

Do not allow customers or non-employees inside after hours. Be especially wary of anyone seeking entry before opening or after closing. Beware of emergency calls or attempts to get you to your business outside of regular hours.

Do not work alone. Leave a radio or television playing in a back room to give the impression that someone else is present.

Make your address easily visible to emergency units.

Ask local law enforcement what actions you should take as they respond to your location for a robbery in progress.

If You Are Robbed – **REMEMBER:** do not resist. Obey the robber's instructions. Observe the suspect for later description. Call local law enforcement as soon as possible



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North Carolina Governor's Crime Commission

Convenience Store Security for Store Owners and Managers



Robbery Prevention Tips

Robbery occurs less often than other business crimes, but the potential for loss, injury, and death is much greater from a single incident.

Employees should be trained to protect themselves and the business by reporting any suspicious person or activity immediately, and by making notes for future reference.

Security related training should be on a need to know basis only.

Caution employees against divulging security information to anyone who has not been cleared by you.

Keep employees away from the register when not in use.

They should stay busy keeping your business neat and clean.

Every person who enters the store should be acknowledged and greeted in a friendly manner. The presence of alert, efficient, and capable employees will discourage a thief.

Maximize visibility into and out of transaction areas by keeping windows clear, keep your business interior and exterior well-lit, and install security cameras at all exits.

Keep a small amount of cash on hand and use a drop safe (which cannot be opened by employees on duty) for large bills and excess cash. Place notice of this fact, along with a robbery awareness poster, where any would-be robber will see them.

Make deposits at the bank often each day, and at different times. Carry deposits inconspicuously inside your clothing. Ask about a police escort.

Use a staggered method of opening and closing.

Put height markers on door trim to aid in descriptions.

While one employee enters the premises and determines it is safe, a second monitors from a safe distance outside. When signaled, the second employee is let in by the first. A similar procedure should be used at closing.

Control entry to your business at all times. Everyone, including delivery men and employees, should enter through a monitored entrance. Keep all other doors locked.