

Standard Operating Procedure (SOP): Shoplifting Prevention and Detection Procedures

This SOP details **shoplifting prevention and detection procedures**, emphasizing proactive measures such as employee training, surveillance system utilization, store layout optimization, and customer engagement strategies. It includes steps for identifying suspicious behaviors, protocols for approaching and handling suspected shoplifters, collaboration with security personnel and law enforcement, and documentation and reporting requirements. The goal is to minimize theft, ensure a safe shopping environment, and protect store assets through effective prevention and timely detection methods.

1. Purpose

To establish standardized processes for preventing and detecting shoplifting, ensuring the safety of staff and customers, and safeguarding store assets.

2. Scope

This SOP applies to all retail staff, supervisors, managers, and security personnel within the store premises.

3. Responsibilities

- **Store Manager:** Oversee implementation, ensure staff training, coordinate incident response.
- **Employees:** Remain vigilant, follow procedures, engage customers, report suspicious activity.
- **Security Personnel:** Monitor surveillance, assist in incident response, act as liaison with law enforcement.

4. Prevention Procedures

1. **Employee Training:**
 - Conduct regular training on loss prevention techniques.
 - Educate employees on common shoplifting tactics and suspicious behaviors.
2. **Surveillance System Utilization:**
 - Ensure security cameras are fully operational and regularly monitored.
 - Place cameras in high-risk areas and signage indicating surveillance.
3. **Store Layout Optimization:**
 - Keep aisles wide and shelves low for clear visibility.
 - Display high-value items in secure or monitored locations.
4. **Customer Engagement:**
 - Greet customers upon entry to demonstrate awareness.
 - Offer assistance and maintain a visible presence on the sales floor.

5. Detection Procedures

1. **Identifying Suspicious Behaviors:**
 - Avoiding staff or cameras
 - Repeatedly picking up and putting down items
 - Entering fitting rooms with multiple items, leaving with fewer
 - Wearing oversized clothing or carrying large bags
2. **Proactive Monitoring:**
 - Regularly walk sales floor and monitor customer behavior.
 - Review security footage periodically for suspicious activity.
3. **Reporting:**
 - Immediately notify the supervisor or security personnel of any concerns.

6. Approaching and Handling Suspected Shoplifters

1. Remain calm and respectful; never accuse or confront aggressively.
2. Follow observation protocols (always maintain visual contact).
3. If theft is confirmed, discreetly request the presence of a manager or security.
4. Do not attempt to detain or physically restrain the suspect unless authorized and trained.
5. Follow company policy regarding involvement of law enforcement.

7. Collaboration with Security and Law Enforcement

- Work cooperatively with on-site security for investigation and evidence gathering.
- Contact law enforcement as per company policy for criminal activity.
- Provide accurate, detailed reports and evidence (e.g., video footage, statements).

8. Documentation and Reporting

1. Complete an incident report immediately after any shoplifting event.
2. Record date, time, individuals involved, items stolen, and actions taken.
3. Secure all related evidence (e.g., video, photos, witness statements).
4. Submit reports as required to management and, if applicable, law enforcement.

9. Review and Continuous Improvement

- Review shoplifting incidents and procedures regularly to identify improvement areas.
- Update training and processes as new challenges and tactics emerge.

10. Appendices

Appendix	Description
A	Incident Report Template
B	Suspicious Behavior Checklist
C	Employee Training Log