## Nummer:

***Company name/logo***

**Operating instructions**

**Robbery prevention and dealing with payments**

Number: Please enter

Date: Please enter

Responsible: Name and telephone number

Workplace/field of activity: *Enter applicable area here (e.g., department, workplace, room)*

|  |  |  |
| --- | --- | --- |
|  | **1. Scope** |  |
|  |   Robbery prevention and dealing with payments |
|  | **2. Contact partners with emergency telephone numbers** |  |
|  |  Police station Tel.: Emergency doctor Tel.: Emergency pastoral care Tel.: Neighbours Tel.: Company/headquarters Tel.: BGN Tel.: 0621 4456-0 |
| **3. Handling business payments** |
|  | * Immediately close the till after using.
* Immediately remove and secure amounts over €\_\_\_\_ (e.g., in a safe).
* Do not take cash receipts home with you.
* Count and bundle cash behind a locked door and prevent others from being able to see inside.
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| **4. Money transport** |
|  | * Adhere to the established procedures for legitimising money transfers with cash-in-transit companies.
* If the company’s own staff are to transport money:
* At least two people carrying money in a suitable container.
* Transport money at alternating times.
* Always use alternating routes.
* Visually inspect the external area before leaving the business, e.g., by looking out the peephole.
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| **5. Behaviour during a robbery** |
|  | * Keep calm and do not try to be a hero.
* Follow the perpetrator’s instructions.
* Do not use weapons or similar.
* Do not provoke perpetrators.
* Do not block exits.
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| **6. Behaviour after a robbery** |
|  | * Immediate support for victims:
* Reassure them.
* Ask if they need anything (e.g., inform relatives, contact a doctor).
* Arrange assistance.
* Ask those present to help.
* Filing reports:
* Report to the police.
* Inform the BGN.
* The company needs to:
* Organise support for victims.
* Stay in contact with victims.
* Amend the rota if necessary.
* If possible, fill out tracing sheet for perpetrator with the victims.
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|  |
| Date approved:Next review date for operating instructions: | Signature:managing director/authorised person |

***These sample operating instructions must be adapted for the relevant company!***