



**ACT
Policing**

Aggravated Robbery and Burglary **Prevention**



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Police contact	Phone number	Description
Emergency	000	Call Triple Zero in an emergency or life threatening situation.
Police Assistance Line	131 444	Call the Police Assistance Line if you require police assistance when there is no immediate danger. You can also report information about a crime.
Crime Stoppers	1800 333 000	Call Crime Stoppers if you have information about a crime. Information can be provided anonymously.

A message from ACT Policing

ACT Policing is committed to working with businesses to prevent crime and ensure the safety of staff and customers.

As a crime prevention initiative, we're pleased to provide you with this Aggravated Robbery and Burglary Prevention booklet.

An aggravated robbery is when a person commits a robbery in company with one or more people, or with an offensive weapon.

Aggravated robberies are serious and dangerous crimes that can cause long-term emotional and psychological distress to victims.

Having proactive, well planned and strictly followed procedures can reduce the risk of an aggravated robbery and ensure the safety of staff and customers.

No amount of money is worth risking a life. The safety of staff and customers is the most important thing in these situations.

A burglary is the unlawful entry of a structure with the intent to commit an offence, where the entry is either forced or unforced.

Businesses can use the strategies in this booklet to minimise the incidence and impact of an aggravated robbery or burglary.

These include:

- Prevention
- Building security
- Safe cash handling
- Staff training
- Procedures during and after a robbery or burglary

It's important to update your business security procedures and train staff before an incident occurs.

Prevention

Prevention is an important step in reducing the risk of aggravated robberies and burglaries.

Take the time to conduct your own business security assessment against our recommendations. It can safeguard your business, deter offenders and assist police in their investigations.

Building security recommendations

- Secure all doors and windows at the rear of your premises with deadlocks, key locks and/or bars, and consider installing audible alarms.
- Closely control the care, issue and duplication of keys and security codes, and change codes regularly. Consider changing codes when staff members leave employment and ensure all keys are returned.
- Install electronic beepers or other devices to indicate when people enter and leave the premises. This will alert staff to a person's presence, even when the front desk is unattended.
- Shop fronts and surrounds should be uncluttered, providing a clear view of the street from the service area. This gives staff time to lock the door before potential offenders enter. Consider auto-locking doors from reception (similar to petrol stations).
- Bright lighting and a clear glass shopfront can make an offender highly visible and increase their chances of being identified.
- Ensure external areas such as exits and car parks are well lit, either permanently or with motion detection sensors.
- Clearly display warning signs about business security features.
- Hide or lock away valuable items that could be a target.
- Install accurately placed height stickers on doors to measure offenders. This unobtrusive tactic could assist to identify an offender.
- Ensure all rooms and cupboards can be unlocked from the inside to avoid staff being trapped inside.
- Consider reinforcing the glass within doors and windows with either a shatter resistant film or laminated glass.
- Mark your property with the name of your business or Australian Business Number so police can easily identify property if it's recovered.
- ATMs should be far away from entry and exit points and secured to the ground.



- Consider installing heavy rocks, planter boxes or bollards in front of the business to act as a barrier to ram raids.
- Consider a silent alarm that is connected to a security company which can be activated from near the cash drawer or register.

Install good quality Closed Circuit Television (CCTV)

- Consider the installation of security cameras that capture good quality footage inside and outside the premises.
- Ensure the system has high-quality data storage which has not been reused to the extent that the quality is affected.
- Position security cameras so they monitor entry and exit points, and other appropriate locations to avoid 'blind spots'.
- Have cameras pointed at entry and exit points of the building and car parks.
- Ensure the security camera has a clear view of the counter area and angle the camera at face height.
- Consider installing a video screen displaying footage of customers during service. Having the screen in view of customers may deter illegal activity.
- Maintain the system to ensure it is in good working order and check cameras for correct positioning. Consider upgrading to 4K high definition.
- Ensure staff or management are able to access and download CCTV or know the procedures how to request CCTV to provide to police. Know if your system will delete or record over CCTV footage and be sure to copy or save the footage before this occurs.

Insurance

- Ensure that you have appropriate insurance to protect your business and cover any potential losses.
- Reassure staff that insurance will cover losses, as some staff may be concerned about the consequences of handing over money.

Staff

Staff are often a business' greatest asset. Making staff aware of security and aggravated robbery and burglary procedures will help to protect them and your business.

While some aggravated robberies and burglaries are opportunistic, others are well planned, with offenders often surveilling a business before an incident.

Staff are usually the ones to notice suspicious behaviour and if reported early, could prevent a crime. Staff inductions and training should include how to respond in the event of an aggravated robbery and burglary.

No staff member should work alone, especially when handling cash or opening or closing the business.

Be aware of any suspicious activity

- Suspicious behaviours could include customers who pay particular attention to the location of CCTV, cash machines and external doors, making notes or closely watching staff. It could also include customers who ask about opening and closing times, staff and cash procedures.
- Ask staff to be wary of customers who try and establish friendships through social media for the purposes of long-term grooming.
- Note the descriptions of any suspicious vehicles or people and report this information to Crime Stoppers on **1800 333 000** or via their website at act.crimestoppers.com.au
- Inform police immediately if you believe a threat is imminent by calling **Triple Zero (000)** in an emergency, or **131 444** for police assistance.

Ensure adequate staff training

- Train all staff in security procedures and conduct regular exercises.
- Instil the mentality that staff and customer safety is the most important thing, and they should not try to be a hero.
- Train staff on how to access and download CCTV footage. This ensures they can provide it to police immediately which will assist investigations.
- Train staff to greet every customer with eye contact. Offenders do not want to be identified and this may deter would-be thieves.

- Consider providing staff on shift with a panic button that is connected to a duress alarm that can be monitored by a security company.
- Train staff to ensure every person adheres to the business security policy which could include ensuring no one comes behind the counter, signing in and checking ID.
- ACT Policing has developed a staff training video for what to do if an aggravated robbery or burglary occurs.
- To access the video, **scan the QR code or visit police.act.gov.au**.



No staff member should work alone, especially when handling cash or opening or closing the business.



Safe cash handling

Targeted businesses often deal in large amounts of money. Businesses who have set procedures in place will reduce the risk of an aggravated robbery or burglary occurring and keeping cash out of sight will reduce the temptation for opportunistic thieves.

Recommendations include:

- Keep security procedures on a need-to-know basis. Reassess the procedures and retrain staff on a regular basis.
 - Limit the amount of cash held on hand, and advertise this fact.
 - Never leave cash on the premises overnight. Leave the till empty with the draw open.
 - Position cash registers away from entry and exit points and ensure cash is not visible to customers.
 - Bank regularly, but vary the times of banking and routes taken to the bank.
 - Use two staff members for banking where possible. Larger businesses may consider a security pick-up for cash.
- Don't use a bank bag, use a less obvious bag.
 - Remind staff to be aware of who is around them while carrying cash.
 - Cash should never be counted in view of the public. Never leave cash lying around.
 - Never talk in public about cash-handling procedures or the amount of money being held at premises.
 - Consider drop safes for cash and time delay safes to ensure that staff are unable to access large amounts of cash.
 - Safes should be secured permanently to the wall or floor.
 - Consider a secure room for counting and storing cash with access to CCTV.
 - If you have an ATM, consider having it serviced and loaded by an external provider to reduce the risk of staff having access to the ATMs.



If an aggravated robbery occurs

An offender might be alone or working in a group or might be more than one. Offenders are motivated by easy money and property. Their aim is to get in and out of the premises as quickly as possible, not to hurt you. They will likely be nervous and tense, so having well-trained staff could minimise injury. The safety of employees and customers is more important than money or property.

During an aggravated robbery try to ensure the offender leaves the premises as soon as possible, without harming anyone.

Should an aggravated robbery occur:

- The most important thing is your safety, consider your safety at all times and do not put yourself in unnecessary danger. Cooperate with the offender's demands. Answer any questions the offender may ask but do not provide any extra assistance or information.
- Try to remain calm and non-confrontational. It can reduce the chance of the offender becoming violent and may increase your attention to detail.
- Try to inform the offender of any movements you need to make before you make them. They will likely be agitated and nervous so calmly talking them through your movements is encouraged so you don't startle them. Any unexpected movement may trigger a reaction and endanger lives.
- Keep your hands in sight at all times. If you need to move your hands out of the offender's sight, ask for permission and await approval.
- All offenders must be treated as dangerous, even if you cannot see a weapon. Some may be under the influence of drugs or alcohol and may react in an unpredictable manner.
- Aim to maintain physical distance from an offender. Try to use natural barriers like a counter. When asked to hand over the money or goods, place it on the counter and take a step back.
- Only activate an alarm or call police if it is safe to do so. If it is not safe, wait until the offender leaves before contacting police.
- Do not follow or chase the offender.
- Phone police immediately on Triple Zero (000) if it is safe to do so, and stay on the line.
- Write down descriptions as soon as possible after the incident, once you are in a safe location.



During an aggravated robbery, the most important thing is your safety, consider your safety at all times.

After an aggravated robbery

Once an incident has occurred and the offenders have left, it is important to shut down the area, call police and care for any victims.

Other important things to remember include:

- When offenders leave, do not follow them. Use this opportunity to make as many observations as you can including direction and method of departure.
- Immediately call police on Triple Zero (000) to report the incident, before calling business management.
- If necessary, administer first aid and comfort to any injured persons and request an ambulance.
- Lock the doors and secure the business.
- Do not touch or move anything in the area where the offence occurred. Contain areas where the offenders may have stood or touched.
- Record all observations as quickly as you can after the robbery. Use the offender description prompts provided at the back of this booklet to help you.
- Note the offender's level of aggression, tone, confidence (or lack of), posturing, stance, weapons and appearance.
- Ask all witnesses to stay until the police arrive. Ask witnesses not to discuss the incident, even with each other, before talking to police. Ask them to record their observations as soon as possible. Do not work as a group, write your own.
- If a witness wants to leave, you have no right to hold them. Ask them to provide some identification and take down all their details. Provide this information to police as soon as they arrive.
- Never disclose how much cash or property was taken to anyone except the police.
- Do not make any statements to the media before discussing the incident with police.

Do not touch anything in areas where an offender may have stood or touched.

How to assist police

Aggravated robbery

Following an aggravated robbery, call Triple Zero (000) immediately.

Try to remain calm and provide details of what has occurred to police. The more information police have, the quicker they can respond.

Some things police may ask include:

- The business name and exact location
- If there are any injuries
- The time of the offence, and when the offender left the premises
- If you have CCTV
- The direction an offender left in
- A description of an offender
- Any weapons used or threatened to use
- What the offenders took
- What was said and how it was said
- Any evidence at the scene
- Any transportation an offender used including type, make, model, colour, registration and the number of occupants
- If there were other witnesses to the event

It is important to stay on the phone with police and answer their questions as best you can until patrol arrives.

Ask witnesses to complete a witness statement using the prompts at the back of this booklet.

If you can download the CCTV, please make a copy for police when they arrive. If you cannot download the CCTV or organise for a copy to be made, please let police know and they will task their specialist digital team to attend.



Do not open for business and do not touch, move or clean up anything before police arrive, as you might accidentally destroy evidence.

Burglary

Following a burglary, if the offender has left the premises, call the Police Assistance Line on 131 444. If the offender is or may still be on the premises, do not enter, go to a safe place and call Triple Zero (000).

Do not open for business and do not touch, move or clean up anything before police arrive, as you might accidentally destroy evidence.

Some things police may ask include:

- The business name and exact location
- Point of entry
- What was stolen
- If you have CCTV
- If the offender spat, bled or left anything behind
- If you can see any evidence at the scene

If the business has been damaged but the offender has not entered or stolen anything, you can make a police report online at police.act.gov.au.

Business Keyholders Register

The purpose of the ACT Policing Keyholder Register is to enable police to quickly and easily contact ACT business owners or another nominated person to attend the business premises in the event of burglary, damage, fire, or other incidents taking place at the premises after business hours.

This information is held securely by police and used to contact you should officers become aware of an incident at your business. You can provide the contact details of three people.

Visit the ACT Policing online service portal at police.act.gov.au to fill out the Keyholders Register for your business.

Should the contact for your business change, please fill out another Keyholders Register form.

The screenshot shows a laptop displaying the 'Update business keyholder register' form on the ACT Policing website. The form includes the following sections:

- Business information and contacts:** Fields for Business name, Registered name, ABN, Contact number, Alternative contact number, Email, and Alternative email.
- Business address:** Fields for Shop/unit no., Street (required), Suburb (required), State (required) with a dropdown menu showing '-- Please Select --', and Postcode.
- Postal address:** A field for Postal address with a note 'Use business address'.



Witness statements

If you are a victim or witness to an aggravated robbery please ensure you are safe and have contacted police before writing a witness statement.

Use the below prompts to write down as much information as possible on your own. Do not fill this out with other witnesses, each person should write their own.

Recollections after an incident can vary. Writing down what you remember as soon as possible will help you to provide the most accurate information to police.

If you are unsure of an answer please do not guess, just leave it blank.

Your information will assist ACT Policing to identify offenders.

Incident details

- Date
- Time
- Address
- Location: front counter/ back room/ other
- What was taken

Description of offender

- Gender: male/ female/ other/ unknown
- Age: 15-20/ 20-25/ 25-30/ 30-35/ 35-40/ 40-45/ 45-50/ 50-55/ 55-60/ 60+/ unknown
- Build: slim/ medium/ solid/ obese
- Height
- Weight

Hair

- Hair colour
- Hair type: straight/ curly/ other, please describe
- Hair length: bald/ shaved/ short/ medium/ long/ other, please describe

Eyes

- Eye colour: brown/ blue/ green/ grey/ other, please describe
- Eyebrows: bushy/ thin/ shaved/ joined/ thick/ other, please describe
- Eyewear: yes/ no, if yes, please describe

Appearance

- Race: Asian/ African/ Caucasian/ Indian/ Middle Eastern/ Pacific Islander/ South American/ Aboriginal and Torres Strait Islander
- Complexion: pale/ fair/ olive/ dark/ tanned/ other, please describe
- Facial Hair: beard/ goatee/ moustache/ sideburns/other, please describe
- Features: scars/ birthmarks/ tattoos/ pimples/ acne/ other, please describe

Mannerisms

- Posture: stooped/ straight/ other, please describe
- Movement: jerky/ normal/ limp/ other, please describe
- Speech: slow/ stutter/ accent/ fast/ slurred/ other, please describe
- Note any names used/ words spoken

Clothing

- Upper/ lower body
- Headwear
- Footwear
- Gloves
- Bag
- Logos/ motifs
- Jewellery

Weapons

- Firearms: long arm/ short arm/ shotgun/ handgun/ other, please describe
- Other weapons: knives/conducted energy weapon/ syringe/ club/ screwdriver/ other, please describe

Vehicles

- Type: sedan/ utility/ panel van/ bicycle/ motorcycle/ other, please describe
- Year
- Make
- Model
- Colour
- Registration number (even if partial)
- State registration
- Any visible damage/ accessories on the vehicle

Physical environment

- What the offender touched
- Where they walked
- Entry and exit points
- Direction of getaway

Your details

- Staff member/ customer
- Name
- Address
- Contact numbers: home/ work/ mobile
- Signature
- Date
- Time

Any other important information.



Support for victims

Support for victims

Being a victim of crime can often be a traumatic experience. Although people experience many common reactions to crime, everyone's experience will be different.

The effects of crime can be immediate or may take time before they are apparent.

Common reactions include:

Physical - nausea, shaking, headaches, tiredness, sweating, sleep difficulties, changes in appetite.

Emotional - feeling tearful, anxious, depressed, scared, angry, guilty, sad, isolated and lonely.

Behavioural - withdrawn, scared to go out, increased smoking/alcohol, difficulty concentrating or making decisions, being very 'busy', changes in relationships.

Cognitive - slow thinking, flashbacks, forgetfulness, poor concentration, distressing dreams.

These reactions are normal and will affect people in different ways for different periods of time.

Aggravated robberies are very traumatic events and victims frequently suffer distress after the incident. Injuries may not be physical, victims may need to be treated for shock and an ambulance may be required.

ACT Policing officers can refer victims to dedicated support services following a crime.

ACT Policing has a dedicated Victims of Crime Team who offer support to victims, or you can contact the below support services.

Support services

ACT Policing Victims of Crime Team	02 5126 9113
Lifeline Canberra	131 114
Victims Support ACT	1800 822 272
Kids Helpline	1800 551 800
Translating and Interpreting Service	131 450

More information, support and resources for victims of crime can be found on the ACT Policing website at police.act.gov.au.

***Injuries may not be physical,
victims may need to be treated
for shock.***





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