

Shoplifting

Shoplifting: A person who dishonestly takes property belonging to another, with the intention of permanently depriving the other of that property.

How to spot a shoplifter

A shoplifter may exhibit certain behaviour and body language which can arouse suspicion.

Things to look out for are:

- **Attempting to avoid attention**

- **Sweating/looking flushed/anxious**

- **Repeatedly browsing**

- **Eyes wandering/looking elsewhere than the products**

- **Wearing clothing which is not appropriate for the weather- e.g. larger clothes to conceal stolen items**

- **Carrying large bags**

Common shoplifting tactics

Distraction theft – A group of people will enter the store and distract staff in order to steal

Bagging – Items will be hidden within bags. Metal lined bags can prevent any exit tagging alarm systems

Hiding merchandise – Goods are hidden in prams, within clothing, handbags or packaging of less expensive goods

Price swapping - Changing price tags to pay less

'Accidental' stealing – Stealing goods but claiming it was an accident.

Fake returns – Thieves will select an item in store and take it to the returns desk claiming they've lost the receipt