29CFR 1910.38(a)- Emergency Action Plan, , **29CFR 1926.21-** Safety Training & Education **29CFR 1926.20(a)-**Unsafe Working Conditions

Robbery and Employee Theft

Preparation

1. Read Applicable Background information and related Company Policy Chapter.
2. Make _____ Copies of this Lesson Plan for Personnel
3. Make Transparency, procure transparency pens, etc.
4. Coffee, tea, snacks

Material

1.

Objective

By the end of this session, personnel shall be able to describe:

1. Company Security Rules and Robbery Prevention
2. Procedures to Take During a Robbery
3. Procedures to Take Following a Robbery
4. Shrink and Employee Theft

Background

You hear about it everyday and see it on TV. Robberies are a fact of life in almost every society in the world . No business or enterprise is immune. In addition, employee theft accounts for more monetary loss than from robbery. It is hard to justify why employees steal from their employer, but they do, every day. Today's lesson is designed to provide as much information as possible so you'll be prepared in the event of a robbery or theft.

Lesson

Company Security Rules and Robbery Prevention

The very first rule is to follow the Company's security rules at all times. Our Company Security Rules are:

- Lock the job trailer door when emptying trash or leaving the trailer for any reason. It's tempting to leave the door unlocked during trash removal or short trips out because you're only a short distance away and you'll be right back. KEEP THE DOOR LOCKED.

Notes

It only takes a second for someone to slip in while you're gone. A robber doesn't want to be recognized, so entry through the back door is the best method. He may even want to hide in the Company until after closing time.

- Good security also includes keeping only a small amount of cash in the register. Cash collection and the amount of money allowed in the register is determined by management, but part of your job responsibility is to let management know when that cash limit is reached. There are basically three reasons for cash collection.
  - First, if a robbery does occur, the cash loss will be minimized.
  - Second, a business with a reputation for having only small amounts of cash on hand isn't likely to be hit. Robbers understand the potential penalty for robbery, so they'd rather take the chance on a business that will make it worth their while.
  - Third, customers can generally see how much cash you have when the register is open and if you have stacks of 10's and 20's in the registers, some customers could be tempted. You never know who's a good guy and who's not.

- The next step in robbery prevention is customer service. That's right..... customer service..... Friendly customer service!

  Good morning, thank you, eye contact with the customer and simply providing customers with prompt, courteous service. There have been several professional criminals who have served their time and then began a career as security consultants. Their main theme has been: Robbers do not want to be recognized. If employees will say hello, hi, or in some way recognize all customers promptly, this will deter many potential robbers.

  Customer service is good business, but it's something all employees can provide to help prevent robberies. It really works.

Notes

Procedures to Take During a Robbery

OK, you're carefully following security rules, you're maintaining a low level of cash in the register and you're providing good customer service to all customers. That eliminates about 99% of the robbers. What about the 1% that's determined to rob you anyway? What can you do to prevent violence during a robbery at the Company?

Listen carefully, because it/s important and it can prevent an injury.

The longer a robbery takes, the more nervous the robber becomes.

- Don't try to stall or act like a hero. Follow the robber's orders quickly. Robbers seldom hurt people who cooperate with them.
- Handle the entire procedure as if you were making a sale. Keep it short and smooth.
- Let the robber know you are fully intent on obeying his instruction. If you're not sure exactly what the robber is asking you to do, ask.
- Now this next procedure is a little difficult to do, particularly if you're looking down the barrel of a gun. *Remain calm*. Keep calm and try to observe what the robber looks like and what he's wearing. Remember the words he says, if possible.
- Try to get an idea of how tall he is and other characteristics.
- Don't allow or create surprises for the robber. If you're going to have to reach into a drawer or some other movement to comply with his instructions, tell him ahead of time.
- If another employee is in the back room or is expected in the store soon, tell him so he won't be surprised. Surprises can cause a nervous robber to become violent or do something he didn't intend to do.
- **Most robberies take less than two minutes**.

Notes

Procedures to Take Following a Robbery

After the robber leaves and it's safe to do so,

- Call the police. Don't hang up until they tell you to do so. Follow the police department's instructions and stay by the phone.
- Call your supervisor as soon as possible. Keep emergency numbers near the telephone.
- While you're waiting for the police to arrive, write down as much information as you can about the robber's description, what he said, his clothing, unusual features such as tattoos, scars, facial hair and so on. The objective is to give as much information to the police as possible.
- Protect the crime scene. Discontinue business until the police are finished and don't touch any evidence. If the cash drawer is open, don't touch it. If you have a note left by the robber, leave it alone, but don't lose it. There may be fingerprints on the note.
- The next step is also important. Don't try to estimate the loss. If you know exactly the amount taken, tell the police, but don't guess, unless the police ask you to estimate.
- Answer all the questions during police interviews. If you're asked a question, try to give accurate information. If you're not sure and are guessing....tell the police you're only guessing or believe it to be true. You don't want to give inaccurate information, which could reduce the effectiveness of your information. Cooperate with the police as much as possible.

Shrink and Employee Theft

Shrink is the unexplained loss of merchandise or money. Shrink is waste, theft, damage and other such losses. No company can stay in business without making a profit. Profits mean more investments, salary increases, benefits and of course, continued growth. When shrink affects profits, everyone loses.

To make a long story short, employee theft hurts everyone. The Company, other employees and most of all, the person causing the shrinkage. A couple of dollars here, couple of dollars there, it adds up. Eventually, the dishonest employee is going to get caught and then it's too late. As we stated earlier, the vast majority of employees are very honest. They work hard for their pay.

Notes

Employee theft accounts for more dollar loss than any other crime. Most employees are honest and don't steal from the company. The temptation is there because there's cash, equipment, tools and food at the Company. If you're thinking about taking a few bucks or a tool or stationary supplies because it won't be missed, think again.

More petty theft cases by employees are being detected and the stigma of a criminal record for theft can be devastating to the employee who's caught. As a minimum, you'll lose your job and if prosecuted, well, it's just not worth it.

The Company will prosecute all thieves to the fullest extent of the law. It's Company Policy!

People who are tempted to steal usually rationalize their crime by saying to themselves: The Company has a lot of money, they won't even miss it. I'm not going to get caught. I work hard and the Company owes me anyway. Whatever the reason, only bad things can happen. Bad things for the Company and certainly bad things for the person who's stealing.

Let's stop here and take a look at the profit and loss statement of a typical business.... As an employee, you know how busy you are and how much money is coming into the cash register. Let's examine a hundred dollars that comes into the register.

~Out of that hundred dollars, a big chunk goes to salaries and benefits of employees. Take some more away for property rent and equipment. Some more for supplies. Next insurance, property taxes, state and local taxes, then the IRS wants a share.Administrative support, lights, electricity, gas, water and other items must be paid. There's more, but let's say there's $5.00 left as profit. That's not a big return on an investment of hundreds of thousands of dollars or even millions of dollars. That $5.00 represents profit on every $100 taken in.

Notes

Closure

Let's review the basics:
1. Keep the back door locked.
2. Don't keep large amounts of cash in the register.
3. Provide good customer service. Say hi or hello to everyone walking into the Company.
4. In the event of a robbery, obey the instructions of the robber quickly. Don't create surprises or movements that might be mistaken by the robber.
5. Never argue. Give the robber what he wants.
6. Don't use weapons. Shoot outs with robbers aren't worth it.
7. Remember as much as you can about the robber. Clothing, distinguishing marks, speech, height and weight of the robber.
8. Cooperate with police and give accurate information. The most important point to remember is the robber is as nervous as you are. Cooperate quickly and let him have whatever cash or merchandise he wants. Property and cash can be replaced, but an injury is something we're trying to avoid.

Notes