

# It's over....now what?



U.S. Department of Justice  
Drug Enforcement Administration  
*Diversion Control Division*  
[www.DEAdiversion.usdoj.gov](http://www.DEAdiversion.usdoj.gov)



## After a robbery:

- 👉 Immediately get treatment for anyone who may be injured.
- 👉 Sound the alarm as soon as possible.
- 👉 Call police first, then your supervisor.
- 👉 Lock doors immediately to prevent re-entry and keep closed until police arrive.
- 👉 Request customers to remain in the store to give a statement to police.
- 👉 Protect the crime scene. Stop others from touching anything touched by the suspect(s).
- 👉 Do not trust your memory. The quicker you write down what you observed, the better.

## After a burglary:

- 👉 Notify the local police department.
- 👉 Avoid touching or disturbing anything.
- 👉 After the police arrive, prepare a detailed list of what was stolen.
- 👉 Take the appropriate steps to improve security.

If controlled drugs were taken, report it to your local DEA Field Office, in writing, within one business day and submit a completed DEA Form 106, Report of Theft or Loss of Controlled Substances, as soon as possible. A report should also be filed with the State Board of Pharmacy.

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# Pharmacy Robbery & Burglary

## Tips to Protect Your Customers, Your Business, and Yourself



Presented as a Public Service by  
DEA Diversion Control Division  
&  
National Association of  
Boards of Pharmacy



# Prevention Tips

- 👉 Install an alarm system and test it often.
- 👉 Install security cameras behind the cash register facing the front counter.
  - ✓ Use signage, such as “Premise Under Video Surveillance”
  - ✓ Inspect cameras regularly to ensure they are functioning.
  - ✓ Properly store recorded data.
- 👉 Install hold-up/duress buttons, door & window bars, pull down gates, reinforced heavy duty doors and frames
- 👉 Invite local police to conduct a security assessment.
- 👉 Ensure there is adequate outside lighting and leave some lights on after closing.
- 👉 Change locks, alarm codes, and safe combinations when an employee leaves.
- 👉 Have at least two employees open and close the store.
- 👉 Try to greet customers as they enter your pharmacy. Your attention can discourage a robber.
- 👉 Watch for people hanging around and not buying anything.
- 👉 Beware of suspicious activity outside your business.
- 👉 Secure any wall or window-mounted air conditioners

Your primary concern is the safety of coworkers and customers. Follow the instructions given by the robber(s).

Always be aware  
of your  
surroundings.  
Don't get caught  
off guard!

## What to Do During a Robbery

- 👉 Do not resist! Cooperate fully with the robber.
- 👉 Remain calm and avoid sudden movements.
- 👉 Do exactly what you are told to do, nothing more and nothing less.
- 👉 Make mental notes on aspects of the robber (e.g., clothing, hair length and color, size, build, tattoos, scars, and other body features).
- 👉 Do not attempt to apprehend the criminal yourself.