



Los Altos Police Department Tips for Businesses-Robbery Prevention

Robbery is a crime "against the person" and a frightening experience. It can result in injury or even death to the victim. It is important to remember in protecting your business from robbery, to take preventive measures and make it obvious that those measures have been taken.

LOS ALTOS POLICE DEPARTMENT ROBBERY PREVENTION TIPS

Help reduce the likelihood of being robbed:

- Lock unused doors.
- Avoid working alone. If you must, turn on a hidden radio or TV so robbers will think there is someone with you.
- Vary the schedules and route for your bank deposits each day, and only keep necessary cash in the drawer. Then, if you are robbed, you'll reduce your losses.
- Make sure your cash register is clearly visible to passersby. Arrange the counter so that the customer, or robber, is visible from the street.
- Avoid placing signs or displays near windows that block visibility from the street.
- Record the serial number of the bottom bill in each bin of the cash drawer, and instruct employees not to use these bills in making change.
- Keep "bait" money in a spare compartment of cash registers. The bait packet should be separated by face value as other bills. Keep a list of the serial and series year numbers to provide to law enforcement officials if you are robbed.
- Keep as little cash as possible in the register(s) or teller drawers.
- Use a drop safe to deposit excess cash.
- Advertise your security alarm system with signs in visible locations.
- Develop a mutual aid system among stores on your block. Agree to keep an eye on each other's buildings and watch for any suspicious activities.
- Call 9-1-1 to report ANY suspicious activity in or near your business.
- In the event of a robbery or other criminal activity, our immediate goals are to: PROTECT LIVES, APPREHEND SUSPECTS, and RECOVER PROPERTY.

Someone points a gun at you and demands your money. What do you do?

- GIVE IT TO THEM. Never refuse a robber! Stay calm. DO NOT resist. Do what the robber demands.
- If you have a silent alarm and can reach it unnoticed, use it.
- Otherwise, wait until the robber leaves. Be sure to use your alarm with care, excessive false alarms can cause problems for law enforcement.
- If possible, signal other employees. Have a prearranged signal for such emergencies. Again, if the robber will see you, wait. Try to avoid sudden moves. Many robbers are just as nervous as you are.
- The most important thing to do if you are robbed is: OBSERVE

AFTER THE ROBBERY

- Call 9-1-1 immediately, don't waste a minute, answer all of the dispatcher's questions and stay on the phone until they let you go.
- As soon as you can, lock the doors to prevent re-entry by the suspect or customers.
- Write down everything you can remember about the robber and the crime itself: the robber's appearance, height, weight, color of hair and eyes, scars, tattoos, accent, clothing, weapon and anything unusual.
- Try to remember the robber's exact words and try to observe any vehicle the robber uses to get away.
- Keep everyone away from surfaces the robber may have touched.
- Cooperate fully with the police and prosecutors. Your help is crucial in solving each case and ultimately obtaining a conviction.