



Shoplifting Prevention for Retail Stores



Shoplifting is the most costly property crime in the Canada.

An estimated seven cents (\$.07) of every dollar a store charges is a built in cost to cover shoplifting losses.

The average apprehended shoplifter has \$150 in shoplifted merchandise on his/her person.

Elements of Shoplifting

- Specific elements may vary slightly from province to province.
- When a person obtains property unlawfully.
- When a person exercises control over the property unlawfully
- A shoplifter must have the merchandise in his/her possession to be detained for the offense of shoplifting.

Who Are They?

- Shoplifters come from all walks of life and range from the well-to-do to the homeless.
 - 37.7% of all persons arrested for shoplifting are females.
 - 29.8% of all recorded apprehensions are juveniles.



- 32.2% of those arrested for shoplifting are between the ages of 12 and 17.
- They often steal for kicks, to impress friends, or to "beat the system".

- There are many types of shoplifters, but the professionals are in the minority. Store owners and employees should be observant for those customers who:
 - Seem nervous and who do not want assistance.

- Are fussy and keep interchanging articles frequently.
- Loiter, appear uninterested, or claim to be waiting for a friend.
- Pick up a lot of merchandise with no apparent attempt to purchase.

- Interestingly enough, kleptomaniacs make up less than 1% of all shoplifters.
 - They often steal what they do not need
- Drug addicts will steal in a brazen manner when they are desperate.
 - They steal to obtain property that can be sold easily to obtain money to buy drugs, and they may be armed.



What To Look For



- Clues that may give a thief away.
 - Watch the person's hands and eyes. Jittery eyes and nervous hands often mean a shoplifter.
 - Watch the way the person is dressed. Are the clothes he/she is wearing in season?

- Watch for the customer who just “wanders about” the store. He/she may be waiting for an “opportunity” to steal.



■ Aids shoplifters use to conceal property include:

– Shopping Bags

– Knitting Bags

– Diaper Bags

– Briefcases

– Paper Bags

Umbrellas

Books

Strollers

Purses

Fanny Packs



- Note

- Booster Equipment is a slang term for the shoplifter. It refers to any item they can use to aid their theft.



Shoplifting techniques are as varied as people's imaginations. Training employees to detect and prevent shoplifting should be a continued effort.

Use Campus Community Police as your resource

Remember, because a person exhibits any of these signs does not necessarily mean that he/she is a shoplifter.

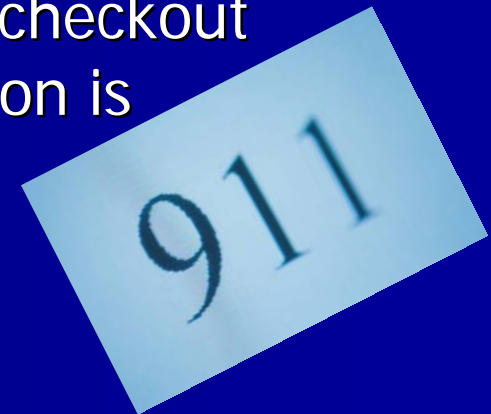
Apprehension Procedures



Apprehension Procedures

- Every store should have a definite policy on handling shoplifters. The policy should include the procedures listed below:
 - Watch the shoplifter take the property.
 - Watch the shoplifter conceal the merchandise on his/her person.

- Watch the shoplifter continuously, and be certain the merchandise is not “ditched” or passed on to an accomplice. Note a good description of the shoplifter.
- Apprehension does not necessarily have to be initiated outside the store. If he/she has concealed the item and passes the checkout counter without paying, apprehension is justified.



- Stop the shoplifter, identify yourself, and tell him/her to give you the merchandise. Try not to use force. Do not take any action that may bring harm to yourself, another employee or customer.
- Call the Campus Community Police immediately after the apprehension (EXT. 911)





Thank You

For More Information or resources, please contact
Campus Community Police, Community Services Unit/
Crime Prevention
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