



Pharmacy Safety Tips
NCPA's Protect Your Pharmacy Week
April 13 – 17, 2009

1. A robbery involves the use of force, fear or intimidation (involves a person) to commit a theft
2. A burglary usually involves an unlawful entry to commit a crime (usually does not involve any person being present on premises at time of crime)
3. We have identified a trend in burglaries where criminal(s) hide in a storage closet, rest room, utility closet, etc., until closing. After the store is locked and the employees have left, the store is burglarized. This poses a challenge to law enforcement, since the alarm is not set off until the criminal(s) leave the premises. Closing procedures should include a physical security sweep of the entire store.
4. Most robberies are committed by a white male in his 20's.
Race: white (88%); Gender: male (93%); Age: 20s (60%).
5. Most robbers will enter (90%) and exit (80%) through the front door.
6. Most robbers act alone (84%).
7. We recommend that the alarm system have a battery and/or cell phone back up. Many burglars are cutting the power source and phone line, disabling the alarm system.
8. Fifty-five percent of robbers display a weapon, to include hand guns, knives, fake bombs, etc.
9. Most burglaries occur between 12am – 4am (51%).
10. Most pharmacies do not have a robbery alarm (panic) system (84%).
11. We are seeing a number of burglaries where criminal(s) enter through a roof or an adjacent store; where entry is through the wall. The reason for this is that many pharmacies only have windows and doors alarmed. We advocate the use of an interior motion detector alarm to detect these types of entries which are becoming more frequent.
12. Law enforcement strongly encourages the use of cameras. Strategic camera placement is imperative; with particular attention to mounting cameras at a height that will ensure capturing facial features. Mounting cameras too high often results in the inability to identify the suspect.

13. We are seeing an increase in criminals disguising themselves as repairmen, delivery men, etc. and using subterfuge gain admittance to the pharmacy area. It is recommended that all work orders and the identity of the visitors be verified.
14. Having a drug vault or safe has proven beneficial when burglars have broken into a pharmacy. Due to time constraints and lack of equipment needed to open the vault or safe, these criminals have not been able to obtain controlled substances.
15. Robbery suspects have been known to enter the pharmacy prior to committing a crime to identify the existence and placement of cameras, easiest escape route, location of employees, etc. The suspect does not make any purchases nor does he “shop” or stop to look at any items. Robbery suspects have been known to canvass several pharmacies in an attempt to identify the “easiest target.”
16. We are seeing a trend where alarm systems have failed to operate properly. All alarm systems and cell phone back up devices should be tested on a regular basis in order to ensure they are operational.
17. It is recommended that all visitors be escorted and remain with pharmacy personnel while in restricted areas.
18. Recent trends indicate an increase in employees gaining access after hours to commit thefts. Store keys and alarm access codes should be safeguarded and provided only to essential personnel. Periodic review of alarm company logs is also advised.
19. We recommend scheduled times to clean and wipe down counters and doors. This has proven to be extremely helpful to law enforcement in obtaining clear fingerprints.
20. Marking bottles with a store unique identifier has proven to aid law enforcement in identifying the origin of a bottle if it is recovered later
21. When involved in a robbery, always comply with the suspect. Do not offer resistance and end the encounter as soon as possible. The main goal is the protection of life and reducing the chance of injury.
22. Pre-planning of actions to be taken after a robbery occurs will ensure an appropriate response by store personnel. In all cases, the first action should be to call law enforcement and secure the premises.
23. Shatter resistant glass, doors and windows can thwart a burglary attempt.
24. All pharmacies should have an incident action plan in place. Personnel should be familiar with the plan and regular rehearsals are recommended.