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BERNALILLO COUNTY  
SHERIFF'S DEPARTMENT

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**ROBBERY PREVENTION**

This information (and the Quick Tips information) has been prepared to help you reduce the potential that your business and employees will be the victims of an armed robbery. Your actions may help prevent such a crime. For this reason, it is important you know the steps you can take to prevent a robbery and what to do if you are robbed.

**PREVENTION:**

To help reduce the potential you will become the victim of an armed robbery, become familiar with the following concepts: understand security procedures and equipment for your business; know opening and closing procedures. Many robbers capitalize on employees' distractions during opening and closing periods (Similar care should be extended to the servicing of AT M's).

Know how to properly use your business' alarm systems, video camera systems, and any other physical security devices

Never discuss your company's security systems or procedures outside the building. These are confidential subjects!

Watch for and observe suspicious people in or near your building. Report their presence to a supervisor or call 911.

Take a single frame picture of the person if your facility is set up with such a camera system. Businesses are often cased prior to a robbery.

Keep a neat counter and observe house cash limits. A disorganized teller with an overflowing cash drawer is often picked as the victim.

Keep all negotiable paper (checks, money orders, money, etc.) out of reach and out of view.

Always lock your drawer when you leave your station, even if it is just for a moment. Most drawers are within reach from the customer's side of the counter. If your "bait money" is kept in a strap, change and update the strap frequently. Change the money when it starts to get dirty, worn or otherwise looks different from the other cash in the drawer.

**DURING A ROBBERY:**

There are two important things you should be concerned with in the event of a robbery; first, and most important, is your safety, the safety of your fellow employees, and your customers. Second, is the protection of your assets. The latter, however, does not mean you should be a hero...it means observing company alarm and video system activation procedures if it can be done safely, and it means trying to be a good witness.

- Personal safety is first!
- Comply completely with the robber's demands

- Don't provoke or antagonize the robber in any way
- Don't fight or resist; if the robber doesn't intend to harm anyone, a fight would certainly induce them to do so

## **REMAIN CALM!**

Give the robber your bait money

Trip the alarm if it can be done safely

Alert fellow employees and officers to the robbery by using pre-arranged signals  
With the robber; pay attention to what they say, notice what they look like, watch what they do. An accurate description is very important later on. **OBSERVE!**

Point the robber out to others when they are leaving

Watch the robber's direction and method of travel if it can be done safely. A care description and license number are extremely valuable to law enforcement  
Hostage Situations:

Advice on this subject is difficult, every robber is different and has different intentions. Some institutions have a set policy; it is best to comply with this policy. If there is no policy, and it appears you are about to be taken hostage, only you can decide whether to resist or comply. It is an important decision that may mean your life if you decide incorrectly.

Your decision must be based on all of the facts at hand...the robber's actions, your safety if you go, your safety if you don't go, your safety if you try to escape, and the safety of others.

## **IMMEDIATELY FOLLOWING A ROBBERY:**

There are several things that may occur following a robbery and most of them are counterproductive to suspect apprehension and business image. They include:

- Mass confusion,
- Evidence destruction,
- Gossip and conversation about the event,
- Loss of witness information, and
- Lack of coordination with responding law enforcement officers.