



ARMED ROBBERY OR SIMILAR EVENT

BEFORE OR DURING INCIDENT:

1. Do not be heroic.
2. Stay calm.
3. Obey the offender's instructions.
4. If instructed by the offender, be deliberate in your actions.
5. Use non-threatening behaviour and avoid eye contact.
6. Observe the offender as much as possible.
7. Stay out of danger if you are not directly involved.
8. Do not block the offender's exit.

FOLLOWING THE INCIDENT:

1. Check for injuries to staff and customers. If an ambulance is required, call 000 immediately.
2. Preserve the crime scene.
3. Call the Police.
4. Don't hang up unless told to do so. Keep the line open.
5. Supply to the police:
 - Name and address of premises
 - Number of offenders and brief description
 - Description of vehicle if used
 - Direction of travel
6. Close and secure the premises - use the notice included in this package.
7. Keep everyone away from anything the offender may have come in contact with such as counters. Avoid moving or touching anything left behind.
8. Avoid touching firearms or ammunition.
9. Avoid touching spent cartridges or bullet holes.
10. Request independent witnesses to remain.
11. Obtain name and contact details of all witnesses.
12. Have all staff and customers record their observations independently.
13. Discuss the matter with Police before you speak to the media.
14. Avoid disclosing the amount of property stolen.