

RETAIL CRIME PREVENTION WORKSHOP

MONDAY 13 OCTOBER 2025 | 5.30PM

**DISTINCTION PALMERSTON NORTH HOTEL & CONFERENCE CENTRE
175 CUBA STREET**



NEW ZEALAND
POLICE
Ngā Pirihimana o Aotearoa

ADDRESS BY PALMERSTON NORTH MAYOR GRANT SMITH



ADVICE TO MAKE YOUR BUSINESS SAFER FOR YOU, YOUR STAFF AND YOUR CUSTOMERS



**INSPECTOR
ASHLEY GURNEY**



**SERGEANT CLINT WHITEHEAD
[ENQUIRIES SECTION]**



**SERGEANT DOUG PATRICK
[TACTICAL PREVENTION]**



NEW ZEALAND
POLICE
Ngā Pirihimana o Aotearoa

Retail Crime Prevention

*Advice to make your business safer
for you, your staff and your customers*



NEW ZEALAND
POLICE
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Topics covered

There are more resources and crime prevention advice on our website:

[Police.govt.nz/retailcrime](https://www.police.govt.nz/retailcrime)

- ▶ Crime Prevention
- ▶ Body Language
- ▶ Anti-Social behaviour
- ▶ When To Contact Police
- ▶ Trespass
- ▶ Crime Prevention Through Environmental Design (CPTED)
- ▶ CCTV Camera Guidelines
- ▶ Police Response To Retail Crime.
- ▶ Escape/Hide/Tell

Crime Prevention

- ✦ Educated/well trained staff are an effective deterrent in any store:
 - ✦ Know what to do, practice what you know
 - ✦ Reinforce training regularly
 - ✦ Rehearse real life scenarios
- ✦ Well maintained and secure properties reduce the risk of being victimised.
- ✦ Your best defence is a range of complementary prevention measures to suit your store:
 - ✦ Alarms, CCTV, bollards, fog cannon, electronic tags, locked cabinets etc.
 - ✦ [Home](#) > [Advice & Services](#) > [Businesses and organisations](#) > Retail Crime Prevention Hub



Police can help recommend measures most appropriate for your store.

Body Language Does Matter

And offenders know it matters



Body Language defined:

- ▶ The conscious and unconscious movements and postures by which attitudes and feelings are communicated.
- ▶ 80- 90% of all communication is non-verbal
- ▶ Recognising these early warning signs helps prevent escalation or harm.
- ▶ Early intervention allows staff to de-escalate calmly before any offences occur.
- ▶ Not every shoplifter looks like a shoplifter.

<https://www.youtube.com/watch?v=Fkz71OFBFrY>

Body Language



Typical Retail Risks

Common situations where body language cues matter:

- ▶ **Shoplifting or concealment offences**
- ▶ **Aggressive customers** (verbal abuse or intimidation)
- ▶ **Begging or anti-social behaviour** near entrances
- ▶ **Disputes** over payments, refunds, or refusals of service
- ▶ **Group loitering** or disorderly behaviour

Body Language



Identifying Types of Body Language Pre-incident / Threat Cues

Category	Indicators
Pre-aggression	Pacing, clenched fists, staring, jaw tightening, shallow breathing
Defensive	Crossed arms, avoiding eye contact, backing away
Deceptive	Touching face or neck, avoiding gaze, nervous glances to exits or cameras
Predatory / Targeting	Scanning displays or staff repeatedly, checking for security, hand near pockets or bag

Body Language



Approaching Situations Safely

- ▶ **Assess before you act:**
Distance, exits, other staff, potential weapons.
- ▶ **Adopt a safe stance:**
Side-on, hands visible, non-threatening posture.
- ▶ **Use calm, professional tone:**
“Kia ora, can I help you find something?”
- ▶ **Maintain space:**
Keep a minimum of **2 metres** from anyone showing aggression.
- ▶ **Have an escape plan:**
Know safe areas, alarms, and security support options.

Body Language



Communication Techniques

Technique	How it helps
Active listening	Shows respect and calms emotions.
Open body language	Hands visible, relaxed stance.
Empathetic tone	"I can see you're upset, let's work through this."
Simple, clear language	Avoids confusion or escalation.
Avoid argument / sarcasm	Prevents emotional triggers.

 Remember: You can't control others' behaviour, only your response.

How To Deal With Anti-Social Behaviour



Dealing with Anti-Social Behaviour (Begging)

- ▶ **Understanding the Context**
- ▶ Begging itself is **not an offence** in New Zealand (since 2005).
- ▶ However, **intimidating, aggressive, or obstructive begging** can breach the *Summary Offences Act* or local bylaws.
- ▶ Police and retailers must balance **public safety** with **human dignity**.

How To Deal With Anti-Social Behaviour

Positive Engagement with Begging Behaviour

Principle	Application Example
Be respectful	Greet or acknowledge the person – don't ignore rudely.
Set boundaries calmly	"You can't block the doorway, but you're welcome to sit further over there."
Avoid confrontation	Maintain distance, neutral tone.
Engage community partners	Notify local councils, outreach services (e.g., City Mission, social support).
Call Police if necessary	If behaviour becomes aggressive, threatening, or disorderly.

How To Deal With Anti-Social Behaviour

Responding to Escalation

If anti-social behaviour becomes unsafe:

- ▶ **Disengage and move to safety.**
- ▶ **Notify security or Police immediately.**
- ▶ **Record description** (appearance, behaviour, direction of travel).
- ▶ **Complete an incident report.**
- ▶ **Support affected staff or customers.**



When to contact Police

Always call the Police on 111:

- ▶ In an emergency or if there is an offender present
- ▶ If someone threatens you or your staff or refuses to leave
- ▶ someone has JUST LEFT the premises, either with your property or having tried to steal your property

For non-emergencies use **105 online** or call **105**

- ▶ Report theft and attempted theft that has already happened.
- ▶ Report suspicious behavior
- ▶ Reach out to you local community Police constable for more advice



Trespassing

Anyone can be given a trespass notice, including children.

- ▶ A trespass notice is a formal request to stay away from the property and can be verbal or written.
- ▶ If you ask someone to leave and not return, this is a verbal trespass notice.
- ▶ If you give a verbal trespass notice, record the date and time, reason and name and description of the person.
- ▶ Trespass notice forms can be downloaded from the Police website.
- ▶ If someone comes back after you have given them a trespass notice they will have committed an offence. Call **111** and ask for Police.

Crime Prevention Through Environmental Design (CPTED)

The layout of the store and design of the physical environment can reduce the risk of crime and increase the feeling of safety among your staff and customers.

Consider the layout inside your store:

- ✦ The checkout counter is near the door
- ✦ The cash register is bolted to the counter
- ✦ The entire shop is visible from the checkout counter
- ✦ Gate is used to prevent public getting behind the checkout counter
- ✦ Shelves are low enough to see the whole shop
- ✦ Mirrors in the shop are used to help staff see blind spots
- ✦ Entry buzzer is used to alert staff of customers coming in
- ✦ Cigarettes are kept in a locked cabinet

Crime Prevention Through Environmental Design (CPTED)

Well maintained and secure properties with good visibility inside and out, is a deterrent to crime.

Consider the environment outside your store:

- ▶ Bollards/planter boxes are used outside to prevent ram raids
- ▶ Additional window security is in place to reduce the possibility of windows being smashed
- ▶ There is a clear view to outside through windows and doors
- ▶ Staff can see members of the public outside before they enter the shop
- ▶ Your store and neighbouring properties are free from rubbish, graffiti and vandalism

CCTV Cameras

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

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

- ✦ Consider having CCTV cameras both inside and outside your shop.
- ✦ A monitor with the CCTV feed, that the customers can see, lets potential offenders know the CCTV is active.
- ✦ 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.
- ✦ If you use CCTV you need to clearly displays signs that CCTV cameras are operating



What are Police doing about retail crime

We recognise the impact of retail crime on business owners and staff. We are working with partners across the industry to reduce retail crime through our response and prevention work.

National Retail Investigation Support Unit (NRISU)

- ✦ Established in 2022 to target recidivist retail offenders
- ✦ Focuses on patterns of high harm repeat offending across the country.

Retail Crime Prevention Programme

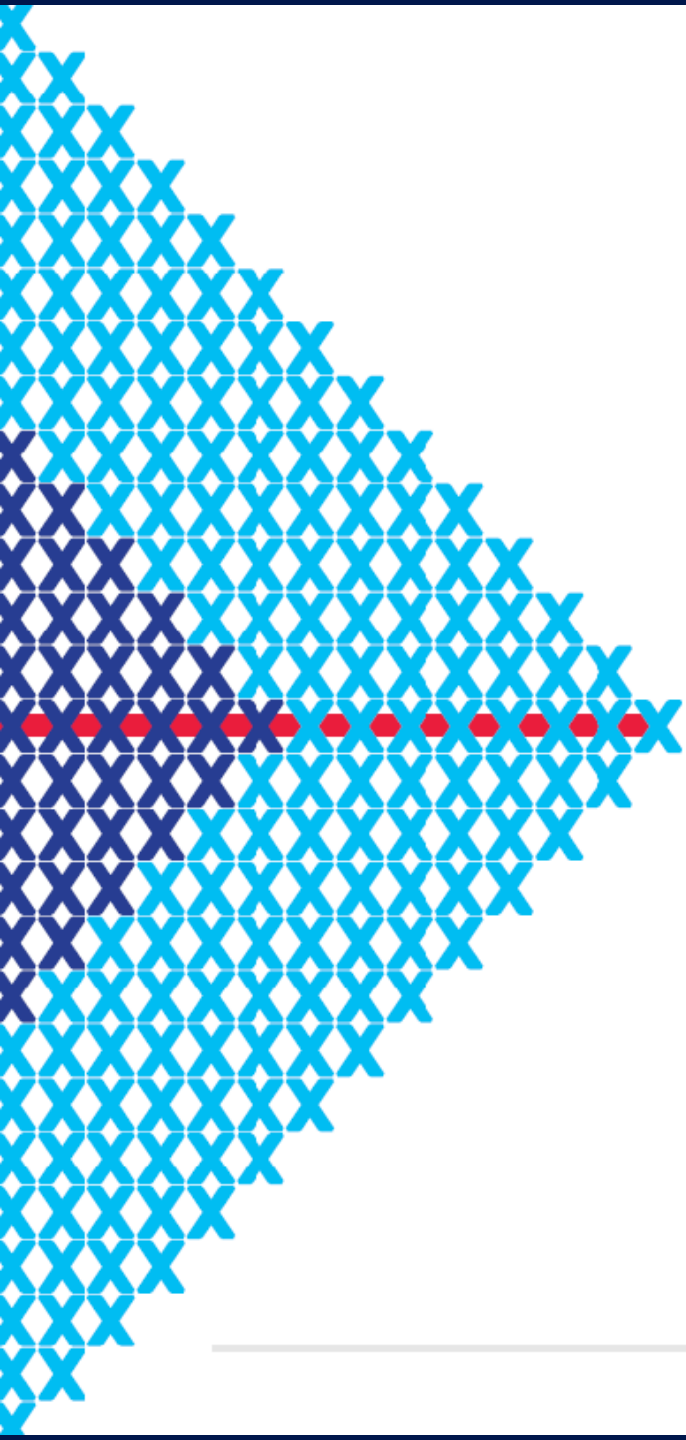
- ✦ \$6 million has been allocated from the Proceeds of Crime Fund to establish the Retail Crime Prevention Programme, which is being managed by Police.
- ✦ This prevention programme is intended to deliver protective equipment, and additional prevention advice for retailers, to reduce the risk of harm.

Protecting Our Crowded Places from Attack:

New Zealand's Strategy

**Te Whakamaru i Ō Tātau Wāhi
Kōpiripiri mai i te Whakaekenga:**
Te Rautaki a Aotearoa





Crowded Places are locations that are
“**easily accessible by a large number
of people on a predictable basis**”

Australia and New Zealand Counter-
Terrorism Committee

Examples include, education sites, events, festivals,
retail outlets such as malls, community events and
places of worship.

In the event of an attack

ESCAPE



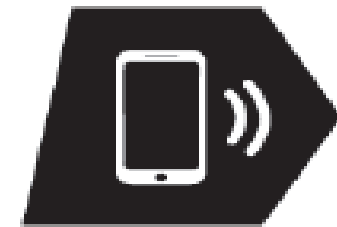
Move quickly and quietly
away from danger, but
only if it is safe to do so

HIDE



Stay out of sight
and silence your
mobile phone

TELL



Call the Police
by dialling 111
when it is safe



www.police.govt.nz/crowdedplaces

New Zealand Government

English

Thank you



For more resources and crime prevention advice:

[Police.govt.nz/retailcrime](https://www.police.govt.nz/retailcrime)

QUESTIONS & OPEN DISCUSSION

STIRLING SPORTS

- 1. ON SEVERAL OCCASIONS WE, OR ATTENDING POLICE, HAVE ISSUED TRESPASS NOTICE TO AN OFFENDER. WHEN WE HAVE REPORTED REPEAT TRESPASS, WE HAVE BEEN TOLD THAT PERSON IS NOT OFFICIALLY TRESPASSED, AND THE EVENT IS DEALT WITH LESS IMPORTANCE, AND ASSUMABLY THIS DOES NOT ATTACH TO THEIR RECORD TO PROVIDE THE JUDICIARY A TRUE REFLECTION ON THEIR RE-OFFENDING WHEN FURTHER SENTENCING IS CONSIDERED. HOW DO WE GO ABOUT ENSURING THE OFFENDER IS OFFICIALLY RECORDED AS A TRESPASSER?**
- 2. ONCE AN OFFENDER IS REPORTED, AND IDENTIFIED, WHAT SHOULD WE EXPECT IN FOLLOW UP? WHAT DO WE DO IF THERE IS NO FURTHER ACTION DESPITE REPORT FILED, OFFICER RESPONSE, IDENTIFICATION OBTAINED ETC?**

REPORTING RETAIL CRIME



**IF IT'S
HAPPENING
NOW CALL 111**



**IF IT'S ALREADY
HAPPENED
USE 105**

NON-EMERGENCY
Ohorata Kiri

105

Call 105 or go online to 105.police.govt.nz



**NEW ZEALAND
POLICE**

REPORTING CRIME, THREATS TO SAFETY OR MENTAL HEALTH EPISODES

- **CALL 111 IF THE CRIME IS HAPPENING NOW**
- **CALL 105 IF THE CRIME HAS ALREADY OCCURED
OR REPORT IT ONLINE: 105.police.govt.nz**
- **CALL THE COMMUNITY MENTAL HEALTH TEAM [06 350-8184]
IF SOMEONE IS IN CRISIS & IF THE MENTAL HEALTH CRISIS TEAM IS AVAILABLE
THEY WILL ATTEND TO INTERACT WITH THE PERSON/S**
- **WHEN REPORTING INCIDENTS OF CONCERN YOU MAY WISH TO USE LANGUAGE
SUCH AS:
I/WE FEEL THREATENED
I/WE FEEL UNSAFE
I/WE FEEL INTIMIDATED**

WHAT'S NEXT?

KEEP UPDATED AS A PALMY BID MEMBER BY JOINING OUR PRIVATE GROUP PAGE:



[WWW.FACEBOOK.COM/GROUPS/PNBID](https://www.facebook.com/groups/PNBID)

CHECK OUT OUR WEBSITE FOR MORE ABOUT US, CITY CENTRE EVENTS, MEMBERS TOOLS & RESOURCES + MORE:



[WWW.PALMYBID.CO.NZ](https://www.palmybid.co.nz)



ATTEND THE PALMY BID AGM

25 NOVEMBER 2025

5.00 - 7.00 PM

COPTHORNE HOTEL

PALMY BID



THANKS FOR JOINING US!