## Policy:

Robbery is defined as the act or an instance of unlawfully taking the property of another using violence or intimidation. In the event of a robbery, Samsonite’s number one priority is the safety of our associates and customers. In the event a robbery occurs, the goal is to comply with the requests made by the suspect(s) so they will leave the store as soon as possible and all involved remain unharmed.

**Procedure:**

**During a robbery:**

* Remain calm.
* Do EXACTLY as instructed to by the robber. DO NOT attempt to stop the robbery, even if no weapon is visible.
* Concentrate on the suspect’s characteristics. Focus on height, weight, gender, hair/ skin/ eye coloring, distinctive marks, clothing, mannerisms, accent, etc. Write this information down as soon as the threat has passed.
* If possible, note of the direction the robber takes when leaving the store.
* DO NOT follow the robber from the store.

**After the incident:**

* IMMEDIATELY when safe, call the police and mall security (where applicable).
* Contact your District Manager and the Home Office Team.
* If there are witnesses, ask them to write down description of robber and any other pertinent information related to the robbery.
* If a witness needs to leave, obtain their contact information, name, phone number and address. Provide information to the police.
* Secure the area so that fingerprints and other evidence will not be compromised.
* Do not speak to the press. Refer all inquiries to your DM.
* Complete and submit an incident report.