

# Business Security

## How to report non-urgent shop theft

For non-urgent shop theft (where the incident has already occurred), the following information explains what details to provide when making your report.

### Non-urgent reporting

If the incident has already occurred and is not an emergency, you can report the crime in person at your local police station or by contacting the Police Assistance Line on 131 444.

### Incident details

Staff reporting the shop theft must be sure of the goods being taken, that the person failed to pay for the goods and they passed the last point of payment.

### Description of the offender

Provide information on the physical appearance of the person responsible for the crime, including their clothing and last known direction of travel.

### Stolen goods

Providing police with information on the make, model, serial numbers (if known) and the monetary value when making a report.

### Evidence

If there is CCTV recording of the incident or witnesses, tell police when you make the report. Make sure the CCTV footage is saved to prevent it from being lost.

### Need help?

Call **Triple Zero (000)** for police, fire, ambulance in an emergency.

Call **131 444** for non-urgent police attendance.

Report crime anonymously at [crimestopperssa.com.au](http://crimestopperssa.com.au) or by calling Crime Stoppers on **1800 333 000**.

### Need more information?

Turn this page over for more on this topic, or see how you can *protect what matters* by scanning the code or visiting [www.police.sa.gov.au](http://www.police.sa.gov.au)



Disclaimer: This publication contains only general guidelines and strategies for dealing with safety and security, and no guarantees or representations are made concerning their effectiveness. SA Police accept no responsibility for any injury or loss resulting from the application of these strategies.



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# How to report non-urgent shop theft

## Non-urgent reporting

- Staff should report the theft to police as soon as possible by calling the non-emergency line: 131 444.
- If you can, be ready to provide details of names and contact details of witnesses.
- If you have CCTV vision of the incident, tell police when making the report. Keep vision for 31 days if possible.

## Stolen goods

- Provide details on the goods stolen such as name of the goods, brand and any serial numbers if known.
- Provide a receipt for the goods to show monetary value.
- Advise if there any electronic or dye tags on the goods.

## Incident details

- Provide police with as much relevant information as possible about the incident and the individuals involved.
- Provide the offender's last known direction of travel and any available vehicle details.
- Staff who witnessed the offence must be sure that the person has placed or concealed the goods and that the person failed to pay for the goods.

## Description of the offender

- Make a mental note of the offender including their height, build, distinguishing features, hair colour, build, tattoos, scars, accent and manner of speech.
- Note what clothing and shoes the offender is wearing, including any visible brands or logos.

## Evidence

- If possible, be prepared to tell police what evidence you have available when you make the report.
- Save any CCTV footage and photographs of the incident. Ensure CCTV footage includes the person inside the store and when they exit.
- If an AXON link is provided, upload CCTV footage to the link including any video players. AXON is a drop box or file hosting service for police who will email you a link to enable you to upload your CCTV recording.
- If your business is subscribed to AUROR (the retail crime intelligence platform), you may upload any available recordings and other evidence to the relevant incident number via AUROR.
- If copied to USB/disc, make sure staff know where it is for police to collect.



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