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NASSAU COUNTY
SPiN
A Crime Prevention Partnership
SECURITY / POLICE INFORMATION NETWORK



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ROBBERY PREVENTION FOR BUSINESS

Be Alert

- **Robberies occur at predictable times.** Opening and closing periods are particularly vulnerable times due to low staffing and large amount of cash on hand. Lunch hours are primary times for the same reasons. Robberies increase during the holiday season due to the increase cash volume and the presence of large crowds that distract and preoccupy store and company personnel.
- **Report suspicious activity.** If you observe an individual or occupied vehicle, lingering around your business for a time, or in a manner that makes you suspicious or uncomfortable, write down the license plate number. Color of the car and description of the individual(s) and call 911. Be sure to inform other employees of your suspicion.

Visibility

- **Good visibility allows employees to be aware of suspicious activities outside the store.** It also increases the chance the passersby will observe robberies taking place inside the store.
- **Keep doors and windows clear.** Post any necessary signs to the side, top or bottom of the display windows to allow maximum visibility into and out of store. This will help customers see your merchandise too.
- **Locate the cash register in a central place.** Keep it in clear view of the door, with the customer's back to the entrance. The register should be visible from the outside.
- **Keep counter displays low.** This allows employees to see over the top. You can also rearrange displays to allow surveillance up and down the aisles.
- **Place wide-angle mirrors in strategic locations.** This will assist with visibility in blind areas of the store.

- **Make sure interior lighting provides good visibility in the store at all times.** Outdoor lighting should be even and directed toward the sides of the building, not outward where glare can create hiding places for robbers.

Cash Control

- **Do not keep unnecessary amounts of money in the till.** Keep only the amount you will need to conduct normal business, and transfer the rest to the bank safe. Provide an anchored drop-vault for employees and do not provide them with the key to the safe. Post the fact that you use a drop-vault and, therefore, cannot make change for large denominations.
- **Drop all checks and food stamps.** Allow customers to see you do this and explain why, Ask customers for exact change or the smallest bills possible.
- **During the evenings, take even greater precautions.** Check to see that outside lights are on and working. In money order sales, collect money and make your drop before printing the money order. Open unused registered drawers and tip them for display.
- **Make trips to the bank often, varying travel times and routes to reduce predictability.** Carry money in a disguised container and have someone accompany you when possible. Do not transport money at the same time every day and do not use the same route every time. If you are making a night deposit, do not approach the deposit unless it is clear of other people. For high risk areas, or when transferring considerable amounts of cash, consider employing an armored car service.
- **List some serial numbers from larger bills before going to the bank.** Be aware of any suspicious persons lingering near the store. Call 9-1-1 if necessary.
- **Drive or walk directly to an open business, police precinct or fire station, if you feel you are being followed while transporting money.**
- **Prepare marked money.** Record non – consecutive serial numbers and series dates of five and ten dollar bills. Do not use these bills in normal transactions; rather place the money in a till to be included in the money given to the robber. Keep the record of the marked bills in a secure location other than the till or safe.
- **Post store policy that no more than a pre-determined amount is kept in the registered at one time and that the store will accept bills up to a pre-determined amount.**

Building Security and Security Devices

- **Control access to the building.** Keep all doors locked except the main entrance. Ask employees to use the main entrance.

- **Install a lock on the back room door that can be unlocked from the inside.** Supply this room with an extra key, a phone and a panic button. This will enable an employee to summon help if locked in during a robbery.
- **Create a sense of territoriality.** People should feel they are on your turf when they enter the store and not free to do as they wish.
- **Install a door signaling system like a buzzer/bell.** This will alert staff of new arrivals
- **Use signs inside and outside the store to emphasize your security policy on limited cash on hand and employee's inaccessibility to the safe.**

Identification

- **Greet each customer.** Establish eye contact and remember their general appearance. Good customer service discourages hesitant robbers as well as other thieves. This attention to details convey control and puts people on notice they have been observed and can be identified later.
- **Place height markings along the vertical frame at the entrance.** This allows employees the ability to tell how tall the robber is at a glance.
- **Consider installing a quality high definition video camera kept high on the wall but visible.** Don't use fake cameras, Robbers know the difference. Have several high definition cameras connected to the system, some visible, some not. Only the managers should have access to the tape.