

# Standard Operating Procedure (SOP)

## Shoplifting Prevention and Response Protocol

This SOP details the **shoplifting prevention and response protocol**, covering strategies for deterring theft, employee training on recognizing suspicious behavior, proper store layout to minimize concealment, use of surveillance systems, procedures for safely confronting suspected shoplifters, coordination with law enforcement, documentation and reporting of incidents, and post-incident review and improvement measures to enhance overall store security and reduce losses.

### 1. Purpose

To establish standardized procedures for preventing, identifying, and responding to shoplifting incidents to protect store assets, ensure employee and customer safety, and maintain a secure retail environment.

### 2. Scope

This protocol applies to all employees, managers, and security personnel within the store premises.

### 3. Deterrence Strategies

- Maintain a clean, organized, and well-lit store environment.
- Ensure all staff wear uniforms and name tags for easy identification.
- Display visible anti-theft signage at entry points and throughout the store.
- Schedule regular staff walkthroughs and monitoring of high-risk areas.

### 4. Employee Training

- Provide regular training sessions on recognizing suspicious behaviors (e.g., nervousness, loitering, excessive baggy clothing, frequent visits without purchases).
- Educate on non-confrontational customer service techniques to deter potential shoplifters.
- Review the steps for safely handling and reporting incidents.

### 5. Store Layout and Concealment Prevention

- Keep aisles clear and ensure unobstructed visibility throughout the sales floor.
- Position mirrors and strategically place displays to minimize blind spots.
- Secure high-value and high-theft items in locked cases or close to staff stations.

### 6. Surveillance and Security Systems

- Install and maintain security cameras covering all entry points, exits, and key areas within the store.
- Ensure cameras are regularly monitored by authorized personnel.
- Test alarm, sensor, and tagging systems frequently to verify functionality.

### 7. Confronting Suspected Shoplifters

1. Never accuse or physically confront a suspected shoplifter unless authorized and trained to do so.
2. Observe and record the suspect's behavior and actions discreetly.
3. Notify a manager or security personnel immediately.
4. Approach with another staff member present, if safe and necessary, using non-confrontational and professional language (e.g., "Can I help you find something?").
5. If an apprehension is necessary, follow internal policies and local regulations strictly.
6. Do not attempt to detain or block exits physically.

### 8. Coordination with Law Enforcement

- Contact police in the event of a confirmed theft, violent incident, or when suspect poses a risk to safety.
- Provide detailed descriptions, CCTV footage, and all recorded evidence as requested by law enforcement.
- Follow any legal directives provided by responding officers.

### 9. Documentation and Reporting

- Complete an incident report for all suspected or confirmed shoplifting cases, including time, date, description, actions taken, and evidence collected.
- File all reports with management and maintain confidentiality of information.
- Log any police involvement or follow-up actions taken.

## **10. Post-Incident Review and Process Improvement**

- Review each incident during team meetings to identify lessons learned and areas for improvement.
- Update training, store layout, and security protocols as necessary based on incident reviews.
- Encourage open feedback from employees regarding security concerns or suggestions.

## **11. Related Policies and References**

- Employee Code of Conduct
- Workplace Safety Policy
- Local and state laws regarding shoplifting and citizen's arrest

## **12. Acknowledgement**

All employees are required to review and acknowledge understanding of this SOP. Ongoing compliance will be monitored by store management.