



Dealing with a Robbery

Security Procedures During a Robbery

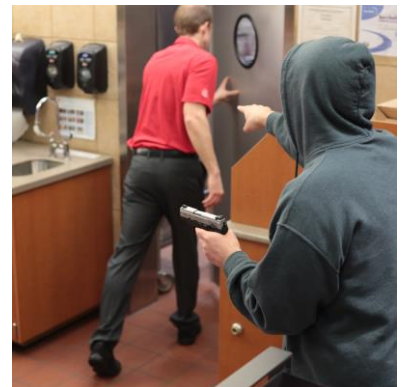
Try to remain calm and cooperate.

Do not argue with robber; do exactly as robber asks, unless robber asks you to leave building with them.



Avoid leaving building with robber.

If necessary, pretend to faint or try to run away if opportunity presents itself.

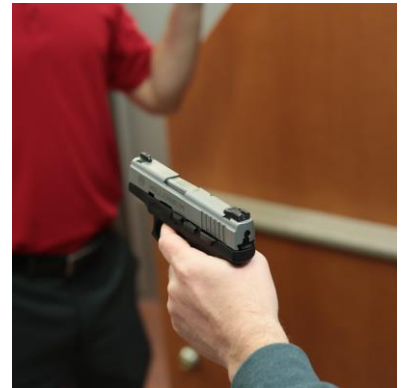




Assume all weapons are loaded.

Minimize surprises that could startle robber.

- Tell robber what you are going to do before you do it.
- Do not make sudden movements.
- Explain possible surprises or noises, such as cooking equipment noises, a Team Member in back of Restaurant or a Team Member returning from a break.



Ask for clarification if you are not sure of robber's instructions.

Activate silent alarm.

Do this only if it can be done without risk to you, other Team Members or guests.





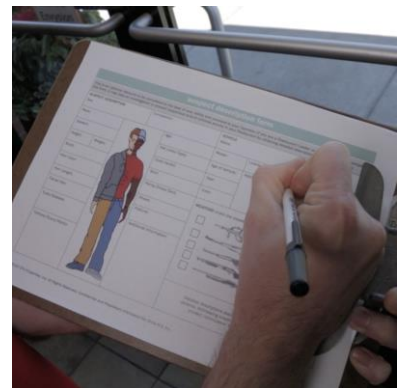
Avoid any action that could threaten safety of yourself or others.

- Do not resist or try to be a hero.
- Do not attempt to use a weapon.
- Do not attempt to withhold money from robber.
- Do not try to follow or chase robber from building.



Preserve evidence and memorize details to assist police.

- If you receive a note from robber, keep it safe and avoid handling it unnecessarily to preserve fingerprint evidence.
- Attempt to observe robber's physical features (for example, build, coloring, tattoos, scars) and distinguishing characteristics (for example, clothing, footwear, jewelry, gun type) *without* looking directly at robber.
- Look for traits that will later help you complete a "Suspect Description Form."
- If you recognize robber, be careful not to indicate this.



Important

If robber demands money from safe, give them contents of change fund safe in an attempt to keep them away from Smart Safe. Robber cannot obtain funds from Smart Safe but may not believe Team Member does not have access to that safe. This could place Team Member in greater danger.



Security Procedures After a Robbery

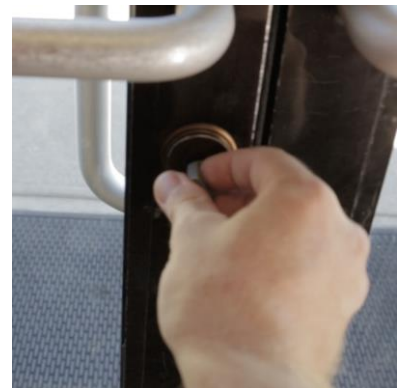
Remain wherever placed by robber.

- Wait for a reasonable period of time before exiting, to make sure it is safe.
- If placed in walk-in refrigerator or freezer, activate alarm system as soon as possible, making sure robber does not see you do so.



Lock all external doors and Drive-Thru windows immediately after robber leaves.

It is important to lock doors immediately after robber leaves to avoid reentry, which could create a hostage situation.





Activate alarm system, if it has not already been activated.

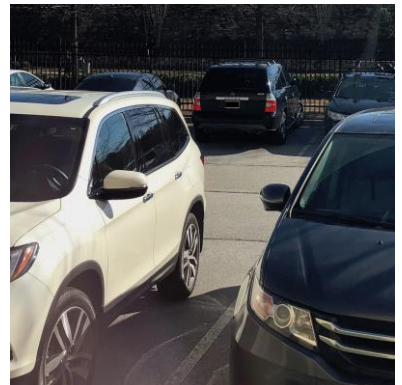
Call 911 to notify police of robbery and preserve crime scene for police.

Request emergency medical assistance, if needed.



Try to see robber's vehicle from inside building and write down license plate number, if you can do so without putting yourself at risk.

Also try to recall robber's description to provide to police.





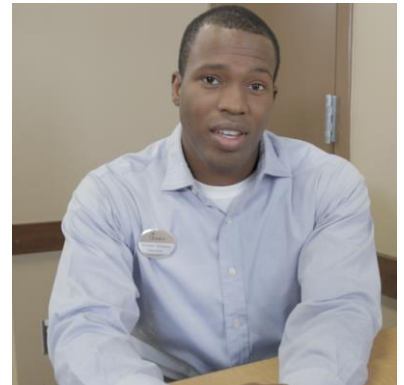
Avoid discussing robbery until after police questioning is complete and do not speak with the media.

"I am unable to speak with you about that, but I will get you in touch with my Operator as soon as possible."



Assist Restaurant Leadership as needed.

- Calm fellow Team Members and guests.
- Encourage Team Members and guests to cooperate with police investigation.
- Keep witnesses separate and obtain information from them. For example, witnesses will be asked to give their contact information, to write down a description of what they saw and heard. (If a guest refuses to stay until police arrive, attempt to record their name, phone number and/or vehicle license plate number and give this information to police.)
- [Call Chick-fil-A Security Hotline](#) to notify Chick-fil-A authorities if Restaurant Leadership is unavailable.
 - *Chick-fil-A Security Hotline: 1-800-CFA-CORP (1-800-232-2677), then press 8 for Security.*
- Make copies of witness statements and "Suspect Description Forms" so that originals can be given to police.





Provide assistance to police, if requested, and remain at the Restaurant until told by police that you may go.

