



Loss Prevention Training

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Contents

Definition of Theft

Definition of Arrest

The 'average' Shoplifter

Methods of Shoplifting

Going Equipped

Fitting Rooms

Ticket Swapping / Deception

SCONE

Credit Card Fraud

Code 10

Prevention Techniques

Customer Service

SMILE

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Definition of Theft

“When a person dishonestly appropriates property belonging to another, with the intention of permanently depriving the other person of it.”

In other words, a person takes property that belongs to someone else, with no intention of returning it.

Definition of Arrest

“The taking and restraining a person of their liberty, to make them answerable for alleged offences.”

A civilian can lawfully arrest an individual if there isn't a uniformed officer present, they can also detain that individual until the police arrive.

The 'average' Shoplifter

There is no 'average' shoplifter however your suspicions are generally raised by:

- A Persons Appearance - are they scruffy / presentable / cleanliness etc
- Body Language – are they looking around when handling products etc
- Bags – are the bags old / crinkled / appear empty / boxed out / foil lined
- Behavior – is the person been too friendly with staff / asking irrelevant questions about stock / only going into quiet parts of the store

The reality is there is **no 'average looking' shoplifter**, so do not assume by a persons appearance that they are. Look for the signs above and always remain open minded.

Methods of Shoplifting

- Inner Lined Jackets
- Lining up stock
- Double selecting
- Pushchairs
- Child distractions
- Multiple customer distractions
- Fitting room thefts
- Damage to garments
- Double hanging items
- Snatches
- Ticket Swapping

Ticket Swapping / Deception

Ticket swapping is the name we give when a person takes a **LOWER** price tag / ticket and attaches it to a **HIGHER** priced item.

They then try to deceive the till operator by paying for the expensive item at the cheaper price. This is technically classed as fraud/deception.

If you **haven't** witnessed or have reasonable grounds to believe the tickets have been swapped, explain to the customer it is not the correct price, but **do not** accuse them.

If you **have** witnessed or have reasonable grounds to believe the tickets have been swapped by that person, **you can detain the person at the till point** after they have tried to deceive the till operator.

You do not have to wait until the person has left the store, although there is more evidence in your favour if the transaction has been processed.

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Going Equipped to Steal

Going equipped to steal means a person has brought tools with them to help them commit an act of theft. This often ties in with a person's MO, and is an detainable offence.

1. Foil Lined Bags
2. Pliers / Wire Cutters
3. Prams
4. Rolls of Tin Foil
5. Heating Tools
6. Bicycles

Fitting Rooms

Shoplifters don't like to be seen so often they use the privacy of a fitting room to go about their business. It allows them to confidently remove security tags, swap price labels & even swap clothing.

*SCONE says you must observe the suspect at all times, however this isn't possible when they go into a fitting room. To maintain **continuity** in your evidence it is important that the fitting room is searched as soon as they leave it.*

Check for tags under chairs / stools / behind mirrors / under shelves / inside the curtain lining / inside the roof tiles.

SCONE

To form sufficient reasonable grounds/suspicion to make an arrest you must consider SCONE.

Selection

have you seen the suspect select the item from the fixture?

Concealment

have you seen the suspect hide the item into a bag / jacket / other?

Observation

have you continuously observed the suspect throughout the time they have been in the store from the point just before selection? In order to keep continuity in evidence.

Non-Payment

has the suspect made any attempt to pay?

Exit

has the suspect left the store & committed an act of theft?

Credit Card Fraud

1. Does the card look authentic?
2. Does the card feel authentic?
3. Does the name match the person? Use your Discretion
4. Does the person appear nervous / on edge?

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Code 10

10 Points to a Code 10

1. Tell the customer the till is requesting confirmation from the bank at any point
2. Ring STREAMLINE (the bank) – 08457 600500
3. Enter your store's merchant number (ask your general office team)
4. You will be put through to an operator who will know the call is a code 10
5. Follow instructions from the operator, they may ask to speak to the customer
6. The operator will approve or disapprove the sale, continue as normal if you are given authorisation
7. If the sale is declined then void the transaction
8. If the bank tell you to retain the card, please explain this to the customer, it is for the customer to contact the bank regarding this.
9. The card is the property of the bank not the customer
10. If you are doing a code 10 it is good practice to have a 2nd member of staff near you at the till point

If you retain a stolen card you are eligible for a £50 reward when the card has been returned to streamline.

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Prevention Techniques

- Man & search the fitting rooms regularly
- Have a member of staff on the front door
- Display your BACIL radio & seek to use it
- Security Tagging Disciplines
- Keep all stock rooms & staff areas locked
- Appropriate Stock Levels
- Shop floor layout

Customer Service

Customer service is the best way of preventing stock loss & theft because thief's hate been spotted. Acknowledging them when they are in your shop can sometimes be enough to deter them.

The best way to prevent thief's entering your store is to have a member of staff at the entrance to meet & greet customers with your **BACIL radio** on display.

Don't forget to **SMILE**.

SMILE

Say Hello

Make eye contact

Introduce yourself to the customer

Lead the customer to the product

End the transaction / conversation politely

Feedback, Question & Answers

We hope you have learned from this pack and will transfer the knowledge into your role in your workplace.

If there is anything you don't understand, would like more information or personal interactive training in your premises please contact BACIL on **0113 2413012** or e-mail **sean@bacil.org**

The End

The mobile BACIL website is now live. To access it simply log on as follows

<https://cis.bacil.org/login.aspx>

Thanks for coming your attendance is appreciated

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