

- ◆ Visiting the store multiple times without purchasing anything and checking out security cameras and store layout.
- ◆ Spending a lot of time in a restroom or fitting room.
- ◆ If you observe someone acting suspiciously, call 9-1-1 for immediate threats to life or property. Otherwise call the police non-emergency number at 503-629-0111 for incidents in Tigard.

- ▶ Discourage loitering.
- ▶ Avoid entering and exiting the business through doors located in remote areas.
- ▶ Create distress codes that you can use to relay to other employees that there is a potential problem and you need assistance or to call the police.
- ▶ When an employee is terminated, collect their keys and key fobs. Change alarm and safe codes and consider re-keying locks every few years.
- ▶ Develop connections with businesses and neighbors near your store. When you know your neighbors, they're more likely to look out for you and call the police if they see criminal or suspicious activity.

## Response to Robbery

The safety and wellbeing of employees is always more important than property. If you are confronted by a robber, do what it takes to keep employees safe and get the robber to leave the store as soon as possible:

- ▶ Remain calm and fully comply with the robber's demands. Do not argue, fight, surprise, attempt to use weapons or do anything to jeopardize your safety. Your movements should be predictable and transparent.
- ▶ Take only those actions that are demanded, nothing more, so you do not alarm the robber.
- ▶ Activate a silent alarm only if you can discreetly do so.
- ▶ Be a good witness and try to discreetly observe the suspect's description including height, weight, race, hair and eye color, tattoos, unique features that cannot be easily changed, clothing and shoes. Also

observe the make, model, license plate number and unique features of the vehicle, as well as the direction the robber is heading.

- ▶ Pay attention to anything the robber handled and do not touch or disturb any evidence that may be needed for the investigation.
- ▶ As soon as the robber leaves and you are safe, lock the door and call police at 9-1-1.
- ▶ Ask all witnesses to remain at the scene until the police arrive, or get their contact info if they must leave prior to police arrival.
- ▶ After you've made a police report, if you need to make any changes or updates (i.e. you discover additional items were stolen) or speak with the officer on your case, call the non-emergency number or report online at [www.tigard-or.gov/report-a-crime](http://www.tigard-or.gov/report-a-crime). You will need to reference the case number.
- ▶ To get a copy of a police report, visit: [www.tigard-or.gov/police/policereport.php](http://www.tigard-or.gov/police/policereport.php)



**City of Tigard**

**TIGARD POLICE DEPARTMENT**  
13125 SW Hall Boulevard, Tigard, Oregon 97223

# COMMERCIAL ROBBERY PREVENTION



**TIGARD POLICE DEPARTMENT**

Robbery is a dangerous crime where the suspect threatens or uses physical force against someone to steal cash, merchandise or other property. The robber is often nervous and focused on getting in and out of the business as quickly as possible.

Robberies can happen at any time. Robbers may immediately approach an employee when they enter the store or pretend to be a customer. They often target a business during opening, closing or late-night hours when there are fewer employees, customers or potential witnesses in the area. Businesses that carry a lot of cash on hand will be more vulnerable.

Step up your security measures to prevent robberies. Train all new employees how to respond if one should occur and periodically review these procedures with staff.

## Tips for Preventing Robbery

- ▶ Make your property more visible so that store employees, customers and passersby can observe suspicious activity inside and outside the store by:
  - ◆ Trimming shrubs and trees so they do not create hiding places, especially near access points. Assess whether fences or structures block sightlines and consider removing them.
  - ◆ Keeping your business well-lit, inside and outside, especially near entry points, behind the building and in alleyways.
  - ◆ Limiting window signs and advertisements.
  - ◆ Arranging displays and shelving to maximize visibility.
  - ◆ Positioning the cashier counter where clerks can observe the entire store, if possible.
  - ◆ Installing convex mirrors over areas not easily monitored.
- ▶ Use security cameras near access points, cash registers, vulnerable areas and:
  - ◆ Install at angles that capture facial features, license plates and other details.

- ◆ Choose a system with high resolution photos.
- ◆ Ensure the system produces clear, quality images in the day and night and install additional lighting as needed.
- ◆ Store at least 30 days of footage.
- ◆ Teach managers how to immediately pull video footage and provide it to the police.
- ◆ Advertise that you use video camera surveillance.
- ◆ Monitor activity in hard to see areas.



- ▶ Install a door buzzer or bell that alerts staff to visitors, so you are aware of every person who enters the business.
- ▶ Install silent alarms that can be activated behind the counter. Understand what happens when that alarm is activated and who will be contacted. If the monitoring company cannot verify that a robbery is in progress when the alarm is activated, also call 9-1-1 as soon as it safe to do so.
- ▶ Lock fitting rooms, offices and doors that are not actively being monitored.
- ▶ Make sure that your address numbers are clearly visible at night so that officers can easily find your location.

## Store Procedures to Prevent Robbery

Certain management practices like the ones outlined below can help reduce the risk of robbery.

- ▶ Establish cash handling policies such as:
  - ◆ Limiting the amount of cash kept in tills and on hand.
  - ◆ Dropping amounts exceeding limits in a time-release drop safe or depositing in the bank.
  - ◆ Making bank deposits throughout the day at non-routine times.
  - ◆ Carrying your money in a discreet bag to and from the bank.
  - ◆ Counting money out of view from customers.
- ▶ Limit inventory on hand for merchandise that may be targeted. For example, a pharmacy may limit its supply of pain medication or keep them in time-delay safes.
- ▶ Advertise security policies such as “Employees Cannot Open Safe”.
- ▶ Post signs like “Employees Only” to restricted areas, so it is obvious when people are violating store rules.
- ▶ If possible, increase staffing during opening, close and vulnerable times.
- ▶ Greet all customers who enter your store, making eye contact to convey you are paying attention.
- ▶ Encourage staff to be alert inside and around your business.
- ▶ If you see activity that concerns you in the parking lot, lock the door.
- ▶ Report suspicious activity to the police as it occurs. When determining what is suspicious, focus on activity and behaviors, not people. Do not assume criminal behavior or ill-intent based on race or ethnicity. Examples of suspicious activity include someone:
  - ◆ Loitering near the business after close.