



# EMERGENCY PREPAREDNESS Handbook



# Institute for Coop Excellence, Inc.

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## OUR VISION

The leading  
institute in coop  
leadership and  
mangement

## OUR MISSION

We help build  
successful coop  
enterprises

## OUR CORE BELIEFS

- (1) Member Satisfaction is bottom line.
- (2) The coop identity is our advantage.
- (3) Learning is a process.

## PROGRAMS AND SERVICES

### (I) DEGREE PROGRAMS:

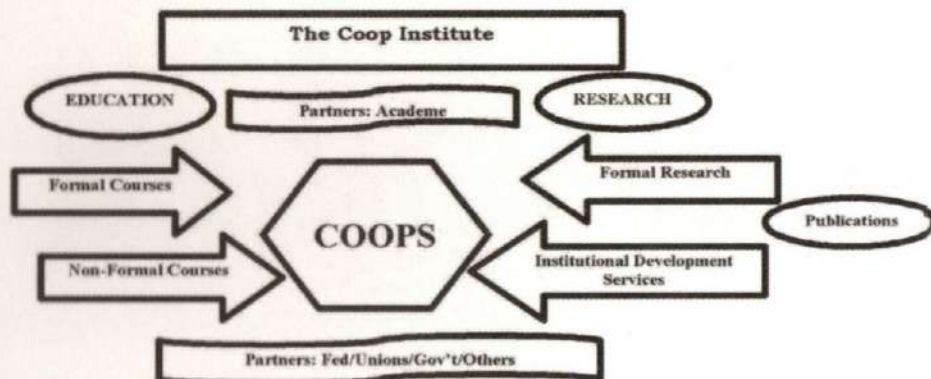
- A. Master in Business Administration - Cooperatives Management
- B. Post Baccalaureate Diploma in Cooperatives Management

### (II) NON-DEGREE PROGRAM:

- A. Distance Education Course (KoopAralan)

### (III) INSTITUTIONAL DEVELOPMENT SERVICES (IDS)

- A. IDS Workshop (Preliminary to Strategic Planning)
- B. Organizational Profiling
- C. Member Satisfaction Survey
- D. Staff Climate Survey
- E. Flow Analysis and Flowcharting





## INTRODUCTION

Providing a safe and secure coop environment for employees and members should be the highest priority of your cooperative. Following the cooperative principle on "concern for the community," your coop has the responsibility to protect the interest of your members and to ensure the safety and welfare of your employees while they perform their duties in the cooperative.

This handbook provides relevant information on how coop staff, officers and members could cope with a variety of emergency situations – either unwarranted events (robbery, extortion, or kidnapping) or natural disasters (fire, earthquake and typhoon).

As the needed and appropriate response to any type of emergency situation depends a great deal on the specifics of the incident, this handbook gives you a checklist or a quick reference to important safety information and tips that will help you get started.

This handbook likewise is useful in orienting new employees so that they can better perform their job. This handbook is recommended to be given to old and new employees and an important handbook to be maintained by the human resource department, to ensure that employees are aware of the security and safety program of the cooperative.

No one knows when disaster strikes or unwarranted events happen – and when they do, your organization may not be ready for them. Act Now! Discuss the ideas contained in this handbook with your coop leaders, staff and members. Help prevent loss of lives and properties by making "emergency preparedness" a way of life in your cooperative.

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## IMPORTANT CONTACT NUMBERS:

In the event of a hold-up, bomb threat or kidnap extortion, proceed as instructed herein.

### TELEPHONE NUMBERS

POLICE – Emergency: \_\_\_\_\_

POLICE – Non – Emergency : \_\_\_\_\_

AMBULANCE : \_\_\_\_\_

FIRE DEPARTMENT : \_\_\_\_\_

CHAIRPERSON – Contact Number : \_\_\_\_\_

MANAGER – Contact Number : \_\_\_\_\_

COOP SECURITY OFFICER Number: \_\_\_\_\_

Keep this booklet in an easily accessible location in the office

Employee Name: \_\_\_\_\_



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# ROBBERY

**ROBBERY** is one among the common crimes that continues to threaten financial institutions including cooperatives. This can happen in three scenarios:

- While inside the coop premises
- While in actual field collection
- While in transit to depository bank



## A. ROBBERY INSIDE THE COOP PREMISES

### 1. WHAT TO DO

#### 1.1 DURING A ROBBERY

- CO-OPERATE** completely. **DON'T FIGHT** with the robber. Nothing is worth your life.
  - Follow instructions and do not make sudden or unexpected movements
  - Never argue or play games with the robbers
  - If you can't or don't know how to comply with their command, give the robber a clear and convincing reason. (Ex. "I don't have the combination to the safe.")
  - GIVE THE ROBBER EXACTLY WHAT HE/SHE WANTS.** A robber will rarely hurt you unless you resist or provoke them. The object is to get the robber out of the coop as soon as possible. Always consider that an individual who is armed and/or under the influence of drugs/alcohol is dangerous.
- DO NOT volunteer** additional funds or information.
- NEVER LOOK THE ROBBERS in the eye**, but try to look for anything that you could recall about the robbers. (See page 8)
- BE A GOOD WITNESS.** Stay calm, alert, and aware of your surroundings. Pay attention to the type and color of clothing, unique characteristics such as scars, tattoos, birthmarks, and mannerisms. Take note of other important things that might assist the police to identify the criminals, such as weapons and other gadgets used in the robbery. (See page 8)
- DO NOT call the police** when the robbers are still inside the premises
- Let the robber make the first move.** Keep your hands in sight.
- If SAFE TO DO SO, observe the means of escape** (on foot, in a vehicle) and accomplices. This would include a description of the vehicles and the plate number.



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## 1.2 AFTER THE ROBBERY

- a. **Call the police immediately.** Provide all the necessary information.
- b. **Call your immediate superior,** your manager or the Chairperson of the BOD regarding the incident.
- c. **Stay INSIDE the coop.** Lock the front door. Be careful not to touch the door more than necessary for fingerprinting.
- d. **Ask all involved members and staff** to remain in the premises until the arrival of the police. Ask each one to independently fill-out the Profile of the Robber form.
- e. **Ensure that the hold-up area is left undisturbed.** Immediately close off access to the area, in front of and behind the teller station(s) involved. Ensure that both members and staff do not enter this area; keep it closed until the police have completed their investigation.
- f. **DO NOT discuss what you have witnessed** (i.e., events and descriptions) with other members and staff. If possible, write down everything you remember. The more accurate the description, the more chance the police have to apprehend the criminal.
- g. **Advise other employees** involved not to share the experience with co-workers so everybody can provide an independent account of the event.
- h. **DO NOT discuss the robbery with media,** directly or by telephone, unless you are authorized to do so.



## 2. ROBBERY WHILE ON FIELD COLLECTION

Cooperatives are now employing field collectors who are tasked to collect on site payments and deposits. Usually, field collectors are using motorcycles as they perform their daily work.

### 2.1 WHAT TO DO

- a. Before proceeding to collection destination, observe your surroundings for unfamiliar persons.
- b. While on travel, continue to be vigilant of other vehicles following or in front of you.
- c. Be alert and observant at all times when on field collection.
- d. Do not expose your cash collection in public
- e. Remit your collection as soon as possible.
- f. Limit your cash handled, when your cash collection has exceeded your limit, remit your money to your coop or the nearest depository bank.



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- g. If possible, change route from time to time, be extra cautious when passing through an isolated/secluded area or hold-up prone area. Increase your speed, when passing through this area.
- h. Avoid talking to strangers or person who are asking or exchanging for loose bills.
- i. Avoid talking to unfamiliar group of persons who might be possible robbers.
- j. Avoid passing through crowded areas as well, for possible snatching
- k. When suspicious elements seemed to follow the collectors, lead them to the police station.
- l. In case a hold up was not avoided, follow instructions on what to do during a robbery, then report immediately to the police.

### 3. IN TRANSIT (Depositing or Withdrawing from depository bank or handling cash in transit)

- a. Always be alert and observant before going to the bank and before leaving the bank to return to the coop - check if someone is following you
- b. Always limit cash handled, be sure that cash is within the limit equivalent to the fidelity bond and cash, money & security insurance
- c. If handling large amount of cash, be sure that bank liaison is escorted by another staff or security guard (should be in plain clothes/not in uniform)
- d. If travelling on a coop service car, lock the car at once, then be vigilant of other vehicles following or in front of you.
- e. If possible, change route from time to time, be extra cautious when passing through an isolated/secluded area or hold-up prone area. Increase your speed, when passing through this area.
- f. Avoid making unnecessary trip or added errand, if possible, make a single trip from or to the bank only
- g. Avoid talking to strangers or person who are asking or exchanging for loose bills.
- h. Avoid talking to unfamiliar group of persons who might be possible robbers.
- i. Avoid passing through crowded areas as well, for possible snatching
- j. When suspicious elements seemed to follow the service car, lead them to the police station.
- k. In case, a hold up was not avoided, follow instructions on what to do during a robbery, then report immediately to the police.

