

Report crime to **police** on **131 444**
and suspicious activity **Crime Stoppers**
on **1800 333 000**

CRIME PREVENTION CUSTOMER BEHAVIOUR

The Western Australia Police Force has created Business Security Videos to assist businesses and their employees in lowering the risk of falling victim to crime.

This video is focused on shoplifting and aggressive behaviour and depicts a scenario that occurs in many stores around Perth and Western Australia.

What would you do in this situation?



What was done well:

- Well-placed CCTV cameras that provide good store coverage.
- Politely informed students about store policy.
- Requested students to leave bags outside to prevent theft.
- Limited the number of students inside at a time.
- Staff checking their school bags.
- Pointed out CCTV for identification purposes.

Areas for improvement:

- Prevent junior staff members from being stationed at the store's entry point.
- A calmer approach, rather than confrontation from the manager, would be more effective in de-escalating situations.
- Encouraging school children to leave the shop without confrontation would better ensure the safety of other customers.

Tips to help reduce the risk of shoplifting and aggressive customer behavior:

- Keep an incident report notebook and report all crimes to the police.
- Display signs with your crime prevention policies.
- Use electronic sensors to monitor entry and exit.
- Identify commonly stolen items and place them in a secure area.
- Secure expensive goods in locked cabinets or behind counters.
- Install CCTV at entry points, cashier areas, and high-value merchandise areas.
- Train staff on shoplifting prevention and ensure they are aware of their rights.
- Report crime as soon as possible to police.
- Restrict customer entry to one door at night or during high-risk times.
- Keep other entrances locked.

Take a moment to review your policies and procedures, and see if there are any ways you can enhance your security. Report all crime to police on **131 444**, save **000** for life-threatening situations.

If you wish to provide information on a past event, please call **Crime Stoppers** on **1800 333 000**. You can remain anonymous.



WA Police Force website
Emergency
Police Assistance
Crime Stoppers

wa.gov.au/police
000 for life threatening situations
131 444 when police attendance is required
www.crimestopperswa.com.au