



OPERATION HERON - DEALING WITH SHOPLIFTERS



What to do if a shoplifting offence has been committed

Shoplifter is detained



Call police to report theft (999)



Call Handler takes details and assesses aggravating factors

Aggravating factors

Police will attend

No Aggravating factors

Crime ref provided & requested to resolve as store policy

Shoplifter is not present



Report online.
If no access to the internet, call 101 and report theft, a ref number will be provided



If evidence is required, police will send a business crime pack

Police will attend if there are aggravating factors:



Violence or threats involved



Small business/
Person under 18



Evidence or organised criminality



Offender refused to cooperate / ID not established?



Prolific / persistent offender



Racial / hate incident

Offender appears under the influence of alcohol or drugs to the extent that communication is not possible



PREVENTING SHOPLIFTING



'Deter and Disrupt' recommendations should be considered within the context of your own business, with reference to the goods you sell. Remember, many shoplifting offences are opportunist and therefore preventable.



Disruption tactics

- Approach and offer assistance
- Rearrange stock/tidy shelves on the same aisle
- Stand on guard by the exit



Good customer service:

- Greet genuine shoppers
- Shoplifters will be deterred by staff
- An offender is less likely to shoplift if they sense they are going to be seen



Use signage:

- Make it clear that shoplifting will not be tolerated by displaying signs by entrance doors



Work in partnership:

- Join a local retail crime prevention initiative - by doing so you may be able to join a retail radio link and be made aware of known shoplifters



Layout considerations:

- Reduce number of exits and blind corners
- Place expensive goods away from entrances/exits
- Put 'hot' products in high security areas