*Safe Work Practices* Dealing with Robberies

**Hazards:** Robbery could result in physical or emotional harm

**Equipment:** Cash drawer, silent alarm button

**Personal protective equipment:** N/A

**Training required:** Orientation training for new workers

**Legal requirements:** Sections 4.27–4.31 of the OHS Regulation

# Safe work practices

* Ensure that all employees are aware of the location of the front desk silent alarm buttons under the countertops.
* Do not keep cash drawers on top of the desks where the public can see them. Remove and relocate them quickly when beginning or ending a shift.
* Ensure that only small amounts of cash are visible — keep large bundles of bills at the back of cash drawers so they are not visible.
* Keep an eye out for suspicious people watching you when you are at the front desk — for example, someone who is standing nearby but does not appear to be checking in or out, or someone who looks nervous or shifty. Report suspicious behaviour to security.

If you are approached by a robber, follow these steps:

1. Don’t resist or argue, especially if a weapon is seen or suggested.
2. Hand over the cash slowly. Explain what you are doing as you do it so the robber knows what to expect and does not panic.
3. Don’t activate the silent alarm until the robbery is over and the robber has left.
4. Leave the desk immediately after securing your float and contact your manager and security.
5. Try to recall as many details about the robber, and write them down as soon as you are able.
6. Find a quiet area where you can be debriefed and unwind.

Reference: *Preventing Violence, Robbery, and Theft* (WorkSafeBC publication SB03), pages 14–16