



## Good practice for retailers

It is important to implement policies and procedures that can reduce the likelihood of shoplifting from occurring. Policies and procedures assist management and staff prepare for, and appropriately deal with shoplifting incidents. The following information should be considered when developing your store's policies and procedures to reduce and deal with shoplifting.

- If a person is caught shoplifting make sure the store policy is to always call the Police.
- Clearly communicate the store bag check policy by having a clear sign at the door stating "It is a condition of entry that bags, parcels and prams may be checked". Retailers have no legal right to search a bag. It is not an offence if a person refuses to have their bag searched. However, you can ask them to leave the store and ban them from re-entering.
- It is important to provide clear instructions to your staff about store policy in relation to bag checks and shoplifting. This will help to promote and ensure consistent practices in your store.
- If you catch someone in the act of shoplifting ask them to wait in the store, and call the Police. Also:
  - Tell them who you are.
  - Tell them why they have been asked to stay in the store.
  - Advise them that Police have been called
  - Ask the person to surrender any property that doesn't belong to them. Remember, retailers and other citizens have no legal right to search a person.
  - Most importantly, do not put yourself at risk.
- When you contact Police provide the following information:
  - Your name
  - Your location and the nearest cross street
  - Your contact telephone number
  - Type of incident (e.g. shoplifter)
  - The full name and date of birth of the offender (if you have it)
  - The current behaviour of the offender (this will help to determine the type of Police response required).
- When an offence is reported, Police will determine if there is enough evidence to support a charge. You may be asked to provide a statement describing what you saw, heard, said, did or touched.

*If the situation causes danger to you, your staff or your customers, do not approach the shoplifter.*