



SHOPLIFTING

- REDUCING THE RISK

Shoplifting takes many forms, including switching or removing price tags, returning stolen goods for fraudulent refunds, or pocketing items. It can be committed by thrill-seekers, addicts, professional teams or 'everyday' people. There is no typical shoplifter.

How you can reduce the risk of shoplifting

- Implement a 'no receipt, no exchange/refund policy'
- Redesign the layout and fittings to make theft harder: make sure staff have a clear view across the shop at all times and that customer exits are situated in well-lit staffed areas
- Fit convex security mirrors in corners and hidden areas
- Keep fitting rooms closely supervised and maintain strict control over goods taken in
- Display prominent signs communicating your crime prevention policies, including:
 - "Customers bags may be inspected"
 - "Goods will not be exchanged without a receipt"
 - "Thieves will be prosecuted"
- Train staff in how to check credit cards and reinforce the procedure often
- Fit electronic sensors that beep when someone enters or leaves the premises
- Fit identifying tags such as electronic bar codes, shop ID stickers or ink tags on goods
- Use price tags that cannot be removed or switched
- Identify the types of goods most commonly stolen and brief staff on where they are located
- Place expensive goods in locked display cabinets or behind counters secured with chain alarm systems or display empty cases (e.g. DVDs, perfume)
- Record the serial numbers of stock and equipment where applicable
- Install closed-circuit television or cameras
- Count your inventory regularly
- Check the references of workers
- Conduct an independent audit at least once a year
- Use a 'mystery shopper' to report on unusual activities
- Prosecute ALL shoplifting cases
- Train staff in how to prevent shoplifting
- Restrict customer entry to one door only at night
- Keep other entrances locked at all times
- Create a list of high-risk clients and customers and place in staff view (and out of customer view)
- Build a working relationship with the local police
- Make sure staff know their rights when dealing with possible theft
- Do not leave staff personal belongings in sight of customers.

This factsheet contains general guidelines for increasing security of your business and/or workplace. No responsibility is accepted for any damage, injury or loss resulting from application of these guidelines.