

#10 – LOSS PREVENTION AGENTS MAY RECOVER, RELEASE OR PROSECUTE

A merchant has the option to detain and recover their stolen merchandise and then release the shoplifter. Store policy may dictate that the police be called to process the shoplifter through the criminal justice system. Depending on which state a merchant is in, the merchant may demand payment for damages, much like a fine, to reimburse the store for some the expense caused by the shoplifter.

SURPRISE!

Shoplifters are often surprised when they get caught. They don't know how their theft could not have been undetected, because they think they're so careful not to be spotted. They are watching to see if others are paying attention, but rarely see anyone following them before exiting a store. That's why they are shocked when a loss prevention agent detains them.

Thanks to security expert, Chris Mcgoey, at crimeschool.com for allowing us us to share this information.

Share Your Thoughts

The Ukiah Police Department's mission is simple: to make Ukiah as safe as possible. If you have any suggestions or comments about how we can improve, please complete our online survey.

If you would like to know more about crime in your neighborhood, you can sign up for telephone, cell phone and email notifications by clicking the Nixle button at www.ukiahpolice.com. You can also leave crime tips on our website.

Who Do I Call?

Emergency 9-1-1

Call 9-1-1 for any life-threatening emergency or crime in progress.

Non-Emergency (707) 463-6262

Online Crime Report: ukiahpolice.com

Business Office (707) 463-6241

Monday - Thursday 8:00 am - 4:00 pm



Ukiah Police Department

Safety, Professionalism, Community Service

Nancy Sawyer

Community Service Officer & Business Liaison
(707) 467-5708 • nsawyer@cityofukiah.com
www.ukiahpolice.com



Ukiah Police Department

Prevent Shoplifting #2

10 Tips from Loss Prevention Agents



LOSS PREVENTION AGENTS OFFER TIPS OF THE TRADE TO EDUCATE BUSINESS OWNERS

#1 – LOSS PREVENTION AGENTS FOCUS ON SHOPLIFTERS

Loss prevention agents' primary job is to prevent retail inventory loss, so they are focused on shoplifters and will detect, deter, or apprehend them to recover the stolen merchandise.

#2 – LOSS PREVENTION AGENTS HAVE SPECIAL TRAINING

It takes special training, dedication, and plenty of on-the-job-experience to become good at detecting shoplifters. The best agents know most of the techniques used by shoplifters and they can spot the behavior even before the theft occurs.

#3 – LOSS PREVENTION AGENTS KNOW THEIR STORE

Shoplifters are at a disadvantage because a good loss prevention agent has spent thousands of hours roaming the sales floor. They know all the hot spots and the best angles for surveillance. Frequent shoplifters are shocked when they attempt to steal in the wrong store, at the wrong time, and come up against professional loss prevention agents.

#4 – LOSS PREVENTION AGENTS STUDY SHOPPER BEHAVIOR

After thousands of hours, loss prevention agents become experts at monitoring shopper behavior. A shoplifter is often detected because they don't act like a shopper and are quickly identified as a likely suspect.

#5 – LOSS PREVENTION AGENTS PRACTICE PROFILING

Does that surprise you? Not illegal profiling of a protected class, but rather profiling a location within a store, certain behavior, certain techniques and mannerisms that are outside the norm for honest shoppers. Shoplifters often have a distinctive behavioral profile that can be quickly spotted soon after they enter a retail store.

#6 – LOSS PREVENTION AGENTS USE TECHNOLOGY

Most stores these days have surveillance cameras to track and record the behavior of shoplifters. Shoplifters don't know if someone is watching from a distance possibly using multiple cameras, high-powered binoculars, and recording criminal acts. Loss prevention agents also use communication tools to report shoplifters' movements and prepare a reception for them when they exit.

#7 – LOSS PREVENTION AGENTS WORK AS A TEAM

It's hard to tell who the undercover loss prevention agents are anymore. The best ones seem invisible on the sales floor and don't seem concerned about shoplifting activity. Most store staff work in teams to detect, deter, and detain shoplifters.

#8 – LOSS PREVENTION AGENTS TRAIN TO DETAIN & ARREST

Training in the legal aspects of making a shoplifter detention or arrest is necessary to protect the retailer from liability. They have studied and practiced methods of shoplifter detention and arrest where the shoplifter has not. Loss prevention agents are prepared to use reasonable force, if necessary, including handcuffing shoplifters.

#9 – LOSS PREVENTION AGENTS DOCUMENT THE CRIME

Detaining shoplifters and accusing them of retail theft is serious business. All observations about a shoplifter's behavior will be documented in a report and supported by physical evidence of the crime. Most shoplifters plead guilty because of the overwhelming amount of evidence.

Visit us at ukiahpolice.com for more safety tips.