

SITE DIRECTIVE

AC PHARMACY DIRECTIVE	
Title: Pharmacy Security – Hold up	Number: V-40
Effective Date: August 2008	Approved By: Jennifer Cowie, PPL
Revision Date(s): May 2012, Oct 2018	

DIRECTIVE**DURING A HOLD-UP SITUATION:**

1. Remain calm.
2. Do not resist. Cooperate at all times with the robber's demands and use your common sense.
3. Discreetly try to remember outstanding characteristics of the burglar that will help to identify him if caught.

AFTER THE HOLD-UP:

1. Call the "9-911". Stay on the phone to await further instructions by police.
2. Request a second staff person to call an emergency "7111" followed by the room number A-14, Sumas Wing Pharmacy, to indicate a hold-up situation.
3. Separate the prospective witnesses to prevent them from collaborating on their stories.
4. Preserve the scene for evidence. Close and lock the pharmacy.
5. Ask all witnesses to write down everything pertinent, such as suspect description.
6. Discreetly try to see the direction of travel or escape.

Security Staff will proceed to Reception Desk and await police. The police will surround the building and subsequently arrive at the Reception Desk.

Security will notify Administration

A description of the incident will be documented by Pharmacy and Security for review and follow-up.