

Delivery Driver Robbery Prevention Tips

- Store policy should utilize caller ID and call back unfamiliar customers. Verify the address and be suspicious of orders called in from cell phones. Get the first and last name of who called in the order.
- Drivers should carry a cell phone and call the destination before arrival. After the delivery is made, call the store to confirm the delivery and let them know where your next delivery will be.
- If things seem suspicious upon arrival at the delivery location, (subject(s) standing outside the address, dark house, subject(s) loitering near by, occupied vehicles) or someone else besides the person who called in the order answers your verification call, don't deliver. Notify the store and ask the customer to pick up their order.
- In the event of a robbery, don't resist and comply with all the robbers' demands. Try to get an accurate description of the robber(s) and any vehicle(s) they are in. Resisting/fighting will only get you hurt or possibly killed. **IT'S NOT WORTH IT.**
- **Don't put any restaurant signs on your vehicle identifying that you are a delivery driver.** This shows that you are carrying money and makes you an easy target, regardless of where or who you're delivering too.
- **Don't leave your vehicle running when left unattended or out of the car delivering the food.**
- **Carry less than \$20 on delivery runs.** If you receive tips, secure them at the store when returning each time. Encourage customers to pre pay with credit or debit cards over the phone while ordering.
- Storeowners should train their delivery drivers for the unexpected and make sure they know policy and procedure. Employees also need to know their life is more important than a delivery.