

# Norfolk and Suffolk Crime Prevention

## Guidance Note

### Retail and Post Offices Robbery

### Reducing the Risk



SUFFOLK  
CONSTABULARY



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

Norfolk and Suffolk are two of the safest counties in the country, however we cannot afford to be complacent and it is essential that retail staff, members of the public and local Police continue to work together to reduce the risk of robbery occurring.

Having good visible security practices in place may help to deter a crime.

- Keep available cash in tills to a minimum
- Make maximum use of cash management systems / safes
- Lock doors to the cash room/office especially when handling cash
- Be vigilant when transporting cash across the shop floor: use 2 staff members one to carry and one to act as look out

**If you see any suspicious persons and activity DO NOT approach them.  
Write down as many details as possible including:**

**Make and model of car and registration number/description of persons involved, including hair colour, clothing and any distinguishing features such as tattoos, footwear and jewellery.**

**For Further Crime Prevention Advice:-**

**For Norfolk dial 101 and ask to speak to your local Architectural Liaison Officer (ALO)**

**For Suffolk dial 101 and ask to speak to your local Safer Neighbourhood Team**

## **CALL THE POLICE IMMEDIATELY ON 999**

### **Armed Robbery**

If you should become involved in such an event it is important to follow the advice shown overleaf; this will assist police in their attempts to identify and convict the criminals.

### **During a robbery**

- 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 the robbery**

- 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

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- 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 following procedures are to be adopted when an attack is reported: -

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.

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.

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