

# BUSINESS SAFETY

## REDUCE STEALING FROM YOUR STORE

There are many simple proactive strategies to improve the security of your store.

**ACKNOWLEDGE** all customers as they come into the store.

**APPROACH** and engage a person if they are acting suspiciously.

**WATCH** for behaviour cues like customers loitering, refusing to be waited on, appearing nervous, glancing around rather than looking at the merchandise, tampering with price tags attempting to switch price tags or standing near unauthorised areas.

Be **ALERT** to diversion by customers, especially when people enter the store in groups.

**ALWAYS** keep customers in view wherever possible.

**AVOID** turning your back on customers for long periods of time.

**ATTACH** price tags securely to merchandise.

**AVOID** store layouts which restrict views of customers.

**NEVER** leave merchandise laying around.

**STAY** with customers at open display cases.

**BE ALERT** for people carrying large baggage.

**DISPLAY** more expensive merchandise away from exits and blind spots.

**INSTALL** security devices such as mirrors or locked display cases.

**INSTALL CLOSED CIRCUIT TELEVISION (CCTV)** near registers and entry / exit points and advertise CCTV is installed in the store.

**CHECK** the number of garments going in and out of change rooms.

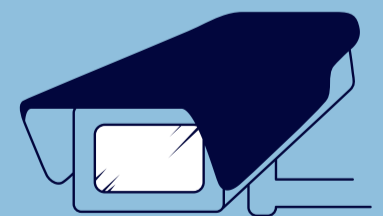
**DISPLAY** notices warning customers of the consequences of stealing, security cameras are installed, and time delayed safes are in use.

**IMPLEMENT** an alert system to quickly notify other staff and/or supervisors.

**NEVER** leave the cash register open, unlocked or unattended.

Count the days takings **OUT OF SIGHT** of the general public.

**NEVER** place yourself or your staff in danger. If a person starts to become violent, retreat to a safe place and call **000** immediately.



### A MESSAGE FROM NSW POLICE FORCE



**Triple Zero (000)**  
For emergencies or life threatening situations.



**Police Assistance Line (131 444)**  
For non emergencies.



**Crime Stoppers (1800 333 000)**  
To provide crime information. It can be in confidence.

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