



What you can do:

Steps to take during a robbery:

- Prioritize your safety above all else. Money can be replaced. You cannot.
- **Do not resist!** Cooperate. Safely do what the robber asks but don't volunteer to do anything else
- **Remain calm.** You will be able to give police a better description. Observe the robber's physical appearance, mannerisms, scars or marks, peculiarities, clothing, jewelry.
- Try to give the robber marked money if possible without alerting them to this.
- While waiting for police, write down what you remember about the incident; description of robber, what was said, weapons, any other information. Do *not* discuss what you remember with anyone else until after you have spoken to the police, as you may inadvertently muddle your memory.
- Try to determine from inside the store, the robber's direction of travel, accomplices, vehicle description
- After the robber is gone, lock the door. Don't let anyone in or out.

Steps to take before a robbery:

- Trust your instincts: if something feels off, there is a reason for it.
- Remove window obstructions. Large signs in the windows block the view inside and around the store
- **Call 911 on suspicious activity at the time you see it.** This includes helping others by calling 911 if you witness a crime or someone possibly in trouble.
 - When calling 911, describe the suspect to the best of your ability so officers know who to look for upon arrival. If the situation changes (such as an escalation or suspects leave), call 911 back.
 - If a vehicle is involved, if at all possible provide the license plate. If that is not possible, try to describe the vehicle, including anything that makes the vehicle stand out.
 - If the suspicious persons/vehicle leave, call 911 back and let them know.
 - More 911 information: https://youtu.be/fCPMyqpV_DM, and: go.usa.gov/c2UdT
- Give every customer entering the business a friendly greeting. Look at each customer. A robber does not want to be identified and such human contact may deter some would-be robbers.
- Use good cash protection techniques and publicize via signs any steps taken in order to potentially deter a robbery, or decrease confusion and tension should a robbery occur.
- Regularly clean the counter or work area to remove old fingerprints. Avoid oil or wax-based cleaners.
- Have multiple employees working at vulnerable times, particularly opening or closing. Larger numbers can deter some potential robbers.
- Find personal safety tips at go.usa.gov/cTfZj
- Ensure that the video surveillance is working, good quality, and can be retrieved. Tell staff how to do so or who to call, so information can be passed along to the police quickly. Tips for cameras: go.usa.gov/x9ARg
- Learn about crimes on your block by becoming a block leader. Contact your Crime Prevention Specialist for more information.

For more crime prevention information in Minneapolis, contact your Crime Prevention Specialist. Find your CPS by neighborhood; visit go.usa.gov/cT7kk or call 311.

