

# How to deal with Shoplifting

## Do

## Don't

<ul style="list-style-type: none"><li>➤ <b>Always ensure you remain calm when</b> dealing with someone you suspect of shoplifting.</li></ul>	<ul style="list-style-type: none"><li>➤ <b>Don't become argumentative</b> with the suspect, we want all our colleagues to remain safe when dealing with shoplifters.</li></ul>
<ul style="list-style-type: none"><li>➤ <b>Make a note of the suspects identity.</b> Make sure you take as many visual notes as possible on what the suspect is wearing, Is there anything usual about their appearance or even race, age, height, eye colour and weight.</li></ul>	<ul style="list-style-type: none"><li>➤ <b>Never pursue a shoplifter</b> if they exit the store with any form of stock. This could antagonise the suspect and potentially turn the situation violent and aggressive.</li></ul>
<ul style="list-style-type: none"><li>➤ <b>Keep your distance from any potential suspects.</b> Our colleague safety is our top priority, approaching a suspect could escalate the situation and potentially turn the incident violent.</li></ul>	<ul style="list-style-type: none"><li>➤ <b>Don't accuse anyone of stealing whilst in your store.</b> This could lead to suspects to become aggressive and potentially escalate the situation into violence.</li></ul>
<ul style="list-style-type: none"><li>➤ <b>Use your panic button and phone 999 if the incident escalates.</b> As soon as you feel the incident turning violent or aggressive ensure you use all security and safety measures to protect yourselves, other colleagues and customers.</li></ul>	<ul style="list-style-type: none"><li>➤ <b>Don't ever try and physically recover stock.</b> Our colleague safety is paramount and physically trying to recover stock from a suspect could put your safety in danger as well as other colleagues and customers. You should let the suspect leave the store with the stock and report the incident on the Safe Stores portal.</li></ul>
<ul style="list-style-type: none"><li>➤ <b>Ensure any incidents are logged on the Safe Stores Portal.</b> We need high quality incident reporting, ensuring all camera details, offender details and vehicle details are uploaded on the portal.</li></ul>	<ul style="list-style-type: none"><li>➤ <b>Never approach a shoplifter.</b> There are ways to deter a shoplifter from committing a crime however if a shoplifter is stealing from your store please never approach them. This could lead to compromising your safety.</li></ul>