

# Emergency Preparedness - Armed Robbery

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Name of Business	Maxicom (2013) Limited
Workplace/site address	20 Herekino Street Whangarei

## Be professional

- Your life and safety are worth more than money.
- Make sure that every staff member knows and has thought about what they would do in the event of a robbery.
- Develop a set of procedures to follow (*see page 2*).
- Aim to ensure the offender leaves without harming anyone.

Note: Most robberies take less than one minute.

## Survival tips

- **Stay calm.**
- Do what you are told.
- Consider all firearms to be real and loaded.
- Carefully note the **offenders' description**, but don't stare.
- If it is safe, note the **direction** the offenders go and the **vehicle description** and **registration number**.
- As soon as the offenders leave, **dial 111** and ask for Police.
- Stop people entering the area used by the offenders.
- Ask witnesses to wait until Police arrive and speak with them.

If there is time before Police arrive, ask everyone to write down a description of the offenders and their vehicle.

- 1. DON'T play 'the Hero'**
- 2. DON'T resist**
- 3. DON'T make sudden movements, talk to, or stare at the offenders**
- 4. DON'T chase the offenders**
- 5. DON'T touch anything the offenders may have touched**

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- 1) **KEEP CALM**, make no sudden movements.
- 2) **Do** what the offender asks.
- 3) Try to **MEMORISE** as many details about the offender as possible.
- 4) Note the **direction** and **method** of escape.
- 5) Notify **POLICE** as soon as it is safe to do so - (**dial 111**).
- 6) Leave the **phone line** open until the Police arrive.
- 7) Provide **FIRST AID** to victims, and lock all outside doors.

**DO NOT LEAVE**  
**until the Police say you can**