



Christmas Retail Security Tips



1. Employees

Employees are your best asset against Crime. Spend time every week reinforcing their importance and how to deal with typical situations. Encourage involvement in security practices and the need for them. Shoplifters very seldom work alone and distraction tactics will be used while stealing. Build a secure environment as part of your overall Health and Safety Plan.

Proactive security engagement will also help deter theft by rogue employees.

2. Entry to Shop

Ensure Entry points are clear. A clean uncluttered shop shows control and engagement. It is easier to see if items go missing. Consider a face height screen that shows the shopper a picture of themselves entering the store with a greeting. Staff should greet people as they enter the store so all people realise they have been noticed.

3. Cash

Have robust Cash Handling procedures. Train all staff in identifying Counterfeit Cash. Change scams nearly always involve putting cashiers under pressure and rushing. Develop practice that assistance is sought as soon as staff feel uncomfortable or rushed.

4. CCTV

Highlight that CCTV is in use. Clearly highlight that shoplifters will be prosecuted. Regularly check your CCTV is working and make sure cameras are clean and focused in the right direction. Keep the Hard Drive secure. There is no crime committed until the perpetrator has left the store without paying for goods so CCTV records of exits will support a prosecution.

5. Stock

Don't put high value Goods near entrances or exits. Consider only displaying the packaging or small amounts in Display cases. Note patterns in thefts such as times and days. These are often repeated and you can plan for more staff or focus on particular areas of the shop at those times.



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6.Exits

Don't over clutter exits and keep them visible to staff on the floor and tills. Ensure unused tills are always blocked off whenever they are not in use. Don't give options for exits, ensure that people have to walk past staff and tills with good Camera Coverage if possible.

7. Secure

With the focus on stock and customers, Personal property is often the focus of Thefts.

- Personal - Ensure Staff areas are managed securely. Thieves seek out Handbags and phones stored behind counters or in open
- Property Cloakrooms. These types of thefts have huge impact on the victim as the personal loss of Data etc is becoming more relevant every day.

8.Threats

Never accept threats and violence from Anyone towards you or your staff. This is a very serious offence and shouldn't be dismissed. Dial 999 immediately.

9.Identification

All information that can identify Offenders should be recorded as soon as possible. Car registrations and direction of travel before and after the offence is committed can be very helpful.

10. Build Support

Engage with your neighbouring businesses either formally with Cork Business Association or even informally. You will create a support network for yourself.

11. Gardai

Contact the Gardai whenever you need them. Dial 999 if you have an incident Occurring, Don't Hesitate. Report every crime no matter how small because it may be part of an ongoing bigger picture. By reporting a crime you may stop someone else becoming a victim or someone becoming a repeat offender. Gardai do care about you, your staff and your business.

12. There is a lot of very good advice on www.Garda.ie