

# Robbery Prevention & Response Checklist

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LOSS PREVENTION & SECURITY  
ASSOCIATION

## Robbery Prevention

- Keep back door(s) locked and secured at all times. Never prop the back door open or leave it unlocked.
- Do not use back door for any reason, including trash runs from Dusk to Dawn (7:00 PM – 6:00 AM).
- Keep all windows and doors free of obstruction which can block your view outside or the view inside. This includes, shelving, posters, signs and window clings/decals.
- Always keep the store well-lit especially around the register area, office and doors.
- Ensure outside lights are on at dusk, and that all outdoor lighting is fully operational around the store and in parking lot.
- Keep landscaping and plants trimmed to avoid hiding places and does not obstruct view from the street.
- Post telephone numbers for the police, supervisors, & Loss Prevention team in the office.
- Keep personal belongings such as electronic devices, cell phones & laptops secured in a car or a designated locker.
- Always keep the safe locked and secured when not in use.
- Do not open or close the store alone. Circle store before opening to ensure it is safe. Do not enter if there are suspicious persons in the parking lot or by the doors. Call your supervisor for further direction or police as needed.
- Move team member cars closer to the front of the restaurant after the dinner rush.
- Ensure your alarm systems are working properly. Immediately request service as needed.
- Report any suspicious activity to the manager immediately; this includes person(s) loitering in the store or parking lot not making any purchases, noticing the same vehicle/person “casing” the store on multiple occasions, someone taking pictures or video outside and around the store.
- Never allow unauthorized persons in back of house, office or other areas not accessible to the general public; this includes family, friends, visitors or other employees not on the schedule. Call your supervisor if you are unsure.

## During A Robbery

- Consider a Zero Resistance policy when faced with a robbery.
  - Do not panic argue or fight with the robber(s). Give them any monies or property demanded so they can exit quickly. This will help the situation from escalating. Comply as best as you can with the reasonable demands.
  - Assume all weapons, whether shown or concealed are real.
  - Do not attempt to be a "Hero"- the safety of staff and customers is the top priority. Do not make any quick or sudden movements and do not pursue the robber out the door.
  - Be a Good Witness; observe the suspect's appearance, physical size, hair color, voice, clothing and other identifying characteristics such as; tattoos, scars, jewelry, shoes, etc.
  - If possible, note the vehicle description and direction of departure.
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## After A Robbery

- Call 911- calmly give the address, cross streets, brief description of suspects and direction they left. Request medical attention if needed or requested by another.
- Close the restaurant and lock the doors.
- Contact your supervisor and Loss Prevention team.
- Do not touch anything in the restaurant to preserve fingerprints and other physical evidence for the police.
- After ensuring everyone is physically well, ask witnesses to stay so they can give a statement to the police. If a customer does not want to stay, ask for personal information including, name, address and contact number to share with the responding law enforcement officers.
- Do not discuss the robbery with anyone in the store until the police arrive as to ensure the facts of the event do not become confused or inaccurate.
- Do not share or review video until directed by the police. Never show or provide copies of video to anyone other than law enforcement or management.
- Try to remain as calm as possible throughout the incident. The calmer you remain will set the tone for everyone else.
- Complete a report of the incident and submit to your supervisor and Loss Prevention team.
- Call Human Resources after the initial police investigation is concluded to report the incident and follow up if any staff member requests employee assistance or to speak with someone further about the robbery.

For more loss prevention tools, visit [www.rlpsa.com](http://www.rlpsa.com).