

Standard Operating Procedure (SOP): Shoplifting and Theft Prevention Measures

This SOP details **shoplifting and theft prevention measures** essential for protecting merchandise and maintaining a secure retail environment. It includes guidelines on staff training, surveillance utilization, customer awareness protocols, inventory management, incident response strategies, and collaboration with law enforcement. The aim is to minimize losses, deter potential thieves, and ensure a safe shopping experience for customers and employees alike.

1. Staff Training

- Conduct regular training sessions on theft prevention techniques and store policies.
- Educate employees to recognize suspicious behavior and respond appropriately.
- Ensure staff are aware of emergency procedures and reporting protocols.

2. Surveillance Utilization

- Install and maintain surveillance cameras in key areas such as entrances, exits, and high-value sections.
- Ensure live monitoring of surveillance feeds during operating hours.
- Display signage notifying customers of video surveillance to deter theft.

3. Customer Awareness Protocols

- Greet every customer upon entry to acknowledge their presence.
- Provide staff with guidelines for engaging customers without impeding the shopping experience.
- Deploy floor staff strategically to maintain visibility throughout the store.

4. Inventory Management

- Conduct regular inventory counts and spot-checks to identify discrepancies.
- Store high-value items in secure areas or locked displays.
- Implement electronic article surveillance (EAS) systems or security tags where applicable.

5. Incident Response Strategies

- Establish clear procedures for safely addressing suspected shoplifting incidents.
- Instruct staff not to physically confront suspected shoplifters; instead, follow store protocols.
- Document all incidents thoroughly, including descriptions, timestamps, and witnesses.

6. Collaboration with Law Enforcement

- Develop relationships with local law enforcement agencies for guidance and support.
- Report criminal activities promptly according to legal requirements.
- Provide surveillance footage and incident reports to authorities as needed.

7. Recordkeeping & Review

- Maintain records of all theft-related incidents, staff training, and prevention measures.
- Review and update SOP annually or as needed based on incident analysis and feedback.

Responsible Party	Role/Responsibility
Store Manager	Oversee implementation; coordinate training; review incident reports
All Staff	Follow protocols; report suspicious activity; participate in training
Security Personnel	Monitor surveillance; assist in incident response

Law Enforcement	Assist with investigations; pursue criminal charges where applicable
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8. Review and Approval

Prepared by: _____

Date: _____

Approved by: _____

Date: _____