

It's over....now what?



U.S. Department of Justice
Drug Enforcement Administration
Office of Diversion Control
www.DEAdiversion.usdoj.gov



After a robbery:

- 👉 Immediately get treatment for anyone who may be injured.
- 👉 Sound the alarm as soon as possible.
- 👉 Call police first, then your supervisor.
- 👉 Lock doors immediately to prevent re-entry and keep closed until police arrive.
- 👉 Request customers to remain in the store to give a statement to police.
- 👉 Protect the crime scene. Stop others from touching anything touched by the suspect(s).
- 👉 Do not trust your memory. The quicker you write down what you observed, the better.

After a burglary:

- 👉 Notify the local police department.
- 👉 Avoid touching or disturbing anything.
- 👉 After the police arrive, prepare a detailed list of what was stolen.
- 👉 Take the appropriate steps to improve security.

If controlled drugs were taken, report it to your local DEA Field Office, in writing, within one business day and submit a completed DEA Form 106, Report of Theft or Loss of Controlled Substances, as soon as possible. A report should also be filed with the State Board of Pharmacy.

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Pharmacy Robbery & Burglary

Tips to Protect Your Customers, Your Business, and Yourself



Presented as a Public Service by
DEA Office of Diversion Control
&
National Association of
Boards of Pharmacy



Prevention Tips

- 👉 Install an alarm system and test it often.
- 👉 Install security cameras behind the cash register facing the front counter.
 - ✓ Inspect cameras regularly to ensure they are functioning.
 - ✓ Properly store recorded data.
- 👉 Install hold-up/duress buttons.
- 👉 Invite local police to conduct a security assessment. Learn the names of the officers who patrol your neighborhood and encourage them to stop by.
- 👉 Ensure there is adequate outside lighting and leave some lights on after closing.
- 👉 Change locks, alarm codes, and safe combinations when an employee leaves.
- 👉 Have at least two employees open and close the store.
- 👉 Try to greet customers as they enter your pharmacy. Your attention can discourage a robber.
- 👉 Watch for people hanging around and not buying anything.
- 👉 Beware of suspicious activity outside your business.

Your primary concern is the safety of coworkers and customers. Follow the instructions given by the robber(s).

Always be aware of your surroundings. Don't get caught off guard!

What to Do During a Robbery

- 👉 Do not resist! Cooperate fully with the robber.
- 👉 Remain calm and avoid sudden movements.
- 👉 Do exactly what you are told to do, nothing more and nothing less.
- 👉 Make mental notes on aspects of the robber (e.g., clothing, hair length and color, size, build, tattoos, scars, and other body features).
- 👉 Do not attempt to apprehend the criminal yourself.