

<b>HAVERFORD TOWNSHIP POLICE DEPARTMENT OPERATIONS MANUAL</b>		
<b>Issue Date</b> November 2019	<b>Review Date</b> November 2020	<b>Directive Number</b> <b>6.2.10</b>
<b>Accreditation Index:</b>		<b>Rescinds:</b> Directive 6.2.10 of December 2016
<b>Chapter:</b> Six – General Procedures		<b>Section:</b> Two – Law Enforcement Functions
<b>Chief of Police:</b> <i>John F. Viola</i>		

**SUBJECT: FINANCIAL INSTITUTION ALARM RESPONSE**

**I. PURPOSE**

It is the purpose of this Directive to provide law enforcement officers with guidance for responding to and handling alarms at banks and other financial institutions.

**II. POLICY**

It is essential that all law enforcement officers understand their role and responsibilities when responding to reports of robberies or other alarms at banks and financial institutions, and the inherent dangers involved. Therefore, when responding to robbery alarms at these establishments, officers shall follow the procedures set forth in this Directive in order to enhance arrest possibilities of suspects and observe proper precautions for the safety of officers, employees and bystanders.

**III. PROCEDURES**

**A. Responding Officer Procedures**

1. Responding officers shall use appropriate vehicular warning devices when approaching the scene, however the siren shall not be used within the hearing range of the reported robbery.
2. Responding units to the scene should be observant of any suspicious vehicles leaving the scene as well as other vehicles or persons outside the facility who may be serving as lookouts, cover or drivers for the robbery team.

3. The first unit on the scene shall serve as the primary unit until relieved by a supervisor, and shall take a position in front of the facility that provides good observation without being easily visible to those inside. The primary unit shall report on observable conditions at the location to the Communications Center but shall not initially approach the building.
4. The primary and all subsequent units arriving at the robbery location shall report their arrival and position to the Communications Center. The primary unit or supervisor should direct responding units into positions that will establish a discreet building perimeter covering all exits and entrances.
5. Once the building perimeter has been established and no notice of a false alarm has been received, the primary unit on the scene shall, based on a survey of conditions at the scene, determine whether Delcom shall telephone the establishment.
  - a) If the primary unit, because of the totality of circumstances, determines a robbery is in progress, critical incident measures shall apply as outlined below. Even when officers believe the perpetrators have fled the scene, caution should continue to be exercised.
6. If a robbery in progress is suspected, the primary unit or supervisor shall determine whether to request additional backup and whether specialized units shall be alerted to include the SRT team. Unless otherwise directed, officers shall wait until suspects have exited the building before attempting apprehension. This helps to avoid development of a hostage situation.
7. Once perpetrators have been apprehended, the crime scene shall be secured by officers in preparation for processing by crime scene technicians, investigators, and federal agents.
8. If a robbery has been committed and the perpetrators have left the scene, the primary officer shall not enter the facility until a key employee has exited the building and spoken with an officer. When the facility is determined safe the primary unit shall begin caring for any injured parties. The primary unit shall then prepare the initial report by identifying witnesses, protecting the crime scene and obtaining necessary information regarding the perpetrators for supplemental broadcast. Remaining units should initiate the search for suspects on likely escape routes, being alert to unusual activities and circumstances.
9. If the alarm is received after business hours and the establishment is not occupied, responding officers shall assume positions in the front and rear of the building and jointly conduct an inspection of the facility for signs of forced entry. If signs of forced entry exist, officers shall follow procedures for conducting a building search. If

the building is secure, Delcom shall be notified to contact the owner or the establishment's designated contact person. The owner or designated contact shall be requested to inform Delcom if someone will respond to the location. The owner/contact may request a building search.

**BY ORDER OF THE CHIEF OF POLICE**