

Fact Sheet

Guide to Incident Reporting Procedures for Businesses

The following provides a guide to the information which should be provided to employees to action in the event of a major incident (e.g. robbery and/or armed robbery). This information should be readily available at the counter and/or near a phone.

For businesses that operate outside normal trading hours, staff training is a primary strategy for armed robbery prevention. All staff should receive training or be made aware of how to act in the event of an incident.

Training should be undertaken at the commencement of employment, refreshed at regular intervals and when new procedures or technology are introduced.

Witnessing a crime

If your business or place of work is affected by crime, ensure you:

- Call triple zero (000) if it's an emergency or the crime is in progress.
- Immediately report the crime to Policelink by phoning 131 444.
- Prepare an incident report and/or report to the owner/manager as appropriate.

Report all incidents to Policelink or your local police station. Police cannot help if they are not made aware of the situation.

ROBBERY VS ARMED ROBBERY

A robbery has taken place when an offender uses or threatens to use violence (this can involve a poke or nudge/shove). An armed robbery has taken place when an offender uses or threatens to use a weapon.

In the event of a robbery or armed robbery call triple zero (000) immediately.

If someone has threatened you

Remain calm, do what they say and avoid doing anything to upset the offender.

Do not resist or attempt to prevent the robbery.

Height markers assist police in identifying an offender's height as they leave the premises.



During the incident

Keep yourself safe. Your safety is paramount. If the offender becomes violent or has a weapon you can reduce your risk of physical harm by:

- Locking yourself in a secure room if safe to do so.
- Complying with the requests of the offender and surrendering any money/property they ask for.
- Verbalising your actions when asked to do something e.g. "I'm getting the key to unlock the register..."

Making a mental note of anything the offender handles or touches.

After the incident

Secure the premises. Lock the doors once the offender has vacated the premises.

Phone the police on triple zero (000) to report the incident.

Notify the business owner or manager immediately, regardless of the time of day or night.

Politely ask any witnesses to remain at the scene until police arrive or request and record their full name and contact details to provide to the police.

Reporting

For shop stealing and wilful damage phone Policelink on 131 444.

Phone triple zero (000) in the instance of a robbery or armed robbery (even if you have activated a hold up or duress alarm).

Know your exact street location - ensure this information is readily available.

Know the correct type of crime to report. Correct reporting is important as it ensures the appropriate police response.

Stealing becomes a robbery once the threat or use of violence is involved.

Make a mental note of the offender's characteristics such as:

- The physical appearance including approximate age, race, build, height, weight, hair colour, eye colour, scars/tattoos, accents/speech.
- The appearance and type of weapons in the offender's possession and of any vehicles sighted that appear to be associated with the offender.

Make sure staff are trained in how to operate the businesses surveillance cameras to provide police with footage of the incident.

Do you know your workplace health and safety obligations as an employer?

For workplace health and safety information visit:

[Business and employer responsibilities | WorkSafe.qld.gov.au](https://www.worksafe.qld.gov.au/business-and-employer-responsibilities)

[Work health and safety laws | WorkSafe.qld.gov.au](https://www.worksafe.qld.gov.au/work-health-and-safety-laws)

Useful safety contacts

Policelink: 131 444
Emergencies (Triple zero): 000
Crime Stoppers: 1800 333 000
Hoon hotline: 134 666

More Information:

3412 3412
council@logan.qld.gov.au
logan.qld.gov.au