

Robbery Prevention & Response Guideline

PURPOSE:

The purpose of this guideline is to ensure that Russell Inns Ltd. employees are prepared and know how to respond in the unlikely event of a robbery in the workplace.

POLICY STATEMENT:

Russell Inns Ltd. is committed to providing a safe working environment and has implemented this guideline to prepare our employees in the unlikely event of a robbery.

Applies to: All hotel employees, contractors, and management.

Objective: Prevent robbery incidents where possible and ensure employee and guest safety during and after a robbery.

1. Key Principle

Human safety is the top priority.

Property and money can be replaced - people cannot.

2. Prevention Measures

Situational Awareness

- Stay alert to suspicious behavior (loitering, disguises, unusual questions about cash or security).
- Be aware of individuals watching staff routines or cash handling.
- Trust your instincts
- Report concerns immediately.

Cash Handling Procedures

- Keep minimal cash in registers at all times.
- Use drop safes and post signage indicating limited cash on hand.
- Avoid counting cash in public view.
- Vary cash handling times to avoid predictable routines.

Access Control

- Restrict access to staff-only areas.
- Do not allow unauthorized individuals behind the front desk or counters.
- Challenge unknown persons in restricted areas politely.

Lighting & Visibility

- Ensure entrances, exits, and parking areas are well lit.
- Keep front desk and lobby areas visible and uncluttered.

Communication

- Report suspicious activity to a supervisor immediately.
 - Use internal communication systems (radio/phone) to alert staff discreetly if needed.
-

3. If a Robbery Occurs

Stay Calm and Compliant

- Do not resist or argue.
- Follow the robber's instructions.
- Speak calmly and avoid sudden movements.

Protect Yourself and Others

- Do not attempt to be a hero.
- Avoid escalating the situation.
- Keep your hands visible at all times.

Observe and Remember

If safe to do so, note:

- Physical description (height, clothing, distinguishing features)
- Weapon type (if any)
- Direction of escape
- Number of individuals involved

Do not stare aggressively - observe discreetly.

Limit Access

- Only provide what is requested.
 - Do not volunteer additional information or access.
-

4. Immediately After the Robbery

Ensure Safety

- Confirm the robber has left.
- Lock doors if appropriate to prevent re-entry.
- Check for injuries and provide first aid if trained.

Contact Emergency Services

- Call 911 (or local emergency number) immediately.
- Provide:
 - Location
 - Description of suspect(s)
 - Direction of travel
 - Any injuries

Preserve the Scene

- Do not touch anything the robber may have handled.
- Do not clean or move items.
- Secure the area until police arrive.

Notify Management

- Inform the manager on duty immediately.
 - Follow internal escalation procedures.
-

5. Interaction with Authorities

- Cooperate fully with law enforcement.
- Provide factual information only - do not speculate.
- Share notes about the suspect if recorded.

6. Aftercare & Reporting

Employee Support

- Report the incident to management.
- Access available support resources if needed (e.g., counseling).
- Take time to recover - stress reactions are normal.

Documentation

- Complete an incident report as soon as possible.
- Include:
 - Time and location
 - Description of events
 - Suspect details
 - Actions taken

Management Responsibilities

- Review incident for safety improvements.
- Communicate with staff as appropriate.
- Coordinate with authorities and insurance providers.

7. Key Reminders

- **Do not resist.**
- **Stay calm and cooperative.**
- **Observe, don't confront.**
- **Report immediately.**