



# Dealing with an Unwanted or Uninvited Visitor

**STAND STILL** - Identify the situation. Keep your hands where they can be seen and do not make any sudden or quick moves. Stand slightly side on to the robber. (A submissive position). The telephone must not be used.

**OBEY THE Intruders INSTRUCTIONS** Do exactly what you are told. Allow the intruder (s) to leave. The sooner they leave the safer.

**REMAIN CALM AND QUIET** Speak only when spoken to. Avoid shouting or provoking the intruder(s). Be submissive and avoid drawing attention to yourself. Avoid staring at the intruder(s) and/ or making direct eye contact.

**OBSERVE, IF YOU CAN, SAFELY** Make a mental note of the intruder's appearance including, hair colour, height, weight, clothing, race, age and if any type of weapon (Assess height markings on the doorway). Look for identifying characteristics including scars, tattoos and speech patterns. If it is safe to do so, write down the license number and the make, model, colour and year of the get-away car.

**STAY OUT OF THE DANGER AREA** The intruder (s) is in control - Do not try to outsmart them. During the intrusion, do not investigate out of curiosity or bravado.

**STAY WHERE YOU ARE. DO NOT CHASE** Leave this to the police. Observe the direction of departure and getaway car details only if safe to do so.

**CALL THE POLICE** When it is safe call the police. Ring 000. Make a full report to the police before discussing the intrusion with other staff.

**SEAL OFF THE HOLD-UP AREA** Evidence must not be touched. Any interference may destroy vital clues.

**ASK WITNESSES TO REMAIN** The person in charge should ask all witnesses to remain until the police arrive.