

## **ROBBERY TRAINING GUIDE**

### **During a Robbery**

The two most important things to a credit union are its employees and members. No one should endanger her/his life or the lives of others in foolish acts of heroism to save money.

The following suggestions will help your employees during the robbery. Go over these techniques in your robbery training program.

### **During a robbery you should:**

1. Stay calm. (It will be over in a few seconds.)
2. Do exactly as told by the robber, either by his/her words or actions. (Follow the instructions very carefully, but do not help the robber)
3. Give exactly the amount demanded - include bait money. (Do not give more, as this may cause the robber to get scared or mad, thinking you are tricking him)
4. Be polite, courteous and observant. (Remember what he says, does, where he stands, and what he touches.) Practice this procedure.
5. Form a good mental picture of the robber. Visually identify him or her. If there is more than one robber, try to concentrate on the one nearest you.
6. Utilize member identification techniques. (Concentrate on his speech or mannerisms, etc.)
7. Presume the robber has a weapon, and it is real.
8. Retain evidence, such as a note.
9. Activate the alarm and camera when it is safe to do so.
10. Observe the direction of the escape, description of the get-away car, color of car, the make of car, license number or plate.

### **In the Event of a Robbery Do NOT:**

1. Draw attention to yourself in any unusual manner.
2. Scream, faint or do anything to prevent giving out money.
3. Argue with, or antagonize, the robber.
4. Try to delay the robber.
5. Make him show his gun.
6. Presume his gun is a toy, even if it doesn't look real.
7. Make sudden movements.
8. Make movements that you would not make for a regular member
9. Try to out-guess or out-think the robber.

### **After a Robbery Do's**

1. Stay Calm.
2. Activate the alarm.
3. Dial 911 (always dial 911 first - if not available call the police and FBI).
4. Isolate the victim(s).
5. Check for injuries.
6. Lock cash drawers and other valuables.
7. Notify credit union security officer.
8. Write down your observations on robbery description form.

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9. Write down names of members serviced before, during and after the crime.
10. Go to the door used by the robber(s) (or adjacent window) and observe the direction of escape, vehicle, license tag, etc.
11. Stay at or return to your station (unless otherwise advised).
12. If assigned, lock specified door.
13. If assigned a door:
  - Stay at the door unless advised otherwise.
  - Advise police that it is safe to enter.
  - Allow only law enforcement officers to enter.
  - Stop persons in the lobby from leaving, if possible.
  - Identify members that insist upon leaving, including where they may be located.
14. Block off areas touched by the robber.
15. Cooperate with the police.

### **After the Robbery Do NOT:**

1. Leave your station (unless advised otherwise).
2. Chase the robber, or leave the premises for any other reason.
3. Discuss the holdup with employees or members.
4. Give out information to the news media.
5. Allow the media to take pictures inside the facility.
6. Disclose the amount stolen.
7. Disclose the amount of money missed by the bandit.
8. Touch anything in the areas where the robber was located.
9. Handle any evidence left by the robber, such as a note.

### **Dealing with the Media After a Robbery**

1. Designate one person to deal with the media.
2. Inform all other employees to refrain from speaking to the media or any news service.
3. Do not allow the media to enter the building until police and FBI and completed their investigation.
4. Do not allow the media to photograph the inside of the credit union or any witnesses.
5. Do not disclose the names of any tellers or witnesses.
6. Do not disclose the amount of money taken
7. Do not discuss your security system.
8. Do not disclose any security procedures.
9. After consulting with your local law enforcement and FBI you may release to the media:
  - Date and Time of Robbery
  - Your name and your business phone number.
  - The fact that you are the official spokesperson
  - A brief statement assuring members it is safe to continue to do business here.

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### Robbery Procedures: Management Personnel

1. **PURPOSE:** The purpose of this section is to define and describe acceptable supervisor and management procedures for preventing or responding to a robbery, to avoid confusion and to monitor the performance of necessary tasks assigned to staff personnel.
2. **POLICY:** It is the credit union's policy that supervisors will support and encourage their employees to take extraordinary measures to ensure their own safety and the safety of other persons who may become involved in a robbery event, including:
  - Monitoring the employees' work practices by personal observation and through periodic interviews;
  - Conducting robbery training during staff briefings and other occasions as it's appropriate;
  - Verifying that each workstation is equipped with all necessary emergency forms and telephone numbers;
  - Conducting periodic and unannounced on-site inspections of workstations and personnel;
  - Recognizing that robbery is primarily a business crime;
  - Caring for their own safety first, before considering others' safety;
  - Complying with the offender's demands, if it's possible; and
  - Facilitating the offender's successful completion of the robbery, if it's possible.
3. Supervisors are responsible for ensuring that their employees take preventive measures to reduce the likelihood of a robbery, including:
  - Constantly remaining aware of their surroundings and their geographic location;
  - Carefully following facility entry and exit safety measures;
  - Remaining aware of other vehicular and pedestrian traffic while driving;
  - Observing, reporting and acting upon any unusual incidents and behavior;
  - Knowing what to do during a robbery, including:
    - Knowing procedures to follow during emergency responses;
    - Studying procedures;
    - Reviewing suspect description and reporting forms; and
    - Knowing the locations and capabilities of security devices;
  - Periodically reviewing cash-handling and transfer operations;
  - Cautioning employees about not discussing person and business issues with non-institution employees, such as:
    - Institution and employee information;
    - Physical layout of the office;
    - Personal matters;
    - Details of cash and document handling procedures;
    - Transportation route information; and

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- Security procedures.
4. Supervisors are responsible for ensuring that their employees take appropriate measures to protect themselves and to assist a law enforcement agency during a robbery, including training them to:
    - Stay calm and obey the suspect's orders exactly, repeating the orders back to the suspect before acting, if it's possible;
    - Dialog with the suspect and ask permission to act before complying, if it's possible;
    - Keep his/her hands in plain view and avoid rapid movements or actions that may be misinterpreted;
    - Activate any alarms or cameras only when it is safe to do so;
    - Be observant concerning the physical details of the suspect;
    - Keep any notes or other items received from or left behind by the suspect and remember which areas of the facility were touched by the suspect, if it's possible;
    - Observe the suspect's direction of travel, number of accomplices and their descriptions, and any other pertinent information; and
    - Remember that no employee is to act in any way that might endanger his/her safety, or the safety of another person, including attempting to go to the aid of another employee being robbed.
  5. Supervisors are responsible for continuing to take appropriate and timely measures to protect their employees and to assist a law enforcement agency after a robbery, including:
    - Verifying that any employees, members and other persons are safe, or determining what medical assistance may be required;
    - Moving any employees to a more private area, if it's possible, and remaining at the scene area to avoid evidence contamination;
    - Identifying witnesses and asking them to remain, pending contact by the law enforcement agency;
    - Contacting the Security Officer by a cellular or a landline telephone, giving him/her all necessary information;
    - Following the instructions received from the Security Officer or a representative of the responsible law enforcement agency;
    - Assigning staff employees to complete reports and forms as it's appropriate;
    - Completing all supervisor's tasks, including the completion of reports and forms; and
    - Referring all requests for interviews by the media to the law enforcement agency or the Security Director/Officer.
  6. If a prolonged investigation requires employees to remain at the scene, arranging for those employees to contact their families to report their safe condition.

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7. Ensuring a credit union manager will notify a family member, in person, of any employee injured during the robbery.

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### Robbery Procedures: Staff Personnel

1. **PURPOSE:** The purpose of this section is to define and describe acceptable staff procedures for preventing or responding to a robbery, to avoid confusion and to assign responsibility for the performance of necessary tasks.
2. **POLICY:** It is the credit union's policy that all employees will take extraordinary measures to ensure their own safety and the safety of other persons who may become involved in a robbery event, including:
  - Recognize that robbery is primarily a business crime;
  - Care for their own safety first, before considering others' safety;
  - Offer no resistance to the robber, if it's possible;
  - Comply with the robbery's demands, if it's possible;
  - Facilitate the robber's successful completion of the robbery, if it's possible; and
  - Remember that, if the business crime of robbery becomes the personal crime of assault, that he/she does not lose the right to self-defense.
3. Staff employees are responsible for taking preventive measures to reduce the likelihood of a robbery, including:
  - Constantly remaining aware of their surroundings and their geographic location;
  - Carefully following facility entry and exit safety measures;
  - Remaining aware of other vehicular and pedestrian traffic while driving;
  - Observing, acting upon and reporting any unusual incidents and behavior;
  - Knowing what to do during a robbery, including:
    - Knowing procedures to follow during emergency responses;
    - Studying procedures
    - Reviewing suspect description and reporting forms; and
    - Knowing the locations and capabilities of security devices;
  - Practicing safe cash-handling and transfer operations;
  - Not discussing personal and business issues with non-employees, including:
    - Credit union and employee information
    - Physical layout of the office
    - Personal matters
    - Details of cash and document handling procedures;
    - Transportation route information; and
    - Security procedures.
4. Staff employees are responsible for taking appropriate measures to protect themselves and to assist a law enforcement agency during a robbery, including:
  - Staying calm and obeying the suspect's orders exactly, repeating the orders back to the suspect before acting, if it's possible;

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- Dialoging with the suspect and asking permission to act before complying, if it's possible;
  - Doing exactly what the offender commands, including:
    - Repeating the commands back to the offender, if it's possible;
    - Telling the offender, "I'll do exactly what you tell me to do";
    - Not making any comments that threaten the offender;
    - Attempting to develop rapport with the offender by developing a "relationship";
    - Agreeing to do whatever the offender commands;
    - Promising not to call the police;
    - Remaining as the offender's contact person for the duration of the incident, if it's practical;
  - Keeping his/her hands in plain view and avoiding rapid movements or actions that may be misinterpreted;
  - Activating any alarms or cameras only when it is safe to do so;
  - Being observant concerning the physical details of the suspect;
  - Keeping any notes or other items received from or left behind by the suspect, and remembering which areas of the facility were touched by the suspect, if it's possible;
  - Observing the suspect's direction of travel, number of accomplices and their descriptions, and any other pertinent information; and
  - Remembering that no employee is to act in any way that might endanger his/her safety, or the safety of another person, including attempting to go to the aid of another employee being robbed.
5. Staff employees are responsible for continuing to take appropriate and timely measures to protect themselves and to assist a law enforcement agency after a robbery, including:
- Abandoning the facility and moving to a safe location, if it's necessary;
  - Activating the alarm and camera again and contacting the local law enforcement agency by a cellular or a landline telephone, giving the agency all necessary information;
  - Contacting the Security Officer by a cellular or a landline telephone, giving him/her all necessary information;
  - Following the instructions received from the Security Officer, any on-site supervisor or a representative of the responsible law enforcement agency;
  - Completing reports and forms as it's appropriate; and
  - Referring all requests for interviews by the media to the law enforcement agency or the Security Director/Officer.

# Closed

This credit union location is temporarily closed.

We apologize for the inconvenience.

Please visit the following location to conduct your credit union needs in the interim.

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