

# Armed Robbery Response Procedure

SAMPLE

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## Purpose

This Armed Robbery Response Procedure sets out the required actions for workers, contractors and others at [Company Name] before, during and after an armed robbery or attempted armed robbery. The procedure aims to:

- Protect the health and safety of workers, customers, clients and members of the public.
- Minimise the risk of physical and psychological harm.
- Provide clear guidance to support calm, consistent and lawful responses.
- Assist [Company Name] to meet its duties under Australian work health and safety (WHS) legislation.

This procedure applies to all locations where [Company Name] operates, including retail and wholesale outlets, hospitality venues, events, and security services operations.

## Scope

This procedure applies to:

- All workers, including full-time, part-time, casual, labour-hire, apprentices, volunteers and contractors.
- All work activities where there is a foreseeable risk of robbery or violence, such as:
  - Retail cash handling points (e.g. checkouts, service counters, bottle shops, kiosks).
  - Hospitality bars, gaming areas, reception desks and ticketing counters.
  - Events where cash or valuables are collected or stored onsite.
  - Security services involving cash-in-transit, crowd control, venue security and patrols.

This procedure covers:

- Prevention and preparation.
- Response during an armed robbery.
- Immediate post-incident actions.
- Reporting, investigation and support.

## Definitions

- **Armed robbery** – The theft or attempted theft of money or valuables using a weapon or threat of a weapon (e.g. firearm, knife, blunt instrument, syringe) or other serious threat of violence.

- **Offender** – Any person committing or attempting to commit an armed robbery or making threats consistent with an armed robbery.
- **Worker** – Any person carrying out work in any capacity for [Company Name], including employees, contractors, labour-hire workers, apprentices, trainees and volunteers.
- **PCBU** – Person Conducting a Business or Undertaking, as defined in WHS legislation.
- **Incident Controller (IC)** – The most senior person on site at the time of the incident or their delegate, responsible for coordinating the immediate response once it is safe to do so.
- **Critical incident** – A sudden, unexpected event such as an armed robbery that is distressing or traumatic and has the potential to cause psychological injury.

## Roles and Responsibilities

### Officers and Senior Management

- Ensure adequate resources are provided to implement this procedure (training, security measures, CCTV, communication systems).
- Approve and periodically review the Armed Robbery Response Procedure.
- Ensure risk assessments are conducted for all relevant sites and activities.
- Support a culture where safety is prioritised over protection of property.

### Managers and Supervisors

- Implement this procedure at their sites and ensure workers understand it.
- Ensure that induction and refresher training on armed robbery response is delivered and recorded.
- Ensure security controls are in place and functioning (e.g. CCTV, duress alarms, safes, cash limits).
- Confirm that emergency contact information and communication protocols are up to date.
- Lead or coordinate immediate post-incident response until emergency services take control.
- Ensure all incidents and near misses are reported, investigated and corrective actions implemented.

### Workers

- Follow this procedure and any site-specific armed robbery instructions.
- Participate in training and emergency drills.
- Report hazards, suspicious behaviour and security concerns promptly.

- During a robbery, prioritise personal safety and comply with offender instructions where safe to do so.
- Preserve the scene after an incident and cooperate with police and internal investigations.

## Security Personnel

- Monitor for suspicious behaviour and intervene only in accordance with training and legal powers.
- Operate security equipment (CCTV, access control, duress alarms) as per procedures.
- During a robbery, avoid escalating the situation; do not pursue offenders unless explicitly trained and authorised and it is safe and lawful.
- Assist with cordoning off the area and preserving evidence post-incident.

## Health and Safety Representatives (HSRs)

- Consult with workers on robbery-related risks and control measures.
- Participate in incident investigations and risk assessments.
- Help identify worker concerns and improvement opportunities.

## Risk Management

### Hazard Identification

[Company Name] will identify robbery-related hazards through:

- Site-specific risk assessments for retail, hospitality, events and security operations.
- Review of crime data, police advice and insurer recommendations.
- Consultation with workers, HSRs and security providers.
- Analysis of past incidents, near misses and customer complaints.
- Inspection of physical layouts (e.g. visibility of counters, access to exits, cash handling points).

Common hazards include:

- Handling cash or valuables, especially late at night or in isolated locations.
- Working alone or with minimal staff coverage.
- Poor lighting or obscured visibility inside or outside premises.
- Uncontrolled public access to staff-only or cash-handling areas.
- Inadequate security hardware (locks, safes, screens, CCTV, alarms).

## Risk Assessment

Risks will be assessed considering: