

Robbery

Prepare, Respond, Recover

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Background:
Law Enforcement
Retail Loss Prevention
Homeland Security
ILEA Graduate-
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TRAINING DISCLAIMER


This training course was created to provide financial institutions (FIs) with principles to prepare, respond, and recover in the event of a robbery and/or active shooter scenario for the safety of the FI and its employees.

The scenario used for today's training may not apply to every circumstance and is not all inclusive, but does suggest specific techniques to be utilized to improve the overall level of security of your FI, customers and employees.

This training course cannot guarantee survival or absence of injury, either physical or psychological, for any person who experiences a robbery and/or active shooter. This is a training course provided for illustrative purposes only, and cannot take into account unpredictable human behavior during a crime in progress.


SHAZAM accepts no liability or responsibility for the effects of this training or for a robbery and/or active shooter or criminal acts on employees.

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ROBBERY 

Robbery Defined:

"The taking or attempting to take anything of value from the care, custody, or control of a person or persons by force, or threat of force or violence, and/or by putting the victim in fear."

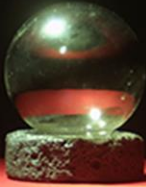


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ROBBERY 

Prevention:

The action of **stopping** something from happening or arising.




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ROBBERY 

Deter:

- To discourage (someone) from doing something, typically by instilling doubt or fear of the consequences
- True deterrence: an unpredictable system
- A security system that looks for intent constantly



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SECURITY PROGRAM COMPLIANCE

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FDIC Part 326.3 – Security Program

Bank Protection Act Compliance

Part 1: Content of Security Program

- Opening and closing procedures and safekeeping of currency
- Procedure to ID persons and preserve evidence
- Retain criminal activity records
- Cameras that record banking office
- ID devices (serialized, chemical or electronic)
- Periodic training (for during and after a crime)
- Testing and maintaining security devices

Part 2: Security Devices

- Protect assets (vault, safe, secure space)
- Lights on vault if visible outside of bank
- Alarm system for burglary
- Tamper-resistant locks on exterior doors and windows
- Other measures in effect at institution
- Crimes against FIs in area
- Amount of assets exposed to robbery
- Distance to law enforcement center
- Characteristics of building and surroundings

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ROBBERY

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ROBBERY TYPES

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ROBBERY TYPES 

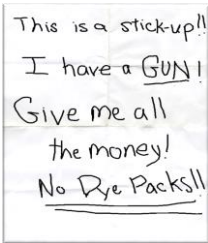


Morning Glory

- Extremely dangerous
- Easily avoidable
- Opening procedures
- Closing procedures

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ROBBERY TYPES 



Note/Verbal


- 55% used note
- 57% verbal
- Most common

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ROBBERY TYPES 

Takeover

- Usually prior surveillance
- Shots may be fired
- Emotional toll



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ROBBERY TYPES



Armed

- 22% used a firearm
- 43% threatened

65%

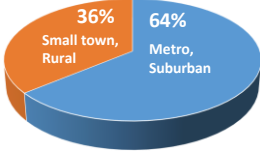
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STATISTICS

FBI Robbery Statistics (2015):

- 40% drug users
- 18% experienced
- Day of choice: Friday
- Prime time: 9:00-11:00 a.m.
- Commercial district
- 95% take place at counter

Robberies: Location (2015)




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ROBBERY: PREPARE

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PREPARE





Employee Safety

Customer Safety

Responder Safety

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PREPARE



Annual Threat Assessment



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PREPARE





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PREPARE

Annual Threat Assessment



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PREPARE

Annual Threat Assessment



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PREPARE

Situational Awareness:

SUSPICIOUS BEHAVIOR

- Observe behavior that isn't "normal" in a financial institution setting
- You're the subject-matter experts: use your experience



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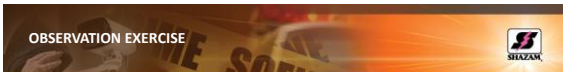




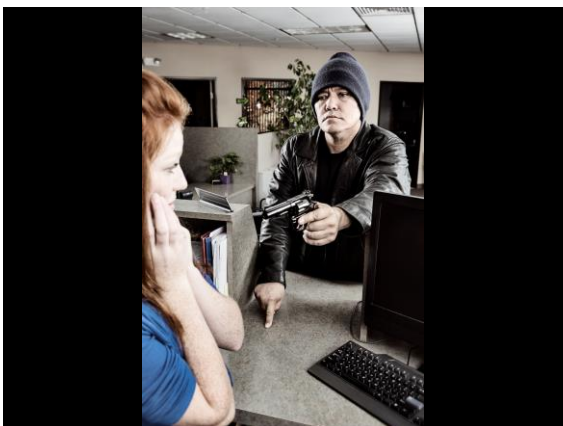




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PREPARE

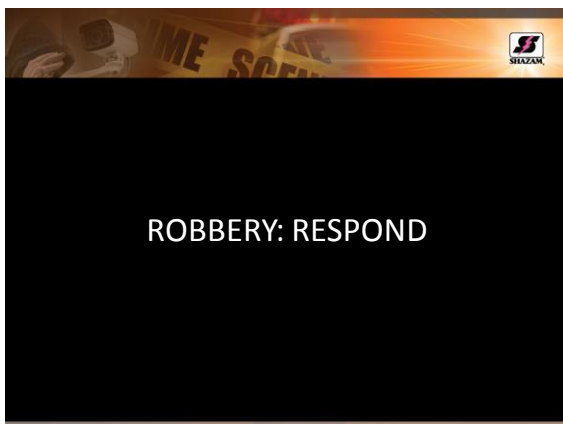
Coming / going from institution

BE OBSERVANT

- Suspicious vehicles and individuals
- Financial institution suspicious activity
- If you see something, say something



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RESPOND

Robbery Kit:

KEEP YOURSELF, YOUR EMPLOYEES

SORRY

TEMPORARILY CLOSED

CRIME RESPONSE TRAINING

KEEP YOURSELF, YOUR EMPLOYEES

FOR THE SAFETY OF OUR CUSTOMERS AND EMPLOYEES
NO HATS, NO HOODS,
NO SUNGLASSES

TRAINING

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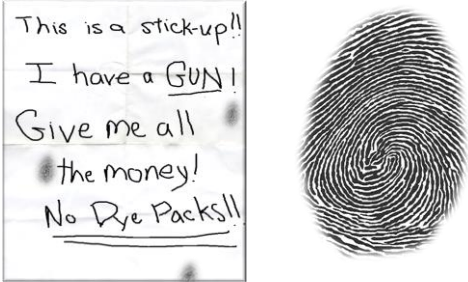
RESPOND

NEW DETAILS
1 in Custody in Bank Robbery
TCF BANK, ELM GROVE


6:37 26°

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RESPOND 




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RESPOND 


Facial Recognition and Identification



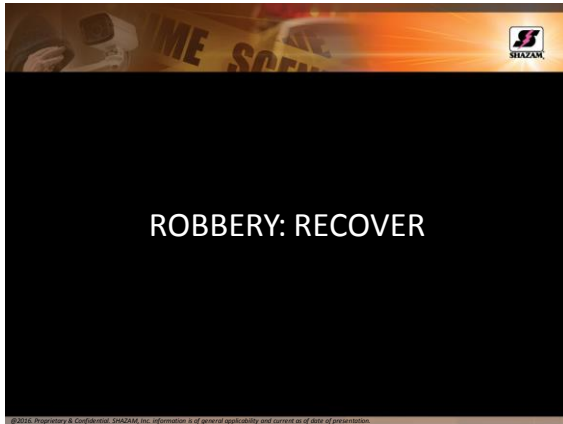
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RESPOND 

Touch DNA



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RECOVER

Psychological First Aid

PRIMARY OBJECTIVE:

- Establish a human connection in a non-intrusive, compassionate manner
- Offer practical assistance and information to help victims address their immediate needs and concerns




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RECOVER

Psychological First Aid

GUIDELINES:

- They will either avoid you or flood you with contact
- If they want to talk — LISTEN
- Give information that directly addresses their immediate needs and concerns




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RECOVER

Psychological First Aid

BEHAVIOR TO AVOID:

- Do not assume everyone exposed will be traumatized
- Do not make diagnoses
- Do not “debrief” by asking for details of what happened
- Do not speculate or offer possibly inaccurate information



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