

Standard Operating Procedure (SOP)

Shoplifting Prevention and Suspicious Behavior Reporting

This SOP covers **shoplifting prevention and suspicious behavior reporting**, including the identification of potential shoplifters, monitoring customer activities, employee training on theft deterrence techniques, use of surveillance systems, protocols for approaching and handling suspected shoplifters, and procedures for reporting suspicious behaviors to management and law enforcement. The objective is to minimize retail theft, ensure a safe shopping environment, and maintain store security through proactive prevention and effective response strategies.

1. Purpose

To provide guidelines for the prevention of shoplifting and the prompt and effective reporting of suspicious behavior to protect store assets and ensure a safe environment for customers and staff.

2. Scope

This SOP applies to all employees, contractors, and temporary staff responsible for retail floor operations and store security.

3. Responsibilities

- **Store Manager:** Oversight of SOP implementation, employee training, and incident escalation.
- **All Employees:** Vigilance in monitoring suspicious activity, following reporting protocols, and participating in training sessions.
- **Security Personnel:** Operation of surveillance systems, handling of direct interventions, and cooperation with law enforcement as needed.

4. Identification of Potential Shoplifters

- Individuals exhibiting nervous or evasive behavior.
- Groups attempting to distract staff members.
- Customers lingering in low-visibility areas or carrying large bags.
- Frequent visitors without apparent intent to purchase.

5. Monitoring Customer Activities

- Maintain active presence on sales floors.
- Politely greet and offer assistance to all customers.
- Observe customers in high-theft-risk areas (e.g., near exits, fitting rooms, or high-value displays).
- Regularly communicate with team members and security staff regarding unusual activities.

6. Employee Training on Theft Deterrence

1. All employees must participate in quarterly shoplifting prevention training sessions.
2. Topics covered include behavioral cues, customer engagement tactics, and escalation procedures.
3. New hires receive SOP training during onboarding.

7. Use of Surveillance Systems

- Ensure all cameras are operational and monitored during business hours.
- Review surveillance footage in response to reported incidents.
- Maintain signage indicating video surveillance for deterrence.

8. Approaching Suspected Shoplifters

1. Do not directly accuse or physically confront the individual.
2. Notify security or management immediately.
3. Approach the person with a standard customer service greeting (e.g., "Can I help you find something?").
4. If security verifies the theft, follow procedure for detainment in accordance with store policy and the law.

9. Reporting Suspicious Behavior

Step	Action	Responsible
1	Document specifics of suspicious activity (time, location, description).	Employee
2	Report incident immediately to manager/security.	Employee
3	Manager reviews surveillance footage if applicable.	Manager/Security
4	If theft or criminal behavior is confirmed, contact law enforcement and complete incident report form.	Manager/Security

10. Documentation and Follow-Up

- All incidents must be recorded in the Store Incident Log.
- Follow-up actions include employee debrief, refresher training if needed, and review of SOP effectiveness.

11. Review and Updates

- SOP to be reviewed annually or after any significant security incident.
- Communication of changes to all staff and inclusion in employee handbook revisions.