



SHOPLIFTING

The holiday season means increased sales as shoppers make plans for entertaining friends and big family dinners. This increased customer traffic in your store means your staff is busier and shoplifters can work with less fear of being observed. The holiday "shoplifting" season is time to heighten shoplifting awareness.

The goal is to deter the shoplifters, not arrest people.

What does a Shoplifter look like?

- Amateur - Teenager, housewife, elderly - basically everyone and anyone
- Professional - dresses to blend in with the area - behavior, not appearance, sticks out

What do Professionals steal?

- What they can sell quickly - steaks, lobster, shrimp, razor blades, and Enfalac
- Prime items - cigarettes, pain medicine, and vitamins

Where do they carry the goods?

- On self - spandex pants, loose coat, and booster pockets
- In bag - purse, duffel bags, or other shopping bags. Watch for bags from stores not in your trading area
- In baby stroller, or a box in shopping cart

What to look for?

Ability to steal:

- Loose fitting clothing
- Light or empty duffel bags
- Baby stroller in store
- Multi packages of meat in basket
- Full cart near entrance doors
- Someone that doesn't look right

If it doesn't look right, it probably isn't.

Watch the Eyes!

The hands do the taking, the eyes do the stealing! Look for people who are:

- Watching employees closely
- Avoiding eye contact
- Concealing eyes (sunglasses, hat)
- Head still with darting eyes or
- "Owl" - head turning from side to side

Methods to make it difficult to steal:

- Good customer service
- Greet customers and look into eyes
- Closeness allows you to glance for concealed items
- Let them know you're close
- Alert other staff (discreetly)
- Share your suspicions
- Have manager check cameras
- Manager is better to handle situations

When you do SEE someone conceal (Not suspicion - 100% sure)

- Approach politely and greet them
- Quietly ask "Can I help you with your selections?", "If you need any help, I'll be right here", and hand them a basket
- Ensure safety - always back away from confrontation
- Alert other staff



REMEMBER

"If you didn't SEE it, it didn't happen!"

Contact your local police department for training programs in shoplifting detection and proper arrest procedures.

Plan Administrator
Hayhurst Elias Dudek Inc.
777 Portage Avenue
Winnipeg, Manitoba R3G 0N3

Telephone
(204) 943-0331
1-800-265-0314

Fax
(204) 957-0678

Email
bwalker@hedinc.com
skotchorek@hedinc.com
gostir@hedinc.com

Web Site
www.hedinc.com