



What is your policy on shoplifting? Do you apprehend shoplifters, do you allow them to leave with unpaid product, or do you deal with it on a case by case basis?

All options should be considered and revisited as we head into Q3 and Q4 – peak holiday sales. If you or your employees are making apprehensions, do you have a clear understanding of the legalities behind it? In general, you open yourself and your business up to potential lawsuits if the steps below, which are common practice in all of retail, are not in place:

- 1. An individual is observed entering the store / location without the product**
- 2. You witness a subject select an item.**
- 3. You witness a subject conceal the item.**
- 4. You witness the subject pass the last point of sale with the item (entering the backroom, entering a fitting room, out through a fire door, or past all of the front registers).**
- 5. You maintain constant observation - You do not lose sight of the individual or the area on their person where the item is concealed.**

How can you best deter shoplifters?

- 1. The number one way to deter shoplifters is to train and educate your employees.**
 - a. Train them to greet every individual entering your shop/store.
 - b. Keep high priced easily concealable items off the sales floor and behind the cash register.
 - c. Employees should be alert to groups of shoppers who enter the store together, then break up and go in different directions.
 - d. Employees should watch for a customer who handles a lot of merchandise, but who takes an unusually long time to make a decision.
 - e. They should watch for customers lingering in one area, loitering near stockrooms or other restricted areas or wandering aimlessly through the store.
 - f. They should try to be alert to customers who consistently shop during hours when staffing is low, or around the early opening or late closing hours.
 - g. Cashiers should be trained to check the lower racks of shopping carts, to watch for switched price labels, to inspect containers such as garbage cans, storage bins or tool boxes which could conceal stolen items.

If you feel like you need further support or have any questions on how to create a streamlined process for your business, please reach out to us at info@nelpag.com