

SHOPLIFTING APPREHENSION



IRVINE POLICE DEPARTMENT

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In Partnership with the Community



STRENGTHENING PHYSICAL SECURITY

Your business can easily reduce opportunistic theft by increasing the physical security of your business and merchandise 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
- Behind-the-counter displays for high end merchandise

LOSS PREVENTION SAFETY TIPS

Regardless of loss prevention training or experience, contacting or detaining shoplift suspects can be unpredictable. An encounter can quickly escalate and result in injury or cause damage to property and merchandise. Following these basic tips can minimize the likelihood of a physical confrontation:

- Be a great witness - Obtain as many details about the suspect as possible (e.g. height, weight, skin tone, hair color and style and clothing), vehicle information and last known direction of travel.
- Zoom surveillance cameras - Get a close up view of the suspect's face and any unique features (e.g. tattoos).
- Contact law enforcement immediately - If your company policy is to prosecute shoplifters, call the police during the incident. Give as many details about the suspect and property taken as possible and remain on the phone until officers arrive.
- Take your partner - Never attempt to contact a shoplifter by yourself. Remember, your safety and the safety of others is more important than merchandise.
- Know when to walk away – A shoplifter desperate to escape may become physically violent when confronted. Know when to back off and allow law enforcement to follow up through investigation.

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