



GROCERY INDUSTRY

HOW TO HANDLE SHOPLIFTERS

WHILE KEEPING YOUR TEAM SAFE



Shoplifting incidents can turn violent, putting workers and customers at risk and exposing your store to liability. Implement best practices to handle shoplifters without escalating the situation.

Nonconfrontation Policies

Many stores have adopted policies that prohibit non-security employees from confronting or chasing suspected shoplifters.

- Create a written policy that details how workers should handle shoplifting.
- Train workers on what they should and should not do if they suspect shoplifting.
- Have clear and consistent consequences (i.e., rewards for reporting shoplifting or discipline/termination for confronting shoplifters).

Documentation and Surveillance

Although store employees may not be able to do anything in the moment to stop the shoplifter, they can document the incident and provide evidence to law enforcement.

- Install security cameras to monitor the store and outside area.
- Use mirrors to help workers see down aisles.
- Keep aisles clear and organized so shoplifters have fewer hiding spots.
- Have employees file incident reports when they encounter shoplifting.

Security and Law Enforcement

Stores and law enforcement can work together to keep shoplifting under control.

- Consider hiring security to monitor the store and watch the exits.
- Report shoplifting to the local police as soon as possible.
- Have shoplifters trespass from the store and banned from returning.

Shoplifting Deterrence

Preventing shoplifting is the best way to protect your store and your workers.

- Keep the store adequately staffed. Consider stationing a worker at the exit to check receipts.
- Locking up frequently targeted items is one strategy. Another is to use anti-theft tags.
- Put out signs saying that shoplifters will be prosecuted and that there are cameras.

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