



# ROBBERY SAFETY – CTRM™

## Benefits



- ✓ **REDUCE** the consequential harm to employees i.e. the physical injury and psychological trauma / emotional stress experienced by victims of such crimes
- ✓ **REDUCE** organisational exposure to both the operational and legal risks associated with incidents of robbery
- ✓ **ENHANCE** compliance with National Work Health and Safety Laws (WHS Legislation) & Common Law obligations (due diligence)
- ✓ **PROTECT** your valuable reputation with customers, employees and your all-important brand. A strong commitment
- ✓ **SUPPORT** Employees who are left in no doubt that they have an employer who cares and is prepared to provide the very best training to keep them safe
- ✓ **REDUCE** human and financial costs that arise from robberies where staff were poorly prepared including lost time, welfare & support, staff turnover & absenteeism, not to mention litigation
- ✓ **IMPROVE** staff and organisations capability to respond safely and effectively



## About This Training

Robbery is a pervasive crime, where victims are exposed to acts and threats of violence. Knowing how to respond saves lives.

For the most part, staff's compliant behaviour in a robbery can make all the difference in achieving a safe outcome. Skills in compliant responses become key.

But what starts as robbery, can also migrate to other crimes of violence (eg., serious and escalating levels of physical violence, wounding, sexual assault, abduction and homicide). And when robbery situations don't go as planned for the robber, perhaps an innocent bystander / customer or employee intervenes, or something else occurs that affects the robbers plans, the event becomes even more dynamic and volatile.

As robbers actions become less predictable, victim responses need to adapt and change quickly. Victims need other contingency options that enable them to re-assess and re-evaluate what's happening, determine how this affects their personal risk, and exercise judgement over what action / response is 'best & safest'.

A robbery incident is not the place for learning 'on the job'. Our Robbery CTRM program is designed to compliment other workplace risk management initiatives and provide employee's with the essential knowledge, skills and experience to respond effectively - putting employee safety first.

Our highly acclaimed and award winning Robbery Safety Training provides invaluable learning for anyone handling cash or valuables or at risk of being a victim of robbery or other violent crime.

## Why CARM Training

- ✓ An award winning, robust and proven approach since 1996
- ✓ Training design, frameworks and models that are well researched, developed and delivered by highly qualified training and risk management specialists
- ✓ Authors of national standards for robbery safety training
- ✓ Sought for forensic opinions in related civil litigation tort of negligence matters
- ✓ Subject matter experts in their field, developing related workplace policy and procedure, drawing also on their personal expertise from operating in high risk environments ie., Tactical Policing and Counter Terrorism Teams & Military Special Forces

## Studies



Reports into Workplace Violence (ILO International Labour Organisation)

- Violent attacks receive considerable attention and a great number of workers now report being exposed to physical and psychological violence in the workplace.
- Attacks are seen as impairments to physical and mental health and in some cases with long term PTSD effects.
- Costs include damage in production, grievance, litigation, investigation and mediation and in some cases, a public loss of goodwill.
- Physical violence, whether leading to an injury or not is the most significant problem.

## Australian Crime Facts

**AIC** (Australian Institute of Criminology)

**NHMP** (National Homicide Monitoring Program)

**NARMP** (National Armed Robbery Monitoring Program)

**BOCSAR** (Bureau of Crime Statistics & Research).

- Robbery is the second largest violent crime category
- The overall risk of death due to robbery is **0.98 per 1000 robberies** according to figures

The latest crime statistics released by **BOCSAR** show the following total number of recorded robberies in NSW – 12 months to **Dec 2019**:

- 1,497 Robbery without a weapon
- 155 Robbery with a firearm
- 841 Robbery with a weapon not a firearm

From **NARMH** studies related to armed robbery:-

- Knives are the most common weapon (51%)
- Firearms were used in a higher percentage of armed robberies in banking and financial settings (45%) and licensed premises (39%) than in other locations
- Just under 40% of all armed robberies involving individual victims occurred in a retail setting (38%), while 48% occurred in an open setting (recreational space, transport related, open spaces and street and footpath)
- 35% of all armed robberies took place on the street and 16% at premises unspecified
- Organisations or commercial premises accounted for 27% of victims recorded in NARMP

For more details:

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## Topics Covered

### Module 1: The Environment of Robbery

- Defines robbery and provides an overview and appreciation of the robbery threat environment and the associated risks

### Module 2: CTRM Overview and Incident Stress

- Provides an introduction to the Counter Threat Response Model CTRM and looks at the effects of stress on victim and robber behaviour, along with skills to help manage these effects and better enable victims to respond

### Module 3: Incident Response – Application of the CTRM

- Describes the four response options applicable to robbery including the associated actions and behaviours for each
- Develops capability in assessing and evaluating the related risks, and selection the best and safest response in the prevailing circumstances



## Training Solutions

- Facilitated** sessions (Duration: 1 day)
  - Delivered in-house to workplace groups or delivered as coaching sessions to individuals
  - For frontline workers and associated team leaders, supervisors and managers
- E/M-Learning Online**: Modularised online learning with assessment. Optimised for pc, tablet or mobile phone environments
- Blended learning** options available

**CUSTOMISATION:** Our training solutions are contextualized to meet your specific learning & skill development needs, including your industry, operating environment, business and risk management profile and guidelines

