



## ROBBERY PREVENTION

- Every business owner, manager and employee plays a part in making a business safe. Have at least two employees open and close the business.
- Do not release personal information to strangers.
  - Keep purses and personal valuables locked in desks or lockers.
  - Install a robbery alarm.
  - Place a surveillance camera behind the cash register facing the front counter. Replace videotapes regularly and at varied times.
  - Vary times and routes of travel for bank deposits.
  - Do not use marked money/bags. Consider using armored car money couriers.
  - Keep a low balance in the cash register. Place excess money in a safe, or deposit it as soon as possible. Drop all large bills right away. If a customer tries to pay with a large bill, politely ask if he or she has a smaller one. Explain that you keep very little cash on hand.
  - Keep your business neat and clean. A tidy, orderly place of business is inviting to customers, but not to robbers. Dressing neatly also sends the right message.
  - Stay alert! Know who is in your business and where they are. Watch for people who hang around without buying anything. Also, be aware of suspicious activity outside your place of business. Write down license numbers of suspicious vehicles if visible from the inside of your business.
  - Make sure the sales counter can be seen clearly. Don't put up advertisements, flyers, displays, signs, posters or other items on windows or doors that might obstruct the view of the register. The interior of your business should be visible from the outside.
  - Contact your area PAR Officer to receive a site security evaluation for your business.

## DURING A ROBBERY

- If your business is robbed always put your safety first. Your personal safety is more important than money or merchandise.
- Be careful, most robbers are just as nervous as you are.
- Don't talk except to answer the suspect's questions.
- Don't stare directly at the suspect.
- Prevent surprises, keep your hands in sight at all times.
- Don't make any sudden moves.
- Cooperate with the suspect for your own safety and the safety of others. Comply with the suspect's demands. Remain calm and think clearly.
- Make mental notes of the suspect's physical description and other observations important to law enforcement officers:
  - Suspect height, weight, skin color, hair style and color
  - Any type of facial hair or scars
  - Clothing description
  - Any accents or speech impediments
  - Weapon? What type?
  - Did the suspect arrive in a vehicle
- Don't chase or follow the suspect out of your place of business. Try to take note of which way the suspect(s) flees the scene.
- If you have a silent holdup alarm and can activate it without being noticed, use it. Otherwise, wait until the suspect leaves and you are safe to do so.



## AFTER A ROBBERY

- Lock your business as soon as possible.
  - Call the police and remain on the line with the 911 operator.
    - You will be asked to supply important information to assist responding officers.
  - Ask any witnesses to stay until the police arrive.
  - Call your business owner, manager, or other designated person.
  - Don't touch or move anything the suspect may have touched.
  - Write down a description of the suspect and the weapon as soon as you are able.
    - A crime report/incident checklist can be obtained from your area PAR Officer.  
(APD form #147)
- REMAIN CALM AND COOPERATE**
- TRY TO REMEMBER WHAT THE SUSPECT LOOKS LIKE**
- IF YOU CAN SEE A "GETAWAY" VEHICLE TRY TO WRITE DOWN A DESCRIPTION OR LICENSE PLATE**
- CALL 9-1-1 WHEN YOU ARE SAFE**

Aurora Police Department  
15001 E. Alameda Pkwy  
Aurora, Co. 80013  
Phone: (303) 739-6050  
[www.aurorapolice.com](http://www.aurorapolice.com)