Good Business Practices

Have policies in place that address what to do in the event of a robbery. Provide annual training to your employees on robbery prevention and safety in general

Be alert to someone watching or casing your business. If you suspect this activity call the non-emergency number, 385-5000

When doing bank deposits, do so with two people and vary your times and routes to the bank. Upon arrival at the bank, observe your surroundings and drive around the building to make sure there is nobody loitering

Install a good quality closed circuit TV system monitoring the entrance area and cash register area

Consult with local law enforcement before releasing any information to avoid hampering the investigation

When dealing with the media:

- Designate one official spokesperson.
- Do not allow members of the media to enter the business without police permission.
- When the investigation is complete, only allow the media access to lobby areas or other public areas.
- Limit the release of information ... **Do Not** release names or addresses of witnesses; *do not* allow witnesses to be photographed; *do not* reveal amount of money stolen; *do not* reveal details about your security plan or procedures.

POLICE DEPARTMENT CONTACTS:

Crime Prevention Unit.................... 385-1006
  Municipal Center, Bldg #15
1st Police Precinct 385-4377
  Municipal Center, Bldg #11
2nd Police Precinct 385-2700
  820 Virginia Beach Blvd
3rd Police Precinct........................ 385-2703
  926 Independence Blvd
4th Police Precinct 385-2800
  840 Kempsville Rd
Detective Bureau 385-4101
  Municipal Center, Bldg #11
Special Operations 385-4606
  2665 Leroy Dr
Professional Dev & Training 385-6354
  411 Integrity Way
Animal Control 385-4150
  2665 Leroy Dr

City of Virginia Beach

Virginia Beach Police Dept.
Crime Prevention Unit
2509 Princess Anne Rd Bldg 15
Virginia Beach, VA 23456

Phone: (757) 385-1006
Fax: (757) 385-1064
www.vbgov.com/police

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City of Virginia Beach

A Certified Crime Prevention Community

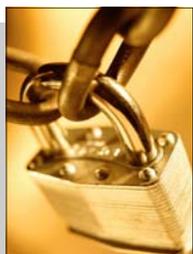# Robbery Prevention for Businesses

Criminal Opportunity Reduction

Virginia Beach Police Department

Robbery Prevention Begins with Reducing Opportunities

Keys to Prevention

Make eye contact and greet all customers as they enter.

Be aware of who is inside of your business. Watch for any suspicious persons or activities.

Keep the business clean and uncluttered. The interior and exterior should be well lit. Do not block the view throughout the business or outside into the parking lot with display items, posters or signs.

Enforce business policies. Clearly posted rules/policies eliminate confusion.

Keep a minimal amount of cash in registers. Post a sign stating "We are not able to make change for more than $20".

Call the police non-emergency number (385-5000) to report any suspicious persons or vehicles.

During a Robbery

⇒ Above all else, try to remain calm.
⇒ Cooperate.
⇒ Make no sudden movements.
⇒ Keep your hands in plain sight.
⇒ Do not resist.
⇒ Do not stare.
⇒ Do not talk or ask questions.
⇒ Follow instructions. In most robberies, the criminal just wants the money or items they are there to steal and once they have it they will flee the scene.
⇒ Activate alarm only if able to do so safely.

⇒ Consider installing a good, high-quality closed circuit TV system. Make sure to look into several different companies before deciding what equipment to invest in.

After a Robbery

⇒ Do not give chase or follow suspects.
⇒ Activate alarm if there is one.
⇒ Call 911, stay on the phone to answer all questions asked of you by the dispatcher.
⇒ Lock the front door.
⇒ Do not allow anyone to leave until the police arrive.
⇒ Do not touch anything.
⇒ Do not discuss observations with any one else who witnessed the robbery.
⇒ Have each witness write down as much information as possible concerning the description of the suspect: hairstyle/color, shirt style/color, pants color/style, footwear, any scars/marks/tattoos, a getaway vehicle to include license plate or any weapons observed.