

Well maintained and secure properties with good visibility inside and out can be a deterrent to robbery, burglary, and shoplifting.

Although putting these suggested steps in place does not guarantee that your property won't become a target, the recommended steps are based on prevention techniques which are known to reduce the likelihood of criminal activity.

Advice is provided on the following topics:

- ▶ **Getting to know your neighbours**
- ▶ **Robbery, Burglary, Shoplifting Prevention**
- ▶ **Inside your shop**
- ▶ **CCTV and signage**
- ▶ **Outside your shop**

More advice and resources are available on our retail crime prevention hub police.govt.nz/retailcrime

Getting to know your neighbours

Getting to know the neighbouring businesses means you can look out for one another. You can also keep each other aware of any suspicious behaviour.

Share your contact details with neighbouring businesses so you can work together to prevent crime. Share this information with them so they can get advice on how they can keep themselves safe.

Business Support Group

Consider joining in a retailer's collective within your area. If one doesn't exist, you could consider setting up a group for retailers in your area:

- ▶ Start small – discuss with a few neighbours or nearby businesses and build up slowly
- ▶ Call a meeting
- ▶ Invite your local community constable or local Neighbourhood Support representative along to give you information and answer your questions
- ▶ Share your work – your knowledge, skills, or time
- ▶ A telephone tree or email group can be used to share information with other businesses and with your local community constable

You can also consider joining crime prevention networks through Aurora (nationwide) or Eyes On (available in Wellington only).

Robbery, Burglary, Shoplifting Prevention

Sharing information with other businesses in your area can help prevent crime. Information may include types of crimes and times they have occurred, names and descriptions of offenders, and items commonly stolen.

Check the items that are most likely to be stolen from your business. Consider placing these items close to the checkout. Also consider putting security tags on expensive items, using anti-theft cables, or keeping items in locked cabinets.

Trespass notices in a mall or business complex

When issuing a trespass notice to people who have been caught shoplifting from your shop, consider speaking with businesses in your complex. The shoplifters may already be trespassed from their businesses, or there may be other incidents involving these people. Trespassing them from the entire complex may be an option.

Report incidents to Police

Reporting all incidents to Police will help us understand retail crime. We can help prevent retail crime when we know how offenders are working, commonly stolen items and when, where and how often this happens. When you report incidents to Police provide as much information as possible. Good quality CCTV film/images of the offender(s) can help Police identify people and increases the chances of a successful prosecution.

Shoplifting tactics

Ensure all staff know about common tactics shoplifters use.

Shoplifters may work as individuals or as part of a group. Suspicious behaviour may include:

- ▶ Shoppers who spend a lot of time watching staff or looking at security measures in place
- ▶ Those entering and exiting the shop without buying anything
- ▶ Multiple people in a dressing room
- ▶ Shoppers with bulky clothing or bags that can easily hide stolen products

Process for shoplifting and suspicious behaviour

Have an agreed process for staff when they see suspicious behaviour or identify shoplifters in your shop. This process might include asking the person if they need help or calling over the intercom to alert security or additional staff. Other steps may include having a staff member stand near the exit to stop the person from leaving without paying for items. If you are part of a larger complex with security staff, let them know about suspicious behaviour as soon as possible.

People who have shoplifted before

You can ask anyone to leave your shop and not return. If you ask someone to leave and not return, this is a verbal trespass notice. If the person causes a problem, ask for help from other staff, security or Police (or all of the above).

If the person has been trespassed from your shop or the complex previously, Police may be able to take action against them. If you are a small shop with only a few staff, discuss how you could manage this issue with your neighbours.

To find out more about trespass notices, visit

police.govt.nz/advice-services/personal-and-community-safety/trespass-notices

Inside your shop

The layout of your shop can help reduce crime. Offenders like shops where they don't think they will be noticed and where there is a quick and easy access to expensive items. Making sure your shop has a safe and secure layout can also make your shop more inviting for customers.

Checkout location

- ▶ Move your checkout to the front of the shop so staff can see customers coming and going
- ▶ Ensure the cash register is bolted to the counter and always locked
- ▶ Ensure staff at the counter can see all parts of the shop while they watch shoppers
- ▶ Remove cash from the shop at night
- ▶ Consider a sign at the store entrance – “No cash left on premises overnight”

Shop layout

- ▶ Make sure all areas of the shop can be seen from the checkout. Consider raising the counter area to help make sure all parts of the shop can be seen
- ▶ Keep displays and shelves low enough for customers and staff to see over, so they can see all parts of the shop and see any suspicious activity
- ▶ Improve lighting so there are fewer poorly lit areas
- ▶ Keep windows clear of posters and advertising where possible. People should be able to easily see into and out of the shop and street

Storage of personal items

Keep cell phones, wallets, and other personal items out of view. Consider keeping these items in a locked cupboard or in a staff only area.

Checkout counter security

Obstacles such as counter gates or a raised counter will make it more difficult for any potential offenders to reach behind the counter.

Blind spots

Make sure staff can see all parts of your whole shop. Check that the shelf height is low enough for the public and staff to see over so they can see any suspicious activity. Look for blind spots in your shop and consider installing convex/dome mirrors to help see all parts of the shop.

Doorways

A door monitoring system can help you monitor persons entering your shop. If staff are busy when customers enter your shop, the noise from the buzzer will help alert staff that more people have entered.

Greet your customers

Greeting every customer not only shows good service but also lets potential shoplifters know that you are aware of their presence.

Changing rooms

- ▶ Be aware of common tactics such as label switching, returning merchandise, theft in changing rooms
- ▶ Consider having a maximum number of clothing items allowed in your changing rooms and make sure staff can manage this
- ▶ Consider locking changing rooms and unlocking them for customers as required

After hours display

Expensive items that can be seen from outside the shop may attract shoplifters or potential burglars. This may be through a burglary or a ram raid. Consider placing expensive items away from display windows overnight in a secure area where they cannot be seen.

CCTV and signage

A good CCTV system can help prevent crime as offenders know there is a greater chance of getting caught.

Security signage

If you use CCTV, you must have a sign which is clearly visible to customers to comply with the Privacy Act. Signs should be placed where they can easily be seen, preferably at the shop entrance.

CCTV

A CCTV system can record all suspicious activity in and around your business. Consider having CCTV cameras both inside and outside your shop. Test your cameras to make sure you can see all parts of your shop. A monitor inside your shop showing the CCTV feed that customers can see can prevent potential offenders as they can see the CCTV is active.

The CCTV system can be linked to a security company. You can also link the system into your smartphone or tablet so you can see your business even when you are away.

CCTV systems will vary based on shop layout, budget, and security concerns. Here are some general guidelines:

- ▶ Footage should be recorded, stored for 31 days, and easily downloadable
- ▶ If possible, look for cameras that shoot and record in 4k resolution. 4k is also known as Ultra HD, or UHD
- ▶ Frame rate should be at least eight frames per second (8 fps)
- ▶ Don't direct cameras towards bright lights as it can cause target persons to become silhouetted

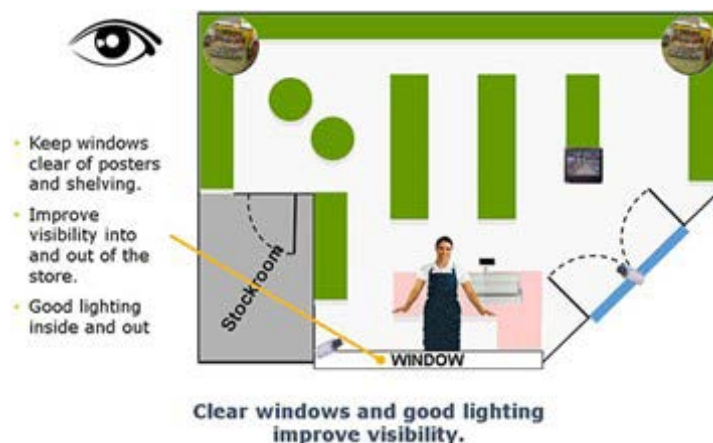
Outside your shop

Offenders like to work without being noticed. You can help prevent crime by making sure that staff can see the public outside your shop and the public can see you and your staff inside.

Visibility from outside

Keep windows clear of posters and advertising where possible. Make sure shelves and fridges do not block your ability to see all parts of the shop. It is important that the counter can be seen from outside the shop. These steps will help staff to see outside and to give them early warning of any suspicious behaviour. This will also mean people on the street can see suspicious behaviour inside your shop as they walk by. Increasing visibility will also invite more potential customers into your business.

The better you can see both within your shop and outside your shop, the less risk of crime.



Bollards

Posts or reinforced bollards in front of your shop such as that pictured may help to prevent your shop against potential ram raids. Bollards should be concreted in.



Window security film

There is a security film that can be applied to glass to make it difficult to break. The longer it takes and the harder it is to get in, the less likely an offender will be to target your shop.

Lighting

Good lighting, both outside your shop and inside at night-time, improves visibility and reduces risk of crime. Consider leaving outside lights on during hours of darkness. Check the quality of your lighting and make sure you do not have any dark spots where potential offenders can hide.

Considering turning off internal lights when your shop is closed. If your lights are sensor activated when someone breaks into your shop, the sensor light will turn on and can improve resolution and clarity of the CCTV recording.

Maintenance

Graffiti vandalism can encourage more vandalism and other crime. Keep the outside of your shop tidy and clear of rubbish and remove graffiti as soon as you see it. This shows that the shop is monitored and cared for, and that crime will not go unnoticed.

Contact your local council for graffiti advice.

If your neighbours' businesses look as tidy and looked after as your shop, this can reduce the risk of crime in your neighbourhood. Consider discussing this advice with your neighbours.