HOW TO REDUCE RISK OF A ROBBERY

Last Modified on: (3/8/17)

Standalone Procedure

This procedure covers some basic ways we prevent robbery in our system. Someone is going to get killed while working at Toppers if we don’t take this seriously and follow procedures on every shift, every day. It may be appropriate for your store to have other policies and procedures in place that go above and beyond what is discussed. Unfortunately, robberies are a reality. Eventually someone is going to steal your pizzas, your vehicles, your cash and your belongings. The thing to remember is that people come first. Stay vigilant in the store and on the road. Do everything in your control to minimize the risk for yourself and your team.

Perhaps the most common form of robbery in our entire system happens on deliveries.

If our Drivers are constantly practicing all robbery prevention measures and proactively thinking about their own safety on each and every delivery, then they can reduce the element of surprise, making them both less vulnerable, and a less desirable target. Follow these steps to keep your drivers safe:

* HUSTLE! A quickly moving target is a bad target for a potential robber
* Don’t deliver to a situation at looks unsafe like
  + Delivery outside of the delivery range
  + Unlit houses
  + Parking Lot/Gas Stations
  + Houses without addresses
  + Strange/Suspicious requests

Deliveries aren’t the only place a robbery can occur. In-store proper cash handling is CRITICAL. If a thief can see that cash control is very tight, they’ll go somewhere else. By having great store security you can minimize the chances of a robbery, injury and also the amount that is taken. Most robbers are in a big hurry. They are generally in and out in 2 minutes. Follow these steps to keep your store safe:

* 15 minute delayed safe
* Keep safe locked at all times
* Keep petty cash and extra banks in the safe
* Drop all money from driver check-outs, till check-outs and till skims.
* Keep your tills locked at all times.
* Assign tills to specific people.
* Keep no more than $100-150 in each drawer. (Including Driver banks)
* Make bank runs with an escort.