

GUAM POWER AUTHORITY <u>Standard Operating Procedure</u>	* No.: SOP-072 Prepared By: <i>[Signature]</i> W. QUICHOCHO, Mgr, Cust.Srvcs.	Issued: 6/23/92
Title: ARMED ROBBERY	Approved By: <i>[Signature]</i> ACTING JOHN M. BENAVENTE, Gen. Mgr.	
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1.0 PURPOSE

This guideline is set forth in an effort to avoid confusion and anxiety during an armed robbery that will expose employees and customers to the very serious risk of bodily injury. To minimize this danger, it is imperative that the staff be adequately trained to react in the calmest, most positive manner possible to the shock that would exist from the arrival to the departure of robbers. Employees with adequate training will react positively during an actual robbery and potential hazards will be greatly reduced.

2.0 SCOPE

This applies to all Customer Service Personnel.

3.0 BASIS

Security and well being of employees and customers is our primary concern and considered a top priority.

4.0 PROCEDURES

Hold a quarterly meeting with all cash management staff and others who work in the surrounding area where the cash department is located.

4.1 Conduct an annual meeting with all unit staff and familiarize new employees of robbery and counterfeit procedures.

4.2 Discuss the following operations and forms.

4.2.1 Counter cash maximums, bait money, and excess counter cash. Cashiers handling cash visible to the public's eye must be kept to an absolute minimum;

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- 4.2.2 Alarm system, vault and door locks.
- 4.2.3 Precautionary measures.
- 4.2.4 Surveillance time lapse cameras, when applicable.
- 4.2.5 Review form 11-83 Robbery or Other Security Incident Card (see Exhibit 1 - Section 1 & 2)
- 4.3 Conduct an orientation with new employees working around the Cash Management area.

5.0 PRECAUTIONARY MEASURES

To reduce robbery losses, proceed as follows:

- 5.1 Photo Surveillance Decal. If surveillance equipment is installed, display one photo surveillance decal on each entrance door so it is clearly visible to the public.
- 5.2 End of Day Routine. The Head Cashier is to perform the end of day routing. The duty of this employee is to make certain that all cash boxes and records that require overnight protection are placed in the vault at the end of each routine day. The Head Cashier should also see that the Cash Management door is locked and alarm systems are activated.
- 5.3 Cash Management Entrance Keys. The authorized personnel who are issued entrance keys are the Manager of Customer Services, Assistant Manager of Customer Services, Head Cashier and an alternate Cashier.
- 5.4 Admission to Interior Work Place. Access doors to work space shall be normally closed and locked. Do not admit unauthorized personnel to work space until they are properly identified and their admissions have been authorized by the Manager of Customer Services, Assistant Manager of Customer Services or Head Cashier. Always have the unauthorized personnel custodied by the Head Cashier or a Cashier when permitted access to work space.
- 5.5 Office Visibility. Keep clear visibility from outside premises as possible. Clear observation from the outside tends to discourage robberies or burglaries. During public business hours, window curtains should always remain open.

5.6 Suspicious Circumstances. Be alert from suspicious circumstances which, if promptly reported, might prevent a holdup. Employees must immediately report the following to Manager or Assistant Manager.

- a. Suspicious automobiles in vicinity of office.
- b. Persons showing an unusual interest in the operations and methods of Cash Management.
- c. Persons loitering with no apparent business in the operations or hallway. (A Customer Service Supervisor should question these persons).

5.7 Testing of Surveillance Equipment. Monthly test surveillance equipment and alarm system shall be maintained and report results to be maintained by Administration, Customer Services.

6.0 PROCEDURE IN CASE OF ROBBERY. If a robbery should occur, proceed as follows:

- 6.1 Take no action that will endanger your life or the lives of others. Do not make any moves that might cause a nervous armed robber to use a weapon.
- 6.2 If a robbery note is used, try to keep the note after reading it. Place it to one side beyond robber's reach.
- 6.3 Observe the robber closely so that a good description can be given to the police. Look for scars, unusual jewelry and possibility of a wig. If robber speaks, note accent or dialect.
- 6.4 Use the alarm system as soon as possible without being observed.
- 6.5 Do not chase or attempt to grapple (hold, grasp, clench, etc.) the robber.
- 6.6 Try to determine the method and route of get-a-way. If a vehicle is used, try to obtain the license number, its make, color, body style, number of doors, and give this information to the responding police officer at once. Immediately after the robbery, call the police so that they may put out an intercept notice on the vehicle.

7.0 PROCEDURES AFTER ROBBERY. Immediately after the robbery, proceed as follows:

7.1 Telephone. Follow instructions on Form 11-83 (Robbery or Other Security Incident Card) or local approved emergency instructions. If it can be done without endangering your life or the lives of others, use telephone to give a warning while a robbery is in progress.

7.2 Premises Control. Isolate robbery area. Until police arrive, permit no one to touch or handle the robbery note or other articles or areas that may have been touched by the robber. Be sure to isolate the counter and the waste basket as well. Have supervisor or manager meet the police at the main entrance door and direct them to the robbery victim(s) and area.

7.3 Robbery Reports.

7.3.1 Manager. Manager or supervisor, or in their absence the next person in authority, must complete Form 911-83 (Robbery and Other Incident Detailed Description and Statement Report, Section I, III).

7.3.2 Employees. Immediately after the robbery have each employee involved or persons witnessing the robbery to complete Form 11-83 for each robber observed. To facilitate the robbery investigation, employee must:

- a. Not discuss description of robber with other employees;
- b. Relate stories only to police.

7.3.3 Customers. Attempt to retain all witnesses for interviews.

- a. Try to remember names of customers who may have witnessed the robbery and left the office. If in doubt, check the names against the billing receipt and cash paid items (checks, etc.) that were handled prior to or during the robbery.

7.3.3 (continued)

- b. Ask customer(s) who are willing to complete Form 11-83 for each robber observed.
- c. Obtain names and addresses of witnesses who are unable to remain. Ask where they can be located within the next few hours.

7.4 Accounting

- 7.4.1 Immediately have two separate detailed counts made (each in double custody) of each victimized Cashier's cash. If circumstances warrant, have two separate complete counts made (in double custody) of all cash.
- 7.4.2 Charge the losses resulting from the robbery to "Expense Acct. 930". Provide complete description on the entry for future references.
- 7.4.3 Reverse entry when instructed by manager.

7.5 Forwarding. Make three photocopies of each Form #11-83 and Form #418 and forward them as follows.

- a. Originals - General Manager
- b. One photocopy of original - Asst. Gen Mgr, Admin.
- c. One photocopy of original - Manager, Cust. Svcs.
- d. One photocopy of original - Comptroller
- e. One photocopy of original - Unit file

7.6 Alarms and Cameras. Remove exposed films for immediate development. Reset silent alarms and surveillance camera(s) to local authorized representatives.7.7 Photographs or TV Pictures. Photographs or TV pictures may be taken by media representatives but must not include photographs or pictures of vaults, working spaces, or employees who do not give their consent.