

# DEALING WITH A HOLD UP

## Process Summary

In the case of a hold-up, the main focus is to minimise risk to staff and the public. Qudos Bank is fully insured, and no staff member should put themselves, other staff or the public at risk. All branch staff must be familiar with this procedure.

## Steps During Hold Up

1. Comply with offender's requests.
2. Remain calm.
3. Keep your hands where they can be seen and do not make any sudden or quick moves. If you are behind the counter, make sure the offender can see them.
4. Stand slightly side on to the offender – take a submissive position.
5. Do not look directly at the offender.
6. Speak only when spoken to and do not provoke the offender.
7. Obey instructions without hesitation and do not do anything to aggravate the offender including making any sudden unexpected movements.
8. Explain in advance any movements you are going to make e.g. 'I am going to open the cash register now' or 'I have to get the keys from the drawer'.
9. Keep your distance from the offender. When asked to hand over cash place it on the counter and take a step back.
10. If you are in an adjoining office or separate area, do not attempt to leave the area or walk into the area where the robbery is occurring
11. Remember not to look at the offender but if possible note any of the offender's features (not just physical), including clothing, shoes, scars, tattoos, height, hair colour(s), accent, speech, nicknames and smell. A staff member can estimate the offender's height against any door jam or vertical object. Remember if you are told to get down or look down don't try and look any further.
12. Be aware of the areas, within the premises, the offender has accessed where the offender went and what was touched.
13. Allow the offender to leave. The sooner they leave the safer you will be.
14. Activate the alarm only if you can do so safely without putting yourself or others at risk.

### Steps After Hold Up

1. Secure the premises
2. Secure the area where the offender(s) may have touched or dropped evidence. Advise all persons at the scene not to touch or interfere with anything the offender has touched. Remember people are more important so if someone is injured, you don't have to move them.
3. Post staff to the doors to admit Police and deal with any members who wish to gain entry
4. Activate the alarm (if not already activated) or call the police only when it is safe to do so if you haven't already done
5. Check on the welfare (injuries etc.) of customers and staff. If medical assistance is required, telephone for an ambulance
6. Have the staff telephone their families to inform them of the situation
7. Ask any witnesses to await the arrival of police. If witnesses are unable/willing to wait, ask for their name and phone number. (Note they could be associated with the robbery).
8. Place a sign in the window that reads 'temporarily closed due to robbery'
9. Give assistance and reassurance to any members or staff
10. Distribute a Description of Offender Form to any person who was in the branch during the hold up or any person who came forward with information
11. Contact Manager Retail Banking as soon as possible
12. If the Manager Retail Banking manager is not contactable, the Executive Manager Retail Banking should be contacted.
13. When requested by Police to complete a cash count, procedures should be followed as per usual
14. Organise support or counselling for staff and members when necessary
15. Re open the branch when possible
16. Prepare a report on the incident to the Executive Manager Risk.

### Version Control

Date	Reviewed By	Purpose/Change
MARCH 2018	Michael Huggett (CHD Partners) Devika Shankar Carol Hawkins Cameron Sedrak	Update of policy with assistance from third party