

Preventing Robbery

Steps Lottery Retailers Can Take to Prevent And Handle a Robbery

The Oregon Lottery has revised our equipment management policy for both Video Product and Traditional Lottery Product equipment.

The policy was developed to help us better manage Oregon Lottery owned equipment placement in retail establishments across the state including adding and removal of equipment based on established sales thresholds.

You will find excerpts of the policy that apply to retailers contained in this communication. Please keep this communication as reference.

Prevention

It is important to invest in loss prevention methods. Standard loss prevention strategies can prevent you from ever being target.

Install Surveillance Cameras and Make Them Obvious

- Ensure patrons can see your cameras. Record and maintain video for several weeks at a minimum. Using a cloud service to store video ensures its available if the criminals damages the system

Post Signage

- Post signs indicating the business has alarms, surveillance systems, holds little cash and participates in local crime prevention programs

Facilities

- Ensure your business is well lit, both inside and out, and has good sight lines for staff, limiting areas someone could hide. Utilize motion detection alarms to notify staff when customers enter the business or restricted areas



Develop a Cash Control Program

- Robbers want cash. Be discreet with your cash movements and make it known you have little on hand. Only pay claims during certain hours of the day
- Have additional employees and security protocols in place during cashing hours. Avoid removing cash from lottery equipment during business hours but if you must, only exchange cash boxes
- Don't leave cash in video lottery equipment overnight
- Utilize a drop safe to minimize available cash on hand

Customer Contact

- Always acknowledge customers entering your establishment. Always remain aware of your surroundings and trust your gut. If it seems suspicious, call police before it gets out of hand

Staffing

- The more staff you have, the less likely robbers will feel able to control the environment. Consider having staff work in different areas making it difficult to target them together

Planning and Training

- Discuss with staff how to handle a robbery should it occur and review escape routes if needed. Practice activating panic alarms and making appropriate notifications. Discuss personal safety and prevention methods regularly

Opening and Closing

- If possible, have two employees present when opening or closing for the day
- Visually check the entire business including all rooms to make sure nothing is out of the ordinary and no one remains in the store
- The person in charge should be the only one with access to back doors which should always remain locked

Handling a Robbery

If you find yourself being robbed, each situation is different and requires calm levelheaded thinking to ensure everyone's safety.

Cooperate

- Always cooperate with the robber unless your cooperation puts you at greater risk of injury. No property is more valuable than someone's life

Remain Calm

- Keep the situation as calm as possible. Sudden movements could be interpreted as aggression and cause them to act

Alarms

- If your business has a silent or duress alarm, you should only activate if you are confident you can do so without detection. Don't take any chances

Be Observant

- Watch for unique identifying characteristics you can later provide police

After a Robbery

Don't Pursue

- Staff should not attempt to follow the robbers

Call 911

- Call the police immediately even if you previously activated an alarm

Lock the Doors

- Following the robbery lock all doors. This will provide a needed sense of security and prevent additional customers from entering until police arrive

Preserve Evidence

- While waiting for the police make notes of the robber's description and encourage others to do the same
- Don't clean up or touch anything the robber has touched

Lottery Hotline

- After the police have taken their report, notify Lottery Customer Service at 1-800-766-6789.
- Hotline will request a summary, the police case number, and details on lottery products stolen
- Lottery Security, Oregon State Police, and your local law enforcement will coordinate the investigation

Questions

If you have any additional questions, clarifications, please contact your Oregon Lottery Field Sales Representative or give our customer service department a call at 1-800-766-6789.