

# Aggressive customers and robbery

Aggressive customers, theft, and robberies are risks in retail that can cause trauma and harm. Clear systems for prevention, response, and recovery are essential.

## Do

- Design a store with open-sighted lines and safe counters.
- Limit cash on site and secure it properly, use drop safes, and display signs.
- Install CCTV, mirrors, or panic buttons.
- Display signage setting behaviour expectations.
- Train workers in de-escalation and robbery response.
- Support workers after incidents.
- Have clear alarm procedures (panic buttons, coded phrases).

## Don't

- Leave large amounts of cash in tills.
- Expect workers to confront aggressive customers.
- Ignore workers' trauma or wellbeing.
- Work alone at night without precautions.
- Fail to record and investigate incidents.

## After an incident

- Provide immediate care and support for workers after incidents.
- Record incidents and update procedures.
- Debrief workers and share lessons to improve systems.

## Employee checklist

- Robbery and aggression procedures in place.
- Workers trained in response techniques.
- Security equipment maintained.
- Incidents recorded and reviewed.
- Workers' well-being supported post-incident.