



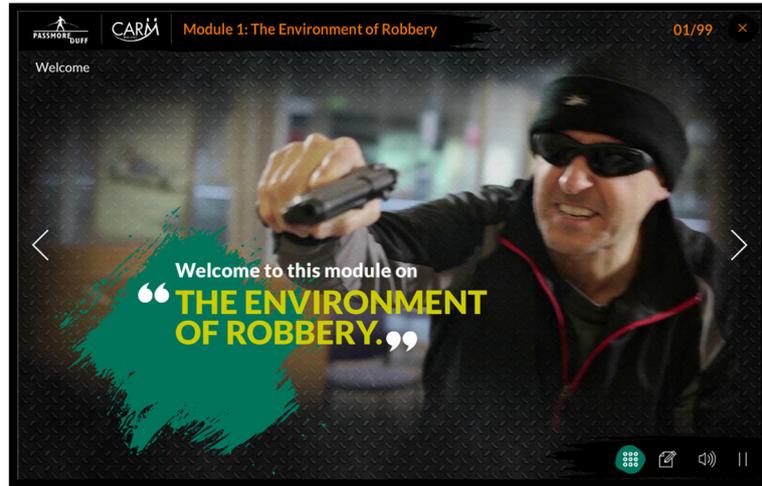
Robbery (CTRM™) Safety Training Program

Robbery CTRM® Program

KEY BENEFITS

- The ability to reduce the consequential harm to employees i.e. the physical injury and psychological trauma / emotional stress experienced by victims of such crimes.
- Reduced organisational exposure to both the operational and legal risks associated with incidents of robbery.
- Enhanced compliance with National Work Health and Safety Laws (WHS Legislation) & Common Law obligations (due diligence).
- A commitment that further protects your valuable reputation with customers, employees and your all-important brand.
- 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.
- Reduced 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.
- Training that is well researched, designed and presented by highly qualified training and risk management professionals who are considered experts in this field in providing forensic opinions in civil litigation tort of negligence matters.

“When Your Life... Is in the Balance”



Robbery is a pervasive crime of violence, where victims are threatened to hand over something of value to the assailant/s. Money and assets may be important in life, but they will never match the importance of life itself.

The typical nature of robbery, where the robber's intention is to get the value and make a quick getaway can be dealt with in a more prescriptive and safe way; ensuring no threat is presented to the robber, that they feel in control at all times and that they can quickly get what they want and make a quick exit... a perfect scenario for them. For the most part, staff's compliant behaviour in these circumstances can make all the difference in achieving a safe outcome and reducing consequential harm.

There are occasions however where an assailant/s intention is unclear or their intention changes and goes beyond just robbery and combines with other crimes of violence (i.e., serious assault, wounding, sexual assault, abduction and homicide). Consider a situation where it becomes more uncertain as to what they want and your wellbeing / safety is at greater risk.

Alternatively a robbery situation may not go as planned...someone, an innocent bystander/customer/employee may intervene or the circumstances may quickly change making it a more dynamic and volatile situation. In circumstances such as this, a more flexible approach is required, providing contingency options that allow you to fully appreciate the circumstances you are confronting and afford you the ability to exercise judgement over what action or response is in your best & safest interest.

This is an environment where learning 'on the job' may not offer a retest. The Robbery CTRM program is designed to complement other workplace risk management initiatives and puts employee safety as the number #1 priority.

The highly acclaimed and award winning Robbery Safety Training can and does save lives. The program provides invaluable training for anyone handling cash or valuables or at threat of being a victim in robbery or other violent crimes.



AUSTRALIAN CRIME FACTS ABOUT THE THREAT ENVIRONMENT

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 latest figures. In other words for every **1000 robberies** there will be **one death**.

The latest crime statistics released by BOCSAR show the following total number of recorded robberies in NSW – 12 months to **Sept 2013**:

- ✓ 2,554 Robbery without a weapon
- ✓ 318 Robbery with a firearm
- ✓ 1,394 Robbery with a weapon not a firearm
- Knives are the most common weapon (**51%**) used in Robbery
- 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) with **35%** specifically occurring on the street or footpath
- 35% of all armed robberies took place on the street and 16% at premises unspecified.
- 2/3rds of all robbery incidents happen between 6pm at night and 6am in the morning, and almost half of these happen between 6pm and 12 midnight
- Organisations or commercial premises accounted for 27% of victims recorded in NARMP

“The Australian Bureau of Statistics estimate that more than **77,000** people aged 15 years and over in Australia are victims of at least one robbery a year.”

TRAINING SOLUTIONS (Award Winning)

The Robbery CTRM Program can be delivered via a range of mediums, subject to a client needs and operating environment.

Delivered as a competency based assessed program. Options include:-

- Facilitated training program (Duration: 1 Day)
- Blended learning solution comprising e-learning 75mins, with assessment, followed by ½ day facilitated session.
- Interactive e/m-learning program with assessment (Oct 2019 release) hosted from our online LMS. (Duration: 75min’s). The program is mobile compatible and can be accessed via desktop, tablet or mobile phone.

CUSTOMISATION

Our training solutions can be contextualised to meet your specific organisational needs, risk profile & risk management guidelines.

ABOUT THIS TRAINING

Our unique training solutions offers flexibility to clients through considering their operating environment, risk profile and training needs etc. We can accommodate your needs through innovative blended learning approaches, which offer shorter face to face sessions, which specifically focus on behavioural skill development, through experiential learning practices.

Our approach in designing the new CTRM program is to aid clients who operate in not only static work environments, but also in more dynamic working environments, with greater operational variability and varying degrees of risk. The ‘Counter Threat Response Model’ (CTRM), affords a greater emphasis on the assessment of risk, incident appreciation and provides a range of response options that take into consideration both primary and contingency needs including last resort measures, where there is an imminent threat to life.

The program focuses on a range of critical thinking and behavioural skills / competencies ranging from:

CTRM Approach – Primary, Contingency & Last Resort



- ✓ Appreciating the threat environment / situation
- ✓ Managing emotions in abnormally stressful situations / incident stress
- ✓ Assessing & evaluating risk in context
- ✓ Selecting & applying the best and safest course of action based upon an appreciation of personal risk.

For Surviving Violent Confrontations



CONTACT

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