



TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER EL PASO

Operating Policy and Procedure

HSCEP OP: 76.23, **Employee Training and Procedures for Handling Armed Robbery Incidents**

PURPOSE: The purpose of this Texas Tech University Health Sciences Center El Paso (TTUHSC El Paso) Operating Policy & Procedure (HSCEP OP) is to provide guidance to those offices that handle cash and are subject to possible armed robbery.

REVIEW: This HSCEP OP will be reviewed by March 1 of every fourth year by the Texas Tech El Paso Chief of Police or designee, with recommendations for revisions submitted through administrative channels to the Chief Financial Officer or designee.

POLICY/PROCEDURE:

Each person whose area of responsibility is affected by this HSCEP OP will devise job procedures and/or other appropriate methods for carrying out the instructions contained herein. The Texas Tech El Paso Police Department (TTEPPD) is available to assist you in the training of employees.

1. **Procedure to Implement Armed Robbery Plan.** All affected supervisory personnel should take the following action:
 - a. Have a supply of the Armed Robbery Description Checklist forms readily available. See Attachment A and reproduce as needed.
 - b. Provide for more than one person to know where the checklist is kept.
 - c. Appoint one person ahead of time to call the police. Appoint an alternate to act in the absence of the primary person.
 - d. Appoint one person ahead of time to lock doors and secure the area when the robber(s) leave. Appoint an alternate to act in the absence of the primary person.
 - e. Appoint one person to distribute the *Armed Robbery Description Checklist* sheets to all witnesses to the robbery.
 - f. Collect all completed checklist sheets (if completed before officers arrive) and give them to the officers upon arrival.
 - g. Assure that all appropriate personnel receive a copy of this HSCEP OP and review it on a regular basis.

2. **Procedure During a Robbery.**
 - a. Don't be a Hero or Heroine! Do nothing that would jeopardize your safety or the safety of others.
 - b. If a firearm is displayed, assume it to be real and loaded.
 - c. Make no sudden moves and remain calm. If the robber(s) has a weapon, that person will likely use it if provoked.
 - d. Activate alarms (where available) ONLY if you can do so safely and without detection.

- e. Follow the robber(s) directions, but volunteer nothing more than what you are asked.
- f. Make no sudden moves. If you must put your hands into a pocket or if you must make any other moves, explain the action before doing it.
- g. If the robber hands you a note, drop it on the floor or place it out of sight to retain as evidence.
- h. Study the robber(s) as carefully as possible without being obvious. Note height, weight, race, age, clothing, jewelry, sex, speech characteristics, scars, tattoos, deformities, gait, and method of operation.
- i. Note the number of accomplices and where they stood. Try to make the same observations of each as in Section 2.h. Pay special attention to the way the robbers address each other. Under stress, they may use real names.
- j. Note the type of weapon used by the robber and where it was carried, or if a weapon was mentioned (or indicated) and not shown.
- k. Note the direction in which the robber(s) departed and how the money was carried away (sack, bank bag, etc.).
- l. Try to remember exactly what the robber(s) said.
- m. REMEMBER THAT MONEY OR EQUIPMENT CAN BE RECOVERED OR REPLACED - A LIFE CANNOT.

3. **Procedure After a Robbery.**

- a. The designated employee should call TTEPPD at 215-7111 and give their name and location, and report the robbery. They should not leave the phone until you have answered all the questions which you may be asked. If injury occurred, inform the police and state if an ambulance is needed.
- b. The person who actually dealt with the robber(s) should remain available to assist in answering any questions asked by the police.
- c. If possible, lock or have someone else lock all doors while reporting the robbery to the police, if not possible, as soon as the robbery has been reported to the police, lock all doors. Ask all witnesses to remain and allow no one to enter until officers arrive.
- d. DO NOT TOUCH ANYTHING!
- e. All persons who dealt with the robber(s) or were present during the robbery should immediately begin writing all that can be remembered of the information referenced in Section 2.h.
- f. Do not discuss the robbery with anyone until after you have given your information to the police.