Retail Theft Prevention

A Guide for Businesses





IRVINE POLICE DEPARTMENT

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Strengthening Physical Security

Reduce opportunities of theft by increasing the physical security of your business and merchandise by using:

- Closed circuit surveillance cameras
- Cable wraps and spider locks
- Secure hooks for open displays
- Recoil tethers on electronic devices
- Alcohol bottle locks
- Electronic article surveillance
- Ink tags on clothing
- Fitting room article control
- Door alarms and chimes
- Security mirrors
- Display high-end merchandise behind the counter
- Arrange counters and displays so there are no direct routes to exit

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.
- Look for special boosting tools such as large bags/ purses, strollers, secret pockets in vests/skirts, magnets, scissors, and bags lined with foil.
- Watch customers who seem to pay more attention to other customers, employees or security devices than they appear to be actually shopping.
- Train employees in company loss prevention policies and practices and repeat training regularly.

What can happen when force is used during attempted theft?

Shoplifters that are confronted by loss prevention employees may attempt to fight back to avoid arrest. Any use of force, violence or weapons can turn the situation into a robbery and result in dangerous consequences for the public.

When confronting a shoplifter, please consider the following actions:

- Know when to walk away—don't put employees or other citizens at risk to apprehend a shoplifter.
- Remember that your safety and the safety of others is more important than merchandise.
- Contact law enforcement immediately—the sooner you call, the more likely the suspect(s) will be caught.
- Be a good witness and provide all information to law enforcement so they can follow up and safely make an arrest.



After Theft Checklist

Take the following steps after a theft has occurred:

(i.e. gender, approx. age, race, hair color,

clothing, identifying marks or scars,

Call the police right away

tattoos)

Report details of the suspect

Report vehicle information (i.e. make, model, color, license plate number, anything unique such as stickers or damage)
Note type of property stolen and value
Gather and preserve all video evidence to provide to police
Be willing to sign a PPA

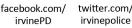
If prosecution is not desirous, still notify the police and provide any evidence such as suspect description, video, and type of loss incurred.

☐ Keep all involved employees/witnesses at

the scene until police arrive

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