

Crime prevention advice for

Retail Crime



Outlined below are the top three triggers for violence and aggression in-store. Managing and preventing these circumstances will help you and your staff avoid abuse in-store.

CHALLENGING SHOP THIEVES

In attempt to prevent shop theft offenders from fleeing the store, retailers can experience verbal abuse and violence from the offender. The best way to prevent shop theft is by being attentive, meeting and greeting all customers as they enter the store, so that potential thieves know you are watching them. Ensure that you put your own safety first. Keep a safe distance when engaging with potential shop thieves.



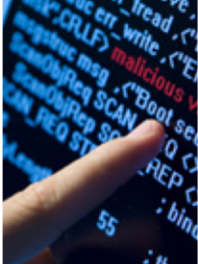
REFUSING TO SERVE INTOXICATED PERSONS

Retailers are legally obligated to refuse an alcohol sale to someone who is intoxicated. If you have to refuse to serve a customer who is drunk, stay calm and polite. For example, "Sorry we cannot serve you today" – do not say that they are drunk. If they become aggressive, keep at least an arms-length distance between you and the customer and seek help from other colleagues.



ENFORCING AGE RESTRICTED SALES

Making sure that staff enforce age restricted sales such as alcohol and tobacco is important but can often lead to confrontation. Retailers and their staff should consider using the following techniques to stop confrontation when asking customers for their ID when purchasing age restricted products:



Deflect

Move the blame onto the law, by explaining that retailers are required by law to ask for ID.



Flattery

Be complimentary, for example, by telling the customer they look good for their age.

Be constructive

Help the customer understand what ID they need to bring.



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Scam Alert!

Retailers may experience scams in their stores. These are the top scams that retailers should be aware of to prevent them in-store:

Cash Swapping

The scam works as an attempt to confuse retailers and their staff by trying to swap bank notes for other bank notes or coins repeatedly. Often the scammer is known to ask for change or purchases a small value item with a large banknote.

Distraction Theft

Two or more people enter the store, one distracts a staff member by asking questions, being loud or noisy. Sometimes the staff member may be led to the back of the store. The other person goes unnoticed and selects and steals goods.

Refund Requests

A person selects a high value item from the shelf and takes it straight to the till asking for a refund (although they have never purchased the item). The person may attempt to use an old receipt or no receipt.

Credit Cards

Fraudulent card transactions which occur in store could risk retailers being required to pay this money back. Offenders often use fraudulent credit cards to purchase high value items with a card that bypasses pin verification and produces a signature slip.

Bag Swap

Two people enter the store with the same bag. One of the offenders selects products off the shelf and put them in their bag, while the other offender walks around selecting nothing. Before leaving, the offenders switch bags. Upon being checked on the way out, the offender has nothing in their bag. However, the other offender leaves with the products unchallenged.

REPORTING CRIME

To report a crime that does not require an emergency response call **101**. Call **999** immediately if it feels like the situation could get heated or violent, the crime is in progress, someone is in immediate danger and/or you need help right away.

If you and/or your business have been a victim of crime, make sure you fill in a **Business Impact Statement** which can be found on the Business Watch website.

For more information please visit
www.warwickshirebusinesswatch.co.uk

