



## STAFF EDUCATION

Educating your staff on crime prevention strategies will assist your business in decreasing the risk of thefts occurring. Consider the following crime prevention strategies when training new staff or holding annual training sessions.

### Staff members should have a clear understanding on:

- Procedures that are to be followed in relation to thefts.
- What is expected of them in relation to the apprehension of a thief.

### Encourage staff to:

- Acknowledge all visitors when they enter the business.
- Pay attention to customers who are nervous or appear distracted.
- Approach people who stand around staff restricted areas, toilets, stockrooms or stairways.
- Be aware of people wearing loose overcoats and bulky clothing, especially in hot weather.
- Approach and query persons claiming to be tradespersons, particularly in unauthorised areas.
- Be vigilant of persons wheeling strollers or trolleys, carrying boxes and bags and other items that may assist in concealing stolen goods.
- Never leave cash registers unattended.

### Detention

Watch for:

- Hands – they do the stealing.
- Visitors who do not appear to have a deliberate purpose to be inside the business.
- Visitors who remain in the business for lengthy periods of time, or who are sampling merchandise that does not fit their character, visitors who appear nervous, perspire, appear agitated or won't make eye contact.
- Organised distractions where there are one or more (or groups of) persons attempting to commit thefts whilst distracting staff.

For further business crime prevention information please visit [www.police.sa.gov.au](http://www.police.sa.gov.au) or contact your local police station.

South Australia Police (SAPOL) is committed to working in partnership with the community to prevent crime and reduce the fear of crime to ensure that South Australia is a safe place to live, visit and do business.

## BUSINESS SECURITY

