

GOOD BUSINESS
PRACTICES AND GOOD
MANAGEMENT WILL
HELP AVOID MANY OF
THESE PROBLEMS

- Tighten your hiring practices.
- Separate functions of your employees.
- Set a good personal example.
- Keep employee morale high.



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University of
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Shoplifting Prevention



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Put a Stop on Shoplifting!

Shoplifters assume they won't get caught. So your strategy is to prove them wrong. The following tips require forethought and ingenuity, but cost little.

- Alert employees may be your best defense. Have them greet customers and be attentive in a helpful way. Make sure all employees are familiar with the shoplifting laws and establish procedures for them to follow if they suspect shoplifting.
- Make sure you can see everything that goes on in your store. Keep counters low, no more than waist-high. Mount mirrors in corners so there are no blind spots.
- Make it hard to leave your store without paying. Put expensive items in the center of the store, away from exits. Arrange display tables so there are no direct route to the exit.
- Arrange your displays so that missing items are easily noticed. Place

Patterns. If you must, fasten expensive merchandise and attach alarms. Reverse alternate hangers of hanging garments to prevent "grab and runs."

- Announce and observe a policy to prosecute shoplifters. The threat of being caught, questioned by the police, put on trial and maybe even put in jail, may be enough to turn most shoplifters away. If someone ignores your warning, follow through. An empty threat is meaningless.

Common Shoplifting Methods

- Bulky Clothing- coats, pants, maternity outfits- are often used to hide merchandise.
- Packages, bags, knapsacks, and purses are good hiding places. Sometimes they have false bottoms.
- Special props include hollowed out books, fake casts, umbrellas, secret pockets, belts or hooks under coats.
- Folded newspapers or magazines are

What to Watch For:

- Be aware of customer's hands- and their pockets, purses, handkerchiefs.
- Notice open packages, purses, shopping bags, knapsacks.
- Watch for customers who are nervous, have wandering eyes, are loitering or lingering in hidden areas.
- Watch groups of people- especially if one attempts to keep you distracted.



Employees are not exempt

Some experts believe that businesses lose more to employee theft than to burglary, robbery and shoplifting combined. Examine your management practices. Make your employees feel that they've got a stake in your business. Then they won't be tempted to steal it away!

