one is used.

PROCEDURES AFTER A ROBBERY:


1. Activate the alarm again, as soon as the robber has left, even though you think it has already been activated. Alert the nearest bank officer and provide him with a detailed description and the direction of escape.
2. Inform entire staff. Call 911 to notify law enforcement.
3. Do not touch anything in the teller's window. (The robber may have left fingerprints.) Isolate and protect the area. Retain any notes or objects the robber leaves behind.
4. Lock up all cash.
5. Complete the robbery description form without the help of other witnesses.

6. Avoid discussing the holdup with anyone except the officer in charge or the police. Witnesses should not confer with each other until after they have been interviewed by law enforcement officers.
7. Do not reopen the affected window until it is released by the auditor.
8. Refer all news media inquiries to the bank president or the bank's official spokesman.

DAILY PRECAUTIONS AGAINST A ROBBERY:

1. Be alert for suspicious persons loitering in or near the bank. If suspicious persons are in a car, take down the license number. Report such persons to the security officer. Use the suspicion camera to photograph the persons, if practical.
2. Minimize loss exposure by observing the bank's established procedure for safeguarding excess cash accumulated during working hours. Keep cash out of public view. Notify your supervisor of any excess cash.
3. Know what to look for during a robbery. Study the robbery description form used by the bank. Be familiar with the location and usage of security equipment (alarms, cameras and so forth).
4. Do not discuss with outsiders the amount of cash carried by tellers, or any other details of cash handling. Never advise outsiders of the physical layout of private areas of the bank or security procedures such as the use of bait money.

Robbery Description Report

Hat (color, condition, style)	
Hair (color, thick, thin, straight, curly, hair part, style of combing)	
Eyes (color, small, large, close or far set)	
Ears (small or large, close to head or extended)	
Nose (small, large, broad, narrow, long, short)	
Chin (square, broad, long, narrow)	
Complexion (light, dark, ruddy, pale, etc.)	
Shirt (color, logos, sleeve length, etc.)	
Tie or Scarf (color, fabric)	
Coat or Jacket (color, type, logo, hood)	
Gloves (color, fabric, full finger or short)	
Pants or Trousers (color, type, style, length)	
Socks (color, fabric)	
Shoes (sports shoes, boots, color, other styles)	
Height and Weight	
Physical Characteristics (describe whether slight or heavy build, right or left handed, scars, marks, manner of walk or gait, tattoos, moustache, nervous, calm, etc.)	
Weapons and Equipment (semi-automatic, revolver, rifle, shotgun, knife)	
Remarks (Robbers comments, accent, names used, movements)	

VICTIM / WITNESS STATEMENT

Suspect's Name: _____

Report Number _____

Victim / Witness Information:

Name: _____

Address: _____

Phone: _____

Emergency Contact (local friend or relative):
None

Name: _____

Address: _____

Phone: _____

On _____, 19____, at _____ (place)
the following events occurred:

I certify, under penalty of perjury, under the laws of the State of Washington, that this entire statement is true and correct.

Date: _____ Place: Spokane County, WA Signature: _____

REQUEST FOR RELEASE OF MEDICAL RECORDS AND INFORMATION

I, _____, hereby request and grant permission to any and all hospitals, clinics, medical facilities, and their agents and personnel as well as any and all examining and attending physicians and their staffs, to release to law enforcement officers and/or the office of the Spokane County Prosecuting Attorney all records, information, photographs and opinions acquired and developed in the course of treating me for my injuries and/or illness suffered on _____, 19____, and I further release all of the aforementioned from any and all liability which may result from herein requested release of information.

Date: _____ Place: _____ Signature: _____

Witness: _____

BANK ROBBERY

This 14 page ROBBERY PREVENTION hand-out

Compliments of:

**SECURITY CONSULTANTS
INTERNATIONAL**

KEN FADELEY – President/CEO

P.O. Box 14891, Opportunity Station, Spokane, WA. 99214-0891

Web Site www.seconi.com – E-mail lindi04@netzero.com

“SECURITY TRAINING FOR A CHANGING WORLD”

BANK ROBBERY

A TRAINING NOTE

Bank/Credit Union Robbery is a fact of life.

Robbery happens more today than in previous years.

It doesn't help to assume (or pretend) that it always happens somewhere else.

It always happens at a Bank/Credit Union where real people work.

It could happen at your branch.

It could happen to you.

You'll be better prepared if you know what to expect, what is expected.

SAFETY FIRST

If there is a Robbery, the first thing you want to do is to protect everyone: you, your fellow employees, customers/members, the public and any law enforcement who respond.

The guidelines presented in this handout are designed to enhance **SAFETY**. Please remember the basic idea: **SAFETY FIRST**.

WHAT IS ROBBERY

Robbery is the taking of money or property from someone through physical force or the threat of violence. It may not involve the use of weapons. (However, you should assume a Bank/Credit Union robber is armed with a deadly weapon, even if you can't see one).

The “ROBBER”

Today's Robber is generally not the cool professional you may remember from movies.

In fact, the Robber is probably an amateur, of any age or either sex.

The Robber is likely to be very nervous, possibly on drugs and/or alcohol.

You should always consider the Robber dangerous.

Again, assume there may be a deadly weapon, even if you can't see it.

YOU AND THE ROBBER

Remember, Safety First! Once the Robbery begins, the idea is to give the Robber the money he/she wants and to get him/her out of the branch without anyone getting hurt.

As hard as it might be, you must remain **CALM**.

Try to treat the Robbery as a normal transaction!

Listen, be cooperative, **OBEY**. Do exactly what you are told to do by the Robber. Avoid any comment or action (such as sudden movement) which can upset or surprise the Robber, thus increasing the Danger.

YOU AND THE ROBBER

If, for example, the Robber demands money from your second drawer and you must reach below the counter for a key to open the drawer, tell the Robber what you are doing. Remember **SAFETY FIRST!**

The Robber doesn't want trouble any more than you do. By being courteous and cooperative, you can help assure that he/she will leave without anyone being hurt.

ROBBERY PROCEDURE

If the Robber hands you a Demand Note, try to slide it to your side of the counter and onto the floor. Remember, it may contain fingerprints or even other evidence. For this reason Do Not Handle Demand Notes yourself!

Be sure to give the Robber the Bait Money.

Activate the Alarm and Camera, but ***ONLY*** if you can do so ***SAFELY***. That's without the Robber seeing you pull the Bait Money or squeezing the Alarm button(s).

More ROBBERY PROCEDURE

PICTURE Without staring, the Robber's appearance and any weapon. Since such items as hats, jackets and gloves can be easily discarded after the Robbery, try to concentrate on under garments as well, t-shirts, second jacket, those sort of things. Remember facts about physical features, height, weight/build, scars or marks, odors and jewelry.

You should know the height of your counter so that you can estimate the Robbers height. Height markers at the doors will also help with this estimate. If there is more than one Robber, observe the closest to you.

WHEN THE ROBBER LEAVES

As the Robber leaves, **No One** should attempt to stop him/her or to follow him/her outside. Once the Robber is outside, you and your fellow employees should follow the plan you learned in training. Several things need to occur at once.

SECURE the premises. Activate the Alarm. Do so even if you did it during the Robbery. The second time makes sure it was activated. Lock the doors immediately so the Robber can't re-enter.

Call 911, state you want to report a Robbery at your Bank/Credit Union, giving the name and physical address of your institution.

More WHEN THE ROBBER LEAVES

The police will know the questions to ask you so stay on the phone line till told by the police to hang up. Never put this call on hold!

Without going outside, try to observe the getaway vehicle and route of escape. This information should immediately be given to the police.

Preserve any evidence. Block off any areas, such as counters, that the Robber may have touched.

A supervisor should take the victim(s) aside, provide a chance to recover from this traumatic event and ask for a suspect description form to be filled out.

More WHEN THE ROBBER LEAVES

Until the description form is filled out and completed, the victim(s) should not discuss the Robbery with anyone but Law enforcement when asked to do so, by them.

All other witnesses, customers, members and employees should be asked to stay until police arrive. Make them comfortable, ask them to fill out the description form, and again have them do this in private, without discussing details with anyone else. This independent recollection is very important to the investigation. If a witness can't stay, get an address and phone number for police.

WHEN POLICE & MEDIA ARRIVE

In most areas, law enforcement will ask that a supervisor meet them at the doors. This lets them know the Robber is gone and that they can enter without endangering themselves and others.

Only officials of your company and law enforcement should be allowed to enter, not the media, for any reason. Employees should not talk to anybody about details of the incident, the amount taken or security procedures.

More WHEN POLICE & MEDIA ARRIVE

Inquiries from all news media should be referred to a Bank/Credit Union spokesperson and/or law enforcement authorities.

Investigating police officers will want the names of all employees, a list of the bait money and the insurance certification numbers.

When the investigation is under control by company management and law enforcement, you will be told when to re-open for business.