

# LOSS PREVENTION



## ARMED ROBBERY

As a retail store, we must be prepared to respond calmly and effectively in the event of such an incident. Today, we'll explore how to recognize the signs of an armed robbery and the appropriate steps to take to ensure the safety of ourselves, our colleagues, and our customers.

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## How to use Weekly Meeting Topic Guides

**What are the Weekly Meeting Topic guides:** One-page topic guides to help managers educate their sales team on sales growth topics and strategies.

**Goal:** BSPK morning meetings are designed for one simple purpose:  
*to modify behaviors in order to achieve a desired result.*

**Weekly Topic:** The meeting is intended to be delivered daily for an entire week in order to ensure that all team members have fully absorbed the content before moving on to the next topic.

**Sections:** BSPK morning meetings are divided into 4 easy steps.

- Introduction
- Questions for the team
- Teach the topic
- Set the expectation.

**Meeting time:** A morning meeting should be no longer than 15-20 minutes.

**Best practices:**

- Review the content before morning meeting
- Deliver the meeting in your own voice without reading verbatim from the meeting notes
- Use guide as a reference but always make eye contact with your team
- After the meeting, be present on the sales floor and be prepared to provide in-the-moment coaching where needed

### Step 1 Introduction

Good morning team. This week our topic addresses a serious and potentially dangerous situation, armed robbery. As a retail store, we must be prepared to respond calmly and effectively in the event of such an incident. Today, we'll explore how to recognize the signs of an armed robbery and the appropriate steps to take to ensure the safety of ourselves, our colleagues, and our customers.

### Step 2 Questions for the team

- Can you describe any indicators or warning signs that may suggest a potential armed robbery?
- What actions should we take if we suspect an armed robbery is in progress?

### Step 3 Teach the topic

First let's discuss how to recognize the signs of an armed robbery

- **Unusual behavior:** Watch for suspicious individuals loitering near the entrance or exhibiting nervous behavior.
- **Concealed weapons:** Be alert for individuals attempting to conceal weapons under clothing or in bags.
- **Verbal threats:** Take note of any threats or demands made by individuals that indicate a potential robbery.

If an armed robbery is already in progress

1. Remain calm and stay composed
  2. If confronted by an armed robber, comply with their demands. Avoid making sudden movements and look down.
  3. Do not attempt to confront or apprehend the robber yourself. Your safety and the safety of others are the top priority.
  4. If safe to do so, try to remember details about the robber's appearance and clothing.
  5. After the robbers have left the store, immediately lock the doors, direct all staff and customers to the back of the store. Call 9-1-1 and mall security.
  6. Encourage customers to stay in the back of the store until the police arrive but do not force customers to stay if they insist on leaving.
  7. Cooperate with all instructions by law enforcement.
  8. Notify loss prevention and senior leadership as soon as it is safe to do so.
- DO NOT activate panic buttons or call 9-1-1 while the robbery is in progress, as this could turn into a hostage situation.
  - DO NOT follow the robbers to obtain a license plate number.
  - DO NOT touch anything to preserve the crime scene

Always prioritize the safety of yourself, your colleagues, and customers above all else. Merchandise can be replaced but people cannot. Remember that armed robbers are there to take what they want and leave quickly. They usually do not harm people who are cooperative with their demands.

Are there any questions?

## Step 4

### **Set the expectation (this is how you can say it)**

I want to emphasize the importance of remaining vigilant and prepared in the event of an armed robbery. Each of us plays a crucial role in maintaining a safe and secure environment for everyone in our store. I expect everyone to review our company's emergency procedures and familiarize themselves with the appropriate steps to take during an armed robbery.

#### **Notes:**