

## Post Incident Response to Robbery

There are few situations that are more frightening or potentially dangerous as a robbery. This document provides information on what to do in the event a robbery occurs at your business. General information on prevention is outlined in Risk Management Bulletin #163, Robbery Prevention.

In the event that a robbery occurs at your business it is important to remain calm and carefully observe the situation. Employees' observations and information are essential in helping to apprehend criminals.

### Incident Response

What to do if you are robbed:

- Act calmly
- Do not resist; cooperate
- Activate an alarm if it can be done safely
- Observe carefully
- Lock the door and call 911 immediately after the robber leaves

### Post Incident Response

After the robber leaves the building:

- Report the incident to the police immediately and report any injuries.
- Notify other authorities, as required by applicable laws and regulations.
- Inform management about the incident.
- Secure the premises and discontinue business to safeguard evidence and reduce distractions during the post-incident response process.
- Ask any witnesses to stay and give the police a statement. If they do stay, remind them to not touch anything that could potentially contaminate the crime scene

- Save any video or photos of the incident.
- Prepare an incident report immediately after the incident, noting details that might be forgotten over time.
- Ask any witnesses to remain at the scene and collect their names and phone numbers if they are unable to stay until police arrive.
- Arrange appropriate treatment for victimized employees. In addition to physical injuries, victims and witnesses may suffer psychological trauma, fear of returning to work, feelings of incompetence, guilt, powerlessness, and fear of criticism by supervisors or managers. Post-incident debriefings and counseling can reduce psychological trauma and stress among victims and witnesses.

Your local police department can assist you with your robbery prevention and post incident response efforts.

For further information or assistance, please contact your Zenith Safety and Health Consultant.