

PROCEDURE FOR A HOLDUP

The most important thing is the safety of all staff and clients who are present at the time. All care should be taken to comply with the instructions of the intruder and at no time do anything that would endanger yourself or anyone else.

Your secondary concern should be to do what you can, to aid later identification and capture of the offender – but only where it is safe to do so.

Be aware that the person(s) may be under the influence of drugs or alcohol when they enter the salon, so they may be desperate, their behaviour may be unpredictable, and they may be nervous or even scared.

Actions to take **DURING** a holdup:

- Try to stay calm and comply with their requests.
- Avoid eye contact and turn your body side on (makes you seem less aggressive) and keep all movements slow, deliberate, and precise.
- Try to let another staff member know that there is a problem. (Only if it is safe)
- Give the offender what they want.
- Try to obtain a full description of the person and write these details down as soon as possible after they leave the premises.
- Make a note of anything they touch.

What should you do **AFTER** the armed hold up?

- Notify police immediately after the offender(s) leave the premises.

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- Try to keep all witnesses at the scene until police arrive. If anyone insists on leaving, ensure you get his or her contact details first.
- Close the salon and ensure that any possible evidence (e.g., fingerprints) is preserved.
- Contact your insurance representative to discuss the need for employee counseling after the event and to report any loss.
- Notify Workcover within 48 hours of the hold up.

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