

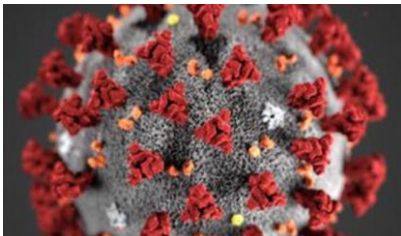
# COVID 19

## Robbery Advice



FIRST PRINCIPLE

[norfolk.police.uk/firstprinciple](https://norfolk.police.uk/firstprinciple)  
[suffolk.police.uk/firstprinciple](https://suffolk.police.uk/firstprinciple)



**NORFOLK**  
CONSTABULARY  
*Our Priority is You*



**SUFFOLK**  
CONSTABULARY

### Top Tips

- **Be prepared. Check CCTV is working and that staff are aware how to keep themselves and customers safe.**
- **Be alert to any suspicious activity and call police immediately on 999 if you believe a crime is about to occur.**
- **Be especially vigilant during quiet times or when staff numbers may be lower.**
- **Minimise the amount of cash held on site. Ensure you have a policy to keep staff safe when handling cash.**
- **Being prepared for all eventualities is important. If you are subject to a Robbery,**
  - **Try and stay calm and focus on remembering details.**
  - **Raise the alarm as soon as it is safe to do so.**
  - **If you have devices with dye or trackers in them, try to hand them to the robber if it is safe to do so.**

**During the Covid-19 pandemic, crime trends and peoples' behaviour may be different. We wanted to remind you of some important information to help keep you and your staff safe, how to react in difficult situations and what things the police will be asking for to help support you through what has happened. Our Counties are safe places and it is rare for Robberies to occur but we want you to be prepared in case it does happen.**

## **If you see suspicious persons and activity in your premises**

**Only approach if you consider it safe to do so. Alert another member of staff before you do. If you are the only person on the premises, do not approach. STAY SAFE AT ALL TIMES**

**CALL THE POLICE IMMEDIATELY ON 999**

**Being Discrete, write down as many details as possible including:**

- Description of persons involved,
- Hair colour,
- Description of clothing
- Any distinguishing features such as tattoos, facial hair, marks and scars.
- Type of footwear
- Any jewellery worn
- Make and model of car
- Registration number
- Direction of travel when they leave

## **What to do if a Robbery occurs**

### **During**

- If there is an alarm, activate it but only if it is safe to do so.

- Obey instructions, take no unnecessary risks.
- Avoid sudden or unexpected movements or anything that could be construed as a signal to others.
- If you have been issued with a smoke/dye pack include it with any money that is handed over.
- Make a mental note of the appearance of the criminal(s) and note where there might be possible evidence such as fingerprints, shoe impressions, fibres or items of clothing.

### **After**

- Take time to calm yourself.
- Lock the door.
- Observe the getaway from a position of safety.
- Telephone the police, the following information will be requested: -
  - The name and address of your location
  - Whether there are any injuries
  - How long it is since the criminals left
  - Vehicle make, colour, model, registration number
  - Direction of escape
  - Number of occupants
  - Weapons used
  - Description of criminals.
- Keep the telephone line free until the Police arrive.
- Customers must be asked to remain on the premises, as they are essential witnesses. If they insist on leaving take their names and addresses.
- Staff should ensure that the location is secured and closed immediately following the incident.
- The scene should be preserved in order that evidence is not inadvertently destroyed i.e. footwear marks. Please try to keep away from the area where the attack took place.
- Anything handled or left behind by the criminals must remain untouched.

## Police Investigation Initial response

The recovery of forensic evidence left at the scene by the offender is a key element in the investigation of an offence of this type. A Crime Scene Investigator will attend the incident and undertake a thorough examination of the scene and surrounding area for evidence.

### The first Police Officer at the scene will:

- Consider placing a cordon around the scene.
- Preserve areas where vehicles were parked prior to the offence for possible forensic evidence.
- Introduce a common approach path that will hopefully be via a different door to that used by the offenders.
- Ensure that all floor surfaces are preserved for footwear marks, to the best of their ability.
- Ensure that employees are taken to an area away from where the offence occurred to avoid forensic evidence being inadvertently destroyed.
- Ask all witnesses for accounts of what has happened including staff and members of the public
- Request early access to any CCTV system

The information above is intended to give an indication as to the importance that is attached to the preservation of the scene immediately following an incident.

By working together and being aware of the potential for robberies we can reduce the risk of such offences occurring.

**If you have a CCTV system, please ensure it is working and that staff on the premises are aware of how to access it or how to contact someone nearby who can do so**

## Further Advice

**Go to the Advice section on our website and look in the 1<sup>st</sup> Principle A- Z of Crime Prevention or click on the links below.**

To reduce the risk of this type of robbery occurring, consider using the Business Security Self-assessment on our Website.

<https://www.norfolk.police.uk/sites/norfolk/files/smallbusinesssecurityselfassessment2.pdf>

For more information about reporting suspicious behaviour click on the following link.

[https://www.suffolk.police.uk/sites/suffolk/files/reporting\\_suspicious\\_behaviour.pdf](https://www.suffolk.police.uk/sites/suffolk/files/reporting_suspicious_behaviour.pdf)

# First Principle:

## Related links

### Ask the Police

Official Police Resource. The Ask the Police website provides you with information on a wide range of non-emergency policing matters.

[askthe.police.uk](https://askthe.police.uk)

### Secured by Design

Official UK Police initiative that combines the principles of 'designing out crime' with physical security.

[securedbydesign.com](https://securedbydesign.com)

### Sold Secure

Dedicated to reducing the risk of crime by assessment of security products.

<https://www.soldsecure.com/>

### Crimestoppers

An independent charity that gives people the power to speak up to stop crime 100% anonymously, by phone 0800 555 111 or online.

<https://crimestoppers-uk.org/>

### Norfolk and Suffolk Victim Care

Covering the whole of Norfolk and Suffolk, a free, confidential support service specifically designed to help victims and witnesses of any crime.

<https://www.nsvictimcare.org/#>

Contact us on: 0300 303 3706  
(weekdays between 8am-5pm)  
Out of hours 0808 16 89 111

Alternatively, if you would like to access help online you can use this link: <https://www.victimsupport.org.uk/help-and-support/get-help/request-support>

**Call us on 101. Always dial 999 in an emergency**

**To see the full range of information go to:**

[Suffolk First Principle](#) or [Norfolk First Principle](#)

Or alternatively use your mobile phone to scan this QR code.

