



City of
**Prince
Albert**

Safety Administrative Procedure

Robbery Procedure

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Approved by: Jim Toye, City Manager

Signature:  **Procedure No:** 19.4

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In the event of a robbery employees are encouraged to try and remain calm and cooperate with the thief. This would include giving the individual(s) any cash or valuables that they request. Keep in mind that most robberies last less than 2 minutes and your safety is more important than any monetary loss.

If your work station is equipped with a silent security alarm button, press the button. This will alert security of a situation in your area. If possible try and alert other staff of the robbery.

Try and remember what the robber(s) look like including, physical appearance (height, weight, eye colour etc.), any accents that you may hear in their speech, what colour and style of clothing is being worn, tattoos that are visible, vehicles used, direction of travel or any other information that may help in later identifying or locating the individual(s).

Try to not make eye contact or otherwise intimidate or aggravate the individual.

Once the individual leaves, contact police by dialling 9-911 and advising of the situation. Close your work station/office area and encourage any other witnesses to stay to talk with police. Do not handle any other financial transactions.

Once police have been notified advise your supervisor/manager of the situation and begin recording as much information as you can remember on the violent incident form. If the form is not readily available, use whatever paper is available to help you record as much detail as possible. Encourage any other witnesses to also record any details that they may recall. This information should be shared with police.

Upon being advised of a robbery, the supervisor/manager will advise the Coordinator Health, Safety and Environment and act as a liaison with police which would include providing them with information on witnesses, employee(s) involved and determining the actual extent of the robbery (how much was taken). The police will have control over the crime scene.

The Coordinator Health, Safety and Environment will notify the City Manager and any other required agency.

The supervisor/manager will talk with affected staff to determine if there has been a psychological impact and assist employee(s) in locating and accessing counselling services, when required.

The supervisor/manager in consultation with the City Manager and police will determine when the work area is reopened to normal operations.