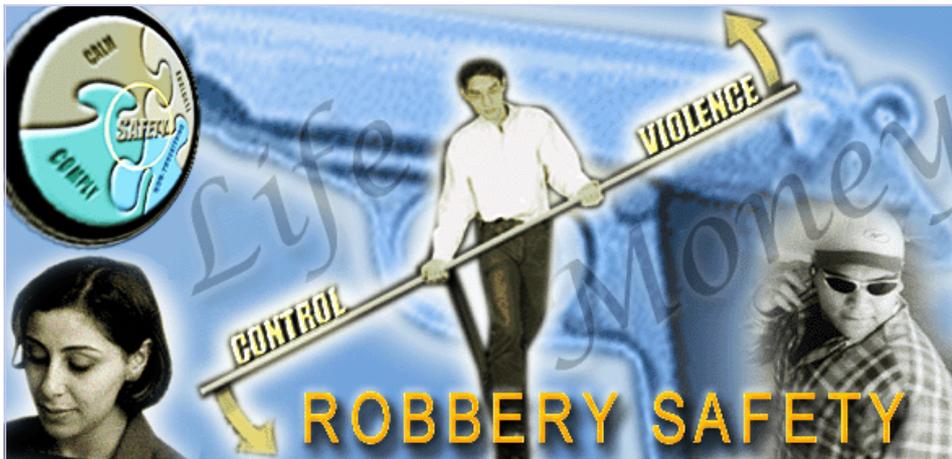




Robbery Safety

The Counter-Intuitive Approach to Communicating When Outcomes are Critical

CARM® A State of Mind ... A Way of Behaving



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 Occupational Health and Safety Legislation and Common Law obligations (due diligence).
- A commitment that further protects your valuable reputation with customers and employees and your all important brand in the market place.
- Employees who are left in no doubt that they have an employer that cares and is prepared to provide them with 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 researched, designed and presented by highly qualified training and security risk management practitioners who are considered experts in this field in providing forensic opinions in civil litigation tort of negligence matters.
- Training records professionally maintained in full compliance with Australian Quality Training Framework (AQTF) requirements. (Proper maintenance of such records can be critical to employers in the event of future litigation).

“When Your Life is in The Balance”

Money may be important in life, but will never match the importance of life itself.

When a robbery occurs the reaction of staff can literally make the difference between life and death. Even where firearms are not involved violent robbers may be brandishing knives, or any range of menacing weapons such as blood filled syringes or even just the violent rage that desperation generates.

Stand in the way of ANY robber, be they professional or desperate amateur's, and staff may experience the reality of crime where **violence is the instrument of control, and life hangs in the balance.**

This is not the time to discover the many pitfalls of responding to a robbery incident such as; lack of awareness of robber's needs and likely behaviour; lack of knowledge of safe behaviours or lack of cognitive skills to cope with such a stressful or violent encounter. This is an environment where learning "on the job" may not offer a rest.

Designed to complement other workplace risk management and robbery prevention initiatives the world class and highly acclaimed CARM® Robbery Safety Training Program **saves lives.**

The program provides invaluable training for anyone handling cash or valuables or anyone in the vicinity of cash handling areas.



CARM® TRAINING

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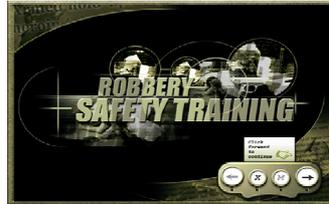


NSW Vocational
Education & Training
Accreditation Board

TRAINING SOLUTIONS

The Robbery Safety Program can be delivered via a range of mediums subject to client needs including:-

- Nationally Accredited Competency Based Face to Face training program delivered as a stand alone unit of competency "**Respond Safely to Robbery Incidents**" (91384NSW).
Duration: 4.5 hours
- Award winning interactive online **E-learning** program including online assessment with results tracking. Hosted from the www.carmtraining.com website or from your internal intranet server.
Duration: 60 minute module
- Self directed training workbook, including written assessment. Suitable for remote locations where access to face to face training & computers is limited.
- CARM can also train your in-house trainers to deliver our programs under licence. Through an RTO partnering agreement with CARM, your staff can still receive Nationally Recognised qualifications.



CUSTOMISATION

All CARM Training Solutions can be contextualised and customised to meet your organisations specific needs including our e-learning programs. This can include incorporating your internal policies and procedures into the programs.

PROGRAM MODULES

CARM® Training Solutions comprise the following key modules:-

- 1. Introduction**— Orientates employees to the training program and creates the motivation to learn by posing essential yet provocative questions.
- 2. Robbery the Reality**— Explodes myths about robbers, acquainting employees with vital information about the reality of robberies and the key objectives and motivations of robbers including the link between violence & victim behaviour.
- 3. The 4 Dimensions of Safety**— Is a unique, simple to recall and purpose designed model that teaches employees what they can do to enhance their personal safety during a robbery from both a thinking and behavioural perspective. Our model addresses 4 critical areas:-



- **Remaining calm** during an abnormal and highly stressful experience
- **Evaluating** the situation for a safe response and understanding consequences of unsafe behaviour
- **Being Non threatening** in our body language, communication & behaviour
- **Complying** with demands in a way that ensures clarity of understanding and transparency in action.

4. Getting Back to Normal— The employee learns basic procedures to follow immediately after a robbery to further ensure their safety and the safety of customers and to restore calm to the situation.

5. Assessment—Throughout the program, participants are undertaking learning and assessment activities, including summative and formative assessments.

PROVIDER ACCREDITATION

CARM® Training is a trading brand of Passmore Duff Pty Ltd, a Registered Training Organisation (RTO number 90783) and also a Master Licence holder under the Security Industry Act (1997) (Licence No 407262272).

Here's what studies by both the Australian Crime Facts and Figures (AIC) & the US Justice Research Statistic Association (JRSA) into robbery identified.

- *Robbery is the second largest violent crime category*
- *Australia wide robberies in 2006 rose to 17,284 (from 16,787 in 2005)*
- *Unlike previous years, the proportion of robberies involving a weapon increased in 2006 to 44%.*
- *There is a strong link between victim non compliance and victim injury in robberies.*
- *In a study where 148 imprisoned robbers were surveyed; the overwhelming majority of robbers indicated that they only used force when in their judgement the response by the victims necessitated the use of force.*
- *The single most important motivation for robbing was money or money for drugs together with factors such as the premises being a soft target.*
- *64% of robberies were planned within 6 hours or less of committing the crime.*
- *In 83% of cases the robber reported that at the time of committing the robbery they were either drinking, using drugs, or both.*

