



# Carrier Robberies and Assaults

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The likelihood that you, a postal employee, will become a victim of robbery or assault is small, but unfortunately it can happen.

This pamphlet provides steps you can take to reduce your chances of being robbed or assaulted, and to increase your personal safety in the event you are.

## **Carrier Robberies**

**You can lower your risk of being robbed by following these preventive measures:**

1. Be alert for trouble spots on your route, such as poorly lit areas. Approach such areas carefully. If a suspicious person follows you, immediately report such activity to the police, Postal Inspectors, and your supervisor.
2. Don't carry more personal cash than necessary on your route.
3. Don't discuss money or other mail of value with unauthorized people.
4. Secure your vehicle and the mail at all times.

**If you are robbed, follow these steps:**

1. *Most important:* Take no action that would jeopardize your personal safety.
2. If the robber displays a firearm, consider it loaded and assume the robber will use it.
3. Don't panic! Be calm and do exactly what the robber tells you to do.

4. Without being obvious, get a picture in your mind of what the robber looks like — facial features, voice (and accent), clothes, and direction of escape.
5. If the robber has a vehicle, try to note the make, model, and, if possible, the license plate number.
6. Immediately notify police, Postal Inspectors, and your supervisor.

**Write down everything you can remember from the encounter as soon as possible.**

## **Carrier Assaults**

**You can lower your risk of being assaulted by following these preventive measures:**

1. Be courteous to your customers and your co-workers.
2. Always display a pleasant disposition.
3. Accept complaints and criticism as part of your job. Don't take it personally.
4. Don't argue with customers. Most physical assaults result from minor arguments that get out of control. Report any problems to your supervisor.
5. Don't expect your uniform, or the fact that you are a government employee, to protect you from assaults.
6. Don't flaunt your right to withhold customers' mail. Treat irate customers who demand their mail like time bombs. Deliver their mail if it will prevent an assault and notify your supervisor of the incident.

7. Don't subject yourself to possible criminal, civil, and disciplinary actions by contributing to the cause of an assault.

**If you are assaulted, follow these steps:**

1. Don't overreact and become the aggressor. Use only the force necessary to defend yourself.
2. Promptly notify police, Postal Inspectors, and your supervisor.
3. Write down the events that led to the assault and a description of the assailant while they're fresh in your mind.
4. Write down the names and addresses of any witnesses.

**Be alert, be observant, and above all, be careful.**

## **Emergency Numbers**

**Police** \_\_\_\_\_

**Postal Inspector** \_\_\_\_\_

**Supervisor** \_\_\_\_\_

# Description

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Sex

Race

Age

Height

Weight

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Weapons: For example, automatic, revolver, rifle, shotgun, knife.

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Hair

Eyes

Glasses/Jewelry

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Birthmarks/Tattoos

Complexion

Beard/Mustache

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Hat (color, type)

Shirt

Tie

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Coat

Trousers

Shoes/Boots

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Direction and Method of Escape

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Speech (write down anything the offender said and the accent used)

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