



PARTNERS IN PREVENTION · PARTNERS IN PREVENTION · PARTNERS IN PREVENTION · PARTNERS IN PREVENTION

# Shoplifting Prevention

Shoplifters target businesses that make it easy and convenient for them. Don't be their next target!

While it is impossible to eliminate shoplifting losses completely, you can deter the would-be shoplifter through proper design of the store and the use of people and equipment. The following checklist can be used to assess your exposure to shoplifting:

- Keep the number of store entrances and exits used by customers to a minimum, without conflicting with life safety code requirements.
- Arrange merchandise away from exits.
- Ensure shopping aisles are not overcrowded, making observation difficult. Popular items should be arranged throughout the store to discourage crowding.
- Arrange cash registers so customers must pass by them to exit the store.
- Greet all customers when they enter the store. This puts shoplifters on notice that they are being observed.
- Do not leave the store unattended during business hours.
- Small, high-priced merchandise must be kept out-of-reach of customers, preferably in a locked display case.
- Target merchandise should be inventoried on a frequent basis in order to detect the existence of a problem.
- Preventative measures such as convex mirrors, closed circuit television (CCTV), and electronic article surveillance (EAS) tags should be installed.
- Consider requiring customers to check all shopping bags upon entering the store.
- Provide customers with a receipt for every purchase.

- Train staff on the methods used by shoplifters and the proper procedures to follow when dealing with suspected shoplifters.
- Post signs that advise the store's policy to prosecute all suspected shoplifters.

COPYRIGHT ©2007, ISO Services Properties, Inc. The information contained in this publication was obtained from sources believed to be reliable. ISO Services Properties, Inc., its companies and employees make no guarantee of results and assume no liability in connection with either the information herein contained or the safety suggestions herein made. Moreover, it cannot be assumed that every acceptable safety procedure is contained herein or that abnormal or unusual circumstances may not warrant or require further or additional procedure.

### Partners In Prevention

At Federated Insurance, we believe Loss Prevention is a critical component of your Risk Management Program. Your Risk Services Coordinator, together with our Loss Prevention Team, is available to assist you in developing security measures appropriate for your business. Working together to reduce your loss exposures protects your bottom line!

For more information, contact your Risk Services Coordinator, our Loss Prevention Department at 1-800-665-1934, or visit our website at [www.federated.ca](http://www.federated.ca)



**Knowing your business matters.**

Federated Insurance provides this Loss Prevention Bulletin as a service to our policyholders and their business advisors. The information provided is intended to be general in nature, and may not apply in your province. The advice of independent legal or other business advisors should be obtained in developing forms and procedures for your business. The recommendations in this bulletin are designed to reduce the risk of loss, but should not be construed as eliminating any risk or loss.