

## **14.10 Robbery**

### Policy:

It is the policy of Licking/Knox Goodwill Industries, Inc. to maintain certain procedures to be followed in the event of a robbery.

### Procedure:

Employees are reminded that the safety and protection of Goodwill employees, customers and participants is of the utmost priority when faced with a robbery situation. Employees are to adhere to the following robbery procedures:

Remain calm. DO NOT PANIC.

- Follow the robber(s) instructions.
- Give the robber(s) what they want.
- DON'T TRY TO BE A HERO.
- Attempt to observe the following:
  - Height, weight, age, sex, race, hair, and eye color.
  - Clothing worn, including shoes
  - Distinguishing scars, tattoos, beards, glasses, jewelry, speech impediments.
  - Speech patterns, slang expressions, accents.
  - If possible, how he/she exited including direction taken, type, make, model of escape vehicle.
- Immediately lock all doors once it is verified the robber(s) have exited the premises

Activate panic alarms and/or call 911 only if either can be done without attracting the robber(s) attention. If unable to discretely activate an alarm and/or call 911 while the robber(s) is in the building, do so after verifying the robber(s) have left the premises and the building is secured.

Make a report of your observations as soon as possible, noting the above information as well as the time of the robbery and as much specific information about items/amounts taken. Reports should be completed alone and without input from other observers.