

Robbery Procedures

1. POLICY

It shall be the policy of the Haven of Rest to take every reasonable precaution to safeguard all visitors, clients and employees from the dangers involving a robbery or robbery attempt.

2. PURPOSE

This procedure has been devised to ensure the safety and well being of visitors, clients and employees.

3. PROCEDURE

General Instructions

1. Remain as calm and poised as possible during the event negating any extra attention to the situation.
2. Comply with the demands of all who are involved in the robbery. (Give them what they want.)
3. Do not argue with or instigate the robber in any way.
4. Allow the robber to leave the premises before notifying the proper authorities.
5. After the appropriate authorities have been notified, get alone and write down as many details as possible about the incident. Be as thorough and as accurate as possible.
 - Physical characteristics – height, weight, gender, nationality, scars, hairstyle, tattoos.
 - What type of clothing were they wearing?
 - How many were involved in the robbery?
 - Was there a weapon involved?
 - What type of vehicle did they use to flee the scene? Truck, van, car, motorcycle, moped, bicycle or on foot.
1. Keep all visitors, clients and employees in the building until the police arrive. If possible lock the doors.
2. Keep the crime scene area free from people and don't disturb it if possible.
3. Call the office and notify the Retail Director Administrative Officer or HR Department of the robbery.

NOTE: The top priority is to ensure the safety of all visitors, clients and employees.

DO NOT follow the robber or apprehend them yourself.