

# Shoplifting - Information for businesses

Submitting CCTV  
footage

DO NOT PRINT

Always **call 999** if you think a crime is in progress

**Call 101** if it's not an emergency or visit:

**[www.avonandsomerset.police.uk](http://www.avonandsomerset.police.uk)**



DO NOT PRINT

## Submitting the Shoplifting pack



If you suspect that shoplifting has occurred in your store, you should first make a report to police so the incident can be recorded and reviewed.

If the offender has been violent or abusive you should call **101** immediately and we will attend as usual.

You can report non-urgent crime online – it's quick and easy to do. Our secure forms are available 24/7 at [www.avonandsomerset.police.uk/report](http://www.avonandsomerset.police.uk/report). Alternatively, contact us on **101**.

### What happens next?

Once you have made a report, you will be sent a shoplifting pack. In order for us to review any Closed Circuit Television footage (CCTV), you will need to complete the shoplifting pack and return it to us using the freepost envelope provided.

1. Burn the CCTV footage onto a DVD. This must include all of the footage of the incident. If CCTV is the only evidence then it must show all elements of the offence and the suspect(s) must be identifiable from it for us to progress the investigation. If the offence is not captured in full by the CCTV or the suspect is not identifiable then there is no requirement to burn the CCTV or return the pack.
2. Complete the exhibit label enclosed for the CCTV (instructions on how to do this can be found on page three). An exhibit label must be included in order for us to progress this investigation.
3. Complete the pro-forma statement. Please ensure that all pages are completed and signed and cross through any unused sections that do not apply.
4. It may require more than one person to complete a statement. For example, if one staff member witnessed what happened and can say what was stolen, but it is another staff member who has downloaded the CCTV. In this case both members of staff should complete separate statements.
5. If you need a second statement form, please either photocopy the enclosed one or call **101** to request a further form. If you have an email address this can be emailed to you.
6. A member of staff must complete a statement referring to the item being exhibited (DVD or till receipt). If the witness also burns the CCTV, they can include it in their own statement. If someone else burns the CCTV footage, they must also complete a statement and exhibit the DVD, in addition to the attendant completing theirs. The person who exhibits the CCTV should complete the exhibit label for it.

**Reporting a crime?** Call 101 or go to [www.avonandsomerset.police.uk](http://www.avonandsomerset.police.uk)

In an emergency, or if the crime is ongoing, call 999



7. All exhibits must be numbered sequentially (e.g. CCTV disc as ABC01, copy of till receipt as ABC02 etc.). See enclosed exhibit label example for guidance.
8. Remember to sign at every place where it says "signature" (that's a total of three signatures on the statement and one signature on the back page that has your details).
9. A chronology sheet must be completed by the CCTV operator outlining the sequence of events that the CCTV shows, (See below example for guidance). Due to time constraints

without a properly completed chronology, it may not be possible to investigate the incident any further.

10. Once all the statements are completed, put them into the freepost envelope provided along with the CCTV and exhibit label. There is a useful checklist on the back of this leaflet. Once you have completed each step on the checklist, the shoplifting pack is ready to be submitted. Please **DO NOT** write anything on the front of the freepost envelope as this invalidates the freepost. Put the envelope in the post or hand in at any Post Office or Police Station.

### Example of how to complete CCTV chronology sheet

TIME	CAMERA	SUSPECT ACTIONS
13:01:15	1	White male wearing white polo shirt and black anorak enters store alone
13:02:14	2	Male enters meat aisle and selects 6 packets of meat
13:03:29	2	Male waits until other customers out of sight and puts meat packets down the front of anorak and conceals them.
13:05:10	4	Male enters the alcohol aisle
13:05:54	4	Male selects bottle of vodka and puts down sleeve of anorak
13:07:01	3	Male walks past self-scan tills making no attempt to pay
13:08:42	1	Male walks out of store

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## How to complete a blank Exhibit Label for your DVD

**AVON AND SOMERSET CONSTABULARY**

Identification Ref. No. ANO1

Court Exhibit No. ....

R-v- ....

Description

1 x DVD - Theft from Tesco, Boulevard,  
Weston super Mare on 01/05/2016  
between 1300hrs - 1310hrs

Time / Date Seized / Produced

1800hrs 06/05/2016

Where Seized / Produced

Tesco, Boulevard,  
Weston super Mare

Seized / Produced by

A.N. Other

Signed..... *[Signature]*

Incident / Crime No. 5216000001

Major Incident Item No. ....

Laboratory Ref. ....

Form 98 (08.04)

This should be made up from your initials and a number. If this is the 1st DVD it will be number 1. If it is the second it will be number 2 etc.

Leave BLANK.

Please write something similar to "DVD of theft from Tesco on 01/01/2016".

Enter the date and time of when the DVD is created.

The address where the CCTV is being created.

Name and signature of the person creating the DVD.

Add your crime reference number.

Leave BLANK.

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## Business Impact Statement (BIS)

The Business Impact Statement (BIS) gives you the opportunity to set out the impact that a crime has had on the business such as direct financial loss and wider impacts, e.g. operational disruption or reputational damage. Should the case go to court it will be used and may be questioned by the defence. If the suspect is found guilty of the offence in court, the court will take the statement into consideration when determining sentence.

This form would need to be filled out by a nominated person, for example the store manager on behalf of the business and submitted along with the rest of the forms within this pack.

There is no obligation to fill in a Business Impact Statement. However if you do require one, please contact the Incident Assessment Unit on **101** quoting your Crime Reference Number. Alternatively you can download a BIS from **www.police.uk**

## What steps can I take to help prevent shoplifting?

- Invest in a properly managed CCTV system. Make sure appropriate signage is displayed.
- Consider placing a wall mounted CCTV monitor near to till points.
- If you are designing your shop try and use low-level aisles so your staff can see customers at all times. Use mirrors to reduce blind spots.
- Manage the obstructions in your store and avoid shelving or displays so high that they obscure surveillance.
- Do not place displays of tempting goods close to doors.
- Your staff are amongst your most important and effective defences against shoplifters - ensure you provide them with proper training.
- Either empty packets of high value goods or put them behind or near checkout areas.
- Consider investing in a store security guard or join a retail radio scheme if one operates in your area - this means you can be alerted if known shoplifters are near your premises.
- If your store has a fitting room, introduce restrictions on access and have an attendant monitor all stock going in and coming out. Be sure to check the fitting rooms frequently for garments left behind. Pay special attention to discarded price tags, security tags and hangers - these may be an indication that shoplifting has already occurred.

For more crime prevention advice, you can contact your local policing team or crime reduction officer- **www.avonandsomerset.police.uk/your-area**

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## Checklist ✓

**Before sending the pack to us, please ensure the following has been completed and enclosed:**

- ☐ Statement(s) completed and signed (on the declaration at the top of page 1; bottom of each page and the Victim/Witness Consent section).
- ☐ CCTV DVD which covers the offence (selection, concealment); leaving without paying and clear images of the suspect, with a correctly completed exhibit label attached.
- ☐ Till receipt showing the cost of the goods stolen, with correctly completed exhibit label attached.
- ☐ Completed chronology.
- ☐ Business Impact Statement (optional).

Once all the above has been completed, send to  
**the Incident Assessment Unit, HQ Portishead**  
in the pre-paid envelope supplied.

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