

Shop theft

Be professional



- Well-trained and motivated staff are the most effective deterrent in any store.
- Greet each customer and give them prompt attention when they enter your store. If you cannot serve them immediately, acknowledge them by making eye contact.
- Trust your instincts.
- Don't stereotype - anyone can steal and anything can be stolen.

If you think a potential thief is in your store

Don't be afraid to approach a suspect a second or third time, asking if you can be of assistance. Thieves feel uneasy when they are approached by attentive staff - it makes them feel that you are aware of their intentions.

Genuine customers will not need the attention of your staff.

If you believe a theft has occurred



- Think about your safety at all times. Get another staff member to assist you, and if you feel unsafe at any point, let the suspect leave.
- Approach the suspect and identify yourself. Stay at a safe distance.
- Be polite. Do not be confrontational.
- Tell them what you saw them do.
- Ask them to return with you to your office.

If the suspect is cooperative



- If you are by yourself, walk behind the suspect to the office. If you are assisted, have the other staff member walk in front of the suspect and direct the way.
- Want to see if the suspect discards any stolen items.
- In the office, seal the suspect in an area where they cannot hide or steal further items. (Suggestion - keep your office door open while you are speaking to the suspect, or have another employee with you as a witness so the suspect cannot accuse you of ill-treatment.)
- Note any explanations or admissions.
- Call 111 and ask for police.
- When the police arrive, they will speak to you first. They will interview the suspect and decide if an arrest is warranted. They will also search the suspect and recover your property.
- Depending on the nature of the property, the police may take the items as an exhibit. If this happens, they will give you a receipt. They will ask the court for authority to return the property to you.
- You may want to consider leaving the suspect with a written notice, that will make it illegal for them to return to your shop for up to two years. A Inquest form is provided at the back of this booklet.

If the suspect is aggressive or runs off



- It is better to let the suspect go than risk being assaulted.
- If you feel safe enough to follow them, keep a safe distance.
- Advise another staff member that you are following a shoplifter out of the shop and get them to call 111 and ask for police.
- The person who telephones police needs to explain where your shop is, what you and the suspect look like, and in which direction you went.
- If you are following the thief, take a cell phone with you if you can. Call 111 and advise the police that you are following a shoplifter. Also give them your location and direction of travel.
- When you see a police vehicle, wave it down and identify yourself.
- Give the police a description of the thief. (Use the witness memory enhancement form – see pages 48 & 50.)

Robbery

Be professional



- Your life and safety are worth more than money.
- Make sure that every staff member knows and has thought about what they would do in the event of a robbery.
- Develop a set of procedures to follow.
- Aim to ensure the offender leaves without harming anyone.

NOTE: Most robberies take less than one minute.

SURVIVAL TIPS

- Stay calm.
- Do what you are told.
- Consider all firearms to be real and loaded.
- Carefully note the offenders' description, but don't stare.
- If it is safe, note the direction the offenders go and the vehicle description and registration number.
- As soon as the offenders leave, dial 111 and ask for Police.
- Stop people entering the area used by the offenders.
- Ask witnesses to wait until Police arrive and speak with them.

If there is time before Police arrive, ask everyone to write down a description of the offenders and their vehicle. (Use the witness memory enhancement forms on pages 48 & 50.)

DON'T PLAY THE HERO.

DON'T RESIST.

**DON'T MAKE SUSPICIOUS
MOVEMENTS, SAY 'YES,
PLEASE' AT THE OFFENDERS.**

DON'T CHASE THE OFFENDERS.

**NEVER TOUCH ANYTHING
THE OFFENDERS MAY HAVE
TOUCHED.**