



# WHSE TOOLBOX TALKS

## #8 Break & Enters / Armed Robberies

### BACKGROUND

Armed robbery and break and enter incidents present a potential physical and psychosocial risk to operators and staff.

### DEFINITIONS

**Break and enter:** Any person who enters a building or any private dwelling through any break in means.<sup>1</sup>

**Robbery:** Any person who steals anything, and, at or immediately before or immediately after the time of stealing it, uses or threatens to use actual violence to any person or property in order to obtain the thing stolen or to prevent or overcome resistance to its being stolen, is said to be guilty of robbery.<sup>2</sup>

### SITE SECURITY<sup>3</sup>

Break and enters / armed robberies are on the increase within the scheme. To assist Operators, COEX recently engaged Austrace Investigations Group to undertake a Security Assessment of sampled sites within the scheme. Following are some key learnings provided by Austrace Investigations Group.

Several Operator facilities assessed used cash draws or cash tills. Practices often involved leaving keys in the draw for easy access for staff members to perform their duties and depositing the entire days cash in the till at the commencement of shifts. These practices are high risk and should be avoided.

#### CASH HANDLING RISK:

- Cash handling was identified as the highest security risk area
- Many operators store cash unsecured at their private residence
- Considerable amounts of money are housed on site within the scheme
- Two distinct methods of cash handling are used by the scheme:
  1. Those who have cash delivered by a professional third-party provider then the money is distributed to ATM's or secure safes on site by the professional third-party provider (This is considered best practice)
  2. Those who physically go to a bank and withdrew large sums of money, transport the money in their own vehicle and then either store the money in a safe on site or worse still, in their vehicle, at their unsecure private residence or even in draws in the office.

#### CASH HANDLING CONSIDERATIONS:

Those choosing to collect their own cash should ensure they are not predictable or that their practices are not commonly known, to achieve this it is recommended they change the:

- Location of banks they use
- Route they take to the bank
- Time and days they go to the bank and
- Vehicle they use when banking.

### TOOLBOX TIPS

- ✓ Print copies of this sheet for yourself and each of the workers
- ✓ Lead a discussion with your workers about the materials on this sheet at a location that is appropriate to the topic
- ✓ Be sure to give real life examples whenever possible.
- ✓ Ask your workers for their experiences
- ✓ Have each worker sign your sheet to confirm their attendance

- ✓ Conclude with a brief review of the main points or a summary based on the discussion
- ✓ File your sheet in your worker training records to document the training experience
- ✓ Fill in your operation name, location and the date on your sheet
- ✓ Be open to questions

This toolbox is background information ONLY. Be sure to customise your talk to your operation and facilities. The following tips are some helpful suggestions with getting the best out of your toolbox.



# WHSE TOOLBOX TALKS - TRAFFIC MANAGEMENT

## ROBBERY RISK:

It's imperative that cash handling procedures are sound to avoid a significant rise in armed robbery offences, to combat this it is also imperative sites know how to deal with an armed robbery situation should it arise.

## ROBBERY PREVENTION CONSIDERATIONS:

- Providing training on what to do in an armed robbery situation
- Have documentation visible around the workplace as a reminder of best practice
- Conduct regular 'toolbox meetings' with recommended strategies on how best to survive an armed robbery
- Ensure CCTV cameras adequately cover the high-risk areas such as above cash registers, safes etc
- Anchor safes to the floor to prevent removal, a dual authentication access safe is premium with personalised access codes however single access entry, such as a PIN, is also acceptable
- Change PIN numbers to safes every 3 months and whenever a staff member who knows the combination leaves the business
- A motion alert sensor to advise staff when person/s enter a certain part of the building (where cash is stored)
- A panic alarm button can be vital in an emergency
- Installation of deadbolts to external doors and even the installation of swipe card access doors to office areas to restrict customer entry.
- Our premises have all been designed with premium safety considerations, regular safety reviews and the highest standard of security monitoring
- Ensure that only a limited number of staff have access to our secure areas, vaults or safes
- Conduct regular training, drills and ensure that our teams know these emergency procedures
- Ensure that more than one staff member is involved in opening and closing the business
- When leaving site depart in groups
- Be alert for suspicious behaviours, and report suspicious activity
- Resigning staff to return any keys or access fobs and passcodes are reset or deleted
- Do not discuss security procedures with anyone outside of the business
- Do not keep unsecure cash on the premises.

## IN EVENT OF A ROBBERY:

The aim is to ensure the offender/s leave as soon as possible, without harming anyone. Learn the Acronym **CODE A** so you are prepared.

- **Calm - Remain calm.** Stand still and away from offender/s personal space. Stay out of danger area. Keep your hands visible. Avoid making sudden or unexpected movements
- **Obey - Obey instructions politely.** Do not be sarcastic, provocative, or antagonistic toward the offender. Avoid shouting. Allow the offender/s to leave – do not pursue. Do not try to be a hero. **You are more important to us than money or stock.**
- **Description - Note features of offender/s,** including clothing, scars, tattoos, height, hair colour, accent and speech and/or any weapons used.
- **Evidence - Remember what is touched by offender/s and isolate: do not touch**
- **Alarm - Activate alarm and call police** on triple zero (000) ONLY when it is safe. The telephone and PA system must NOT be used.

## AFTER A ROBBERY:

- Call the police as soon as you can and provide your name, address, premises details, description of the offender/s and vehicle and their direction of travel.
- Close the premises and isolate the areas where the offender/s confronted staff. Follow evacuation procedures
- Ask witnesses to remain to assist police
- Avoid conferring with other witnesses about the offense and provide versions independently
- Write down a description of the offender as soon as possible or complete offender description form provided
- Do not speak to the media, speak to police only
- Provide counselling and support for all staff.

## RESOURCES/REFERENCES

[1] Section 421 of the Queensland Criminal Code [2] Section 409 of the Queensland Criminal Code [3] Austrace Investigations Group

Disclaimer: This toolbox contains general information only with the intention to share learnings across the scheme. It should not be solely relied upon, and you should seek professional advice suited to your circumstances to ensure you are complying with your legal obligations. While care has been taken, COEX does not represent or warrant the quality, accuracy or completeness of the information, or its suitability for any purpose. COEX accepts no liability or responsibility for any injury, loss or damage suffered by anyone in connection with any reliance or use of the information in this toolbox. This toolbox does not form part COEX's agreements with contracted operators and COEX does not waive or limit its rights under those agreements.

