

Other tactics to reduce theft:

- ▶ Install a bell on your door to alert employees that customers are entering and exiting the business.
- ▶ Position your cash register area near the exit, ideally in a way that allows you to observe store activities.
- ▶ Post rules of conduct in a visible place in your store. All staff should consistently apply those rules.
- ▶ Establish a bag check to store large purses, bags or totes while customers shop.
- ▶ Maintain orderly and uncluttered store shelves, floors and display racks so you can readily identify if something has been stolen.
- ▶ Perform inventory periodically to determine what merchandise has been stolen. If an item is frequently being stolen, lock it up or relocate it to another area of the store where it can be monitored.
- ▶ Keep small and expensive items in locked display cases.
- ▶ Prevent grab and run theft by placing merchandise, especially expensive items, away from exits.
- ▶ Improve visibility in your store with adequate lighting and convex mirrors, the positioning and size of shelves, and limit signs on exterior windows that block views in and out of the premises.
- ▶ Lock fitting rooms and offices while not in use.
- ▶ Limit the number of items that can be brought into a fitting room at one time and regularly check on the customer, keeping track of item count.
- ▶ Use security tags where possible.
- ▶ Use camera surveillance to monitor store activities.
- ▶ If you install camera surveillance, think apprehension. Choose cameras that produce high resolution photos and install them at angles that allow you to capture facial and physical features.



What To Do If Someone Shoplifts in Your Store

- ▶ Call 9-1-1 for crimes in progress.
- ▶ Contact the police non-emergency, 503-629-0111, to report crimes after they occur. You can also file an online report if the incident meets the criteria: www.tigard-or.gov/report-a-crime.
- ▶ Follow through with prosecution to deter prolific shoplifters.

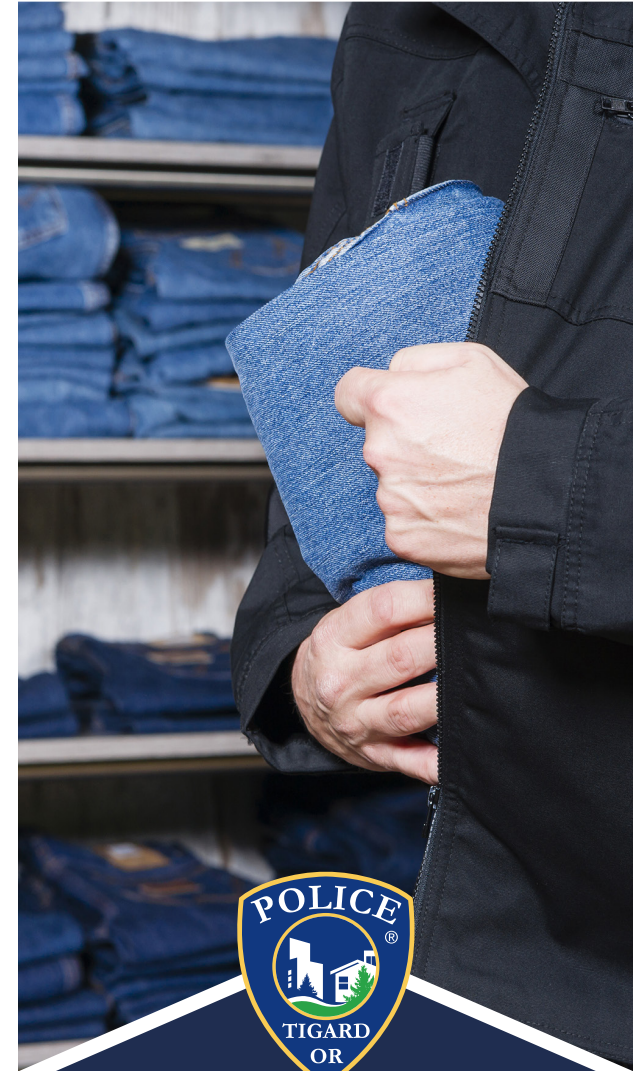


City of Tigard

TIGARD POLICE DEPARTMENT

13125 SW Hall Boulevard, Tigard, Oregon 97223

SHOPLIFTING PREVENTION



TIGARD POLICE DEPARTMENT

Shoplifting is typically one of the top five crimes reported to Tigard Police. Additionally, we are increasingly responding to organized retail crime where two or more people work together to commit theft or fraud. By learning shoplifters' tactics and the behaviors to watch out for, we hope you can implement crime prevention strategies to reduce shrinkage and lessen their impact on your business.



Common Shoplifter Behaviors

Be alert for certain behaviors that might indicate shoplifting, such as a customer:

- ▶ Acting nervous.
- ▶ Avoiding eye contact and interaction with staff.
- ▶ Scanning the location of staff, customers, store layout, surveillance cameras and mirrors.
- ▶ Wandering around the store without purchasing anything.
- ▶ Linger in a store area that is difficult to observe.
- ▶ Leaving and returning to your store repeatedly.

Shoplifting Methods and Techniques

Concealment: Shoplifters may use baggy clothes, large bags or strollers to hide merchandise.

Diversion: A shoplifter working in a group distracts staff by asking for help while group member(s) steal items.

Fraudulent returns: When a shoplifter returns stolen merchandise for a cash refund. Refund policies requiring a sales slip will discourage refund frauds.

Brazen tactics: Thieves openly steal merchandise and walk or run out of the store.

Tag switching: A customer switches a higher-priced sales tag for a lower-priced one.

Sweethearting: A store employee is an accomplice to the shoplifter by not scanning all of the merchandise presented at the register.



The Best Shoplifting Prevention is Good Customer Service

- ▶ Greet all customers who enter your store, making eye contact to convey you are paying attention.
- ▶ Eliminate distractions like personal phone calls so you can remain attentive.
- ▶ Adequately staff your store based on patterns of activity in your store and business complex.
- ▶ Trust your instincts. If a customer is acting suspiciously, step up your level of interaction. This may include asking them to hold items at the counter while they shop or helping them find a size.
- ▶ Ask another employee to watch the floor while you help a customer.

