

**CREDIT UNION
ROBBERY TASK CARD**

STEP #1 ACTIVATE ALL ALARMS

**STEP #2 LOCK LOBBY DOORS & PLACE POLICE SIGN
 IN THE WINDOW OR ON THE DOOR**

STEP #3 CALL 911 TO NOTIFY POLICE & PROVIDE DISPATCHER WITH:

- A. FINANCIAL CENTER NAME
- B. STREET ADDRESS
- C. INJURIES, IF ANY
- D. INFORMATION ABOUT ROBBERY:
 - a. DESCRIPTION OF SUSPECTS
 - b. WEAPON INVOLVED
 - c. METHOD/DIRECT OF ESCAPE
- E. REMAIN ON THE LINE WITH THE DISPATCHER**

STEP #4 SECURE ALL CASH

- A. LOCK ALL CSR DRAWERS
- B. SECURE CASH VAULT

STEP #5 PROTECT EVIDENCE FOR POLICE

- A. WORKSTATIONS
- B. DOORS
- C. FLOOR
- D. HOLD-UP NOTE

STEP #6 REQUEST MEMBERS TO REMAIN UNTIL POLICE ARRIVE

- A. DISTRIBUTE DESCRIPTION CARDS TO EVERYONE
- B. DON'T DISCUSS THE ROBBERY WITH ANYONE
- C. IF MEMBERS MUST LEAVE, OBTAIN ADDRESS AND
 PHONE NUMBER FOR POLICE
- D. DO NOT DISCUSS DETAILS WITH MEDIA**

STEP #7 NOTIFY BANK SECURITY

PROPOSED FINANCIAL INSTITUTIONAL ROBBERY RESPONSE PLAN

In consideration for the safety of citizens of the community, the bank employees and officers responding to hold-up alarms a proposed response plan for the Tri-State Region that includes (list names of all counties and states involved) is as follows:

Two elements consisting of a verbal coded message and the use of a special sign are used in this plan.

Upon receiving an alarm, the communications center will notify police of the alarm. The police communication center will call the financial institution and say "This is the communication center, we have received an alarm drop is everything okay?"

The employee must carefully and discreetly scan to see if everything is okay.

DO NOT PUT THE POLICE ON HOLD!!!

IN THE EVENT OF A FALSE ALARM

- 1.) The employee will inform the communications officer everything is okay adding **the exact time of day and date**. This is the code to designate the alarm drop is a false drop.
- 2.) The financial manager or supervisor will carry the special sign outside to meet the responding officers. An officer will accompany the manager back inside the financial institution for final verification.

IN THE EVENT OF AN ACTUAL ROBBERY

- 1.) The financial institution would not give the code and the manager would not take the sign outside
- 2.) After the robber has left, the sign is to be placed inside the front window or door. This will inform the police officer that the robber has left and it is okay to approach the financial institution. If possible extra signs in other directions can be put up if the institution has them. (e.g. Front door and drive-thru)

An additional suggested use for the sign is to have a packet attached to the back of the sign. This packet contains a laminated sheet (for quick reference) of tasks the employees must do, sheets to describe what each task requires, and a temporary closed sign.

**The Credit
Union is
temporarily
closed.**