

ABC Pharmacy

ROBBERY POLICY & PROCEDURES – for use by company personnel during and after a robbery. [TEMPLATE - items in blue should not be included in final policy]

*This template is intended to provide management with information on developing a written robbery policy. **This information should not be construed as legal advice or legal opinion on specific facts.** This is not intended as definitive statement on the subject but a tool, providing practical information for the reader. The ideas put forth are designed to comply with Federal and state regulations concerning pertinent situations. Because state laws vary, users should consult with their own local counsel before implementing any of the suggested policies and procedures contained in this document.*

FACT: Robbery is the theft or attempted theft of property by use of force or threat of use of force.

FACT: Pharmacies have always been an attractive target for robbers. Why? One word – drugs!

FACT: Robberies against pharmacies are increasing at an alarming rate. Why? One word – Oxycontin!

FACT: Preventing a robbery is difficult, but not impossible. The object is to make the pharmacy less attractive to a potential thief so he/she/they move along to an easier target.

FACT: The robber AND YOU have one objective in common. LET'S GET THIS OVER AS QUICKLY AS POSSIBLE AND GET HIM OUT OF HERE.

FACT: Persons who rob pharmacies are often high (or need badly to get high), alcohol impaired, deranged, desperate, paranoid, or otherwise highly unpredictable. Attempts to reason with them are generally futile. Get them on their way as fast as possible.

FACT: Surviving a robbery, alive and unhurt, should be of paramount importance! Protection of material goods comes in a distant second.

MAKING THE STORE A LESS ATTRACTIVE TARGET – Before the robbery!

- Arrange our stock shelves so that the most targeted drugs are not visible from the sales floor.
- Rearrange our stock shelves periodically so that the most targeted drugs are not always in the same location.
- If feasible, place a short, “working” supply of the most targeted drugs in one location on the shelves and keep the bulk of your supply of those drugs under lock and key or in another location on the shelves. A robber may accept that short supply as being all you have on hand.
- Pharmacy personnel should not discuss these inventory controls to even other store personnel that don't have a “need to know”, and certainly not within earshot of customers.
- Place more expensive OTC or sundry merchandise under lock and key, or behind counters, or preferably both.
- Install a surveillance system. Make the cameras or camera housings obvious. Even “dummy” cameras can be effective deterrents. Hide and make secure the recording devices.
- Install an alarm system connected to the local law enforcement center or to a Central Station Alarm company. Include strategically placed “panic buttons.” [See Alarm System White Paper on Risk Management section of www.phmic.com]

- Place any controls or circuit panels for the alarm or surveillance systems away from areas that can be accessed by the public, such as restrooms or the corridor leading to a back exit.
- Place signs and placards such as “Protected by ABC Alarm Systems” conspicuously throughout the store and on exterior doors (These will normally be available from your alarm system vendor).
- Train the sales floor staff to be alert, observant and to offer assistance to customers regularly and often.
- All employees, at all times, should watch for suspicious behavior(s) from customers.
 1. Is the customer constantly looking behind, left or right, or above as if to see if anyone, or anything, is watching?
 2. Is a customer spending an inordinate amount of time looking at the same relatively high priced merchandise, or loitering outside, by the cashier stations, or the pharmacy operations area?
 3. Is a customer seemingly resentful or uneasy when a sales associate asks if they can assist?
 4. Make mental or, preferably, written notes, including descriptions, of any of the conditions noted above.
 5. Report any of the above conditions to store management.
- Management – will keep a file of any such reports.
- Management, pharmacy staff, and store staff should refrain from discussing store procedures, inventory controls, cash handling, store layouts, security systems, etc. with any outsider, even family, other than law enforcement personnel and/or vendors with a legitimate interest in a particular system.
- Management will conduct full background checks, including credit checks and criminal checks, on any applicant for a pharmacy operations or cash handling job.
- We will install a good quality safe in the floor or otherwise attached to the structure of the building to hold excess cash and/or scheduled drugs.
- We will keep the safe locked at all times that the contents are not being actively handled.
- We will restrict access, keys or combinations, to as few employees as is feasible.
- We will restrict the use of window signs and/or displays that block visibility of the cashier station(s) from outside the store.
- We will deposit checks and large bills into a time lock drop safe often. Advertise, with on-site signs, the fact that minimal cash is kept on hand.
- We will advertise, with on-site signs, that sales staff does not have access to the safe.
- We will TRAIN the staff on proper procedures and to let them know what they might expect.
- We will consider using the videotape training aids that are available from Pharmacists Mutual Companies’ Risk Management Department. Call (800) 247-5930 x7229.

What to do during the robbery: Remember, the objective is to get the robber out of the store as quickly as possible.

- Try to stay calm. Say to yourself – “stay calm”.
- **DO EXACTLY AS YOU ARE TOLD.** No more, no less.
- **USING CAUTION, BEING CAREFUL IS NOT COWARDICE.**
- Alert the robber to any event or action you know is going to happen that may startle or upset the robber. (Example – someone is due to arrive soon).
- Be observant, make a conscious effort to get a description of the robber, BUT avoid making direct eye contact. (The perception is that eye contact promotes recognition).
- Do not make any sudden or quick movements.
- When it is necessary to move or reach to comply with demands, tell the robber what you are going to do and why.
- **Listen carefully.** Not only in order to obey commands but perhaps to hear a name used or something else said that can be used in the investigation.
- **DO NOT RESIST! Take a step back. Place your hands in front of you with palms held outward. Turn your body sideways** (reduces target area)
- Passively try to keep any note or written instructions the robber may have given you. If you can, turn this over to the police later.
- Activate “panic button” or “toe kick” alarms only when you do it secretly. Take no chances!
- Give the robber adequate time to leave. Avoid the urge to give chase!
- Note the direction of travel when he /she leaves.
- Try to get a description of any vehicle used in the getaway IF you can do so without compromising your personal safety. Make, model, color, license number, distinguishing features (decals, dents, bumper stickers, hubcaps, etc.)

What to do after the robber has left:

- **CALL THE POLICE** – even if the alarm has been triggered.
 - **Alert the dispatcher if there have been injuries so EMTs can be dispatched also.**
 - **Provide basic first aid or CPR to any injured employees or customers until paramedics arrive.**
 - **Lock the doors from the inside!** Ask any witnesses to fill out a Robbery Report (see Appendix A). If they cannot take the time to do that, at least get their names, addresses, and phone numbers so the police can follow up.
 - All employees and witnesses should begin filling out the Robbery Report independently (before speaking with others) (see Appendix A)
 - Don't touch anything the robbers may have touched and block off any areas the robber(s) was to protect evidence they may have left behind.
 - When law enforcement arrives, go outside to greet them to show that the premises are secure.
 - At this point, turn the matter over to the law enforcement officials. Cooperate fully!
 - Refer any inquiries from outsiders (media, etc.) to the responding law enforcement agency.
 - Do not discuss items or amounts taken with anyone other than law enforcement.
 - Management - Call Pharmacists Mutual to open a claim file and get instructions on the claims process.
 - Management - Go to www.rxpatrol.org to fill out the Theft Report Form.
- ❖ It is normal, after being the victim of a robbery, to feel one or more of these symptoms: fear, nausea, the shakes, anger, excessive perspiration, numbness, rapid breathing, palpitations, and/or depression. If you feel the need to speak with a trauma counselor, management will arrange for that. If you don't initially decide to speak with a trauma counselor, and any of the above symptoms persist for more than a week, management would strongly suggest that you allow us to arrange a session or two with the trauma counselor.

INTERNAL ROBBERY REPORT

Please print or type this form

Date of incident _____ time of incident _____

Store Name _____
Store address _____

Police Report # _____ Officer in charge _____

Vehicle information:

Make _____ Model _____ Color _____ # of doors _____
(Ex. - Chevy) (Ex. - Impala)

License (ST & #) _____ Features _____
(dents, bumper stickers, etc.)

Weapon? Yes ___ No ___ don't know/didn't see ___ said he had one/didn't see ___
If yes, gun ___ knife ___ type of gun or knife if known _____ other _____

Description of robber: (USE MORE THAN ONE SHEET IF MULTIPLE ROBBERS)

Height _____ Weight _____ Hair color _____

General body type (thin, fat, medium, large) _____ male ___ female ___

Color of eyes _____ Eyeglasses Yes ___ No ___ Sunglasses Yes ___ No ___

Race: Caucasian ___ African-American ___ Hispanic ___ Oriental ___ Other _____

Skin color: Pale ___ Dark ___ Light ___ Fair ___ Black ___ Brown ___

Skin type: Good complexion ___ Pimply ___ Greasy ___ Acne ___ Pock marked ___

Distinguishing marks: (tattoos, scars, etc.) (include body part)

(Example: _____ dragon tattoo _____ left bicep)

Clothing:

Jacket/coat/color _____ Shirt/sweater/color _____

Pants: type/color _____ Shoes: type/color _____

Headgear: hat/cap/do-rag/color _____ Gloves: yes ___ no ___

Distinguishing personal mannerisms:

(posture, accent, stutter, slurred or fast speech patterns, runny nose, facial tics, body twitches, etc.) _____

Written narrative of incident

_____ (continue on back if necessary)

Person filling out this report:

(Print name) _____ home phone number _____

Signature _____ date _____