



Shoplifting

Keeping your business safe

Shoplifting can have a serious impact on businesses, and can be committed by either professionals or everyday people.

It is the action of stealing from a business by taking goods without paying for them.

Shoplifting can take varied forms: taking an item without payment, switching or removing price tags, returning stolen goods for a refund.

To protect your business against shoplifters, consider taking the following actions:

- Installing additional security devices such as surveillance mirrors, electronic sensors at entrances and exits, and Closed Circuit Television (CCTV)
- Display signage and stickers, both inside and outside of your business, that promotes security measures such as bag checking policy, no refund without a receipt, or CCTV usage
- Position CCTV cameras so that they have maximum coverage. Consult with your local Crime Prevention Officer of the NSW Police Force to assist with this
- Pay close attention to the layout of your store, making it as open as possible, with good visibility between aisles or areas
- Stack goods tightly on shelves to make it more difficult for shoplifters to quickly conceal them
- Lock smaller, expensive items in a cabinet, or stock them behind the counter
- Join a local business watch or Chamber of Commerce in your area. This will help you to locate and share local knowledge of any recent crimes against retailers
- Ensure your staff understand the procedures they need to follow if they suspect someone has shoplifted

For more information or any questions, contact the Crime Prevention Officer at your local Police Command or the Community Safety Officer with your council.

