



## **RETAILER COMBINED WORKSHOP – ANTI-THEFT/ARMED ROBBERY/CRISIS RESILIENCE WORKSHOP**

You and your staff are invited to attend a very important Anti-theft / Armed Robbery / Crisis Resilience workshop to be held on **Monday 11<sup>th</sup> November** at the Tawa Community Centre **from 5.30pm to 7pm.**

This workshop will be delivered by Jack Marshall from Security management firm Opsec Solutions

The session will cover:

**Basic theft prevention strategies to minimise shrinkage occurring. These include:**

**Structure:** Planning and preparing your work store to be safe and secure EG:

- a. Layout of store is efficient for observation, foot traffic and safety,
- b. Arrangement of window coverage allows more transparency and,
- c. Lighting is sufficient to deter suspicious, opportunistic intentions.

2. **Process:** Ensure employees maintain standards of Service Delivery and Safety EG:

- a. Have someone at front store always;
- b. Have confidence to engage every customer with CRED.
- c. Have the confidence and courage to engage any suspicious activity as long as you know you and your colleagues are safe.

3. **Procedure:** Have a rehearsed procedure to deal with suspects - Engage with confidence and care when dealing with suspicious activity and be aware to default to the first 3 D's to keep safe.

**Safe Management for a threatening violence robbery verses an actively violent robbery.**

1. Engage a **Threatening Violence Robbery** with compliance, open, deliberate and safe actions to ensure the robber leaves (without escalating further) - we then lock down & call police.

2. Manage through an **Actively Violent Robbery** as per the **Crisis Resilience** procedure (below) because intention of Offender now, is to do physical HARM.

**Best safety practice to evacuate away from EXTREME violence and DENY any access to staff.**

Default immediately to the predetermined 'Emergency Drill'. The Aggressor is in **RED** therefore their intention is to harm people. Employ all the **Five D's** without hesitation:

- Danger – Recognise the threat and act or move and **GET SAFE**.
- Distance – Get at least 2 steps away from threat. If a weapon is used evacuate away **GET SAFE**.
- Disengage – Evacuate the area or building to **GET SAFE** but if not possible...
- Delay – Use obstacles, counters, doors to keep between yourself and the offender **GET SAFE**
- Deny – Get into a strong room previously designated or, evac to another building to **GET SAFE**.

Realise that in a team environment no one is redundant when dealing with Violence. Each staff member has a role to assist in the safety for all. This Drill is Demonstrated, Explained and Practised thoroughly then finally benchmarked to achieve confidence and empowerment within your staff to **GET SAFE**.

If you would like to attend, please email [info@tawabusiness.co.nz](mailto:info@tawabusiness.co.nz) .