

Retail Theft Prevention



IRVINE POLICE DEPARTMENT

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"In Partnership with the Community"



PHYSICAL PREVENTION

- Keep windows and doors uncluttered. You should have an unobstructed view outside.
- Ensure you have adequate lighting outside your store.
- Consider installing an alarm system and video surveillance cameras.
- Keep your store neat. It makes it much easier to notice when something has been stolen.
- Shelves should be low enough so employees can monitor the entire store.
- Install mirrors to preclude blind spots.
- Arrange counters and displays so there are no direct routes to the exit.
- The cash register should be at the front of the store and visible from the outside.
- Place expensive items near the cash register.

EMPLOYEE AWARENESS

- Greet and make eye contact with each person who enters the store.
- Observe customer's hands and hand-carried items such as purses and bags.
- Watch customers who seem to be paying more attention to the employees and security devices than the merchandise.
- Monitor dressing rooms and control the number of items customers take inside.
- Practice good customer service; thieves are uncomfortable with employees trying to help them.
- Look for special boosting tools such as open purses, baby carriages, secret pockets, etc.
- Train employees in company loss prevention policies and practices.
- Be a good witness. If a theft occurs, employees should contact the police immediately and be prepared to provide a description of the suspect and the property stolen.

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