

Safety Tip 2: Dealing with shoplifters

If you think someone is shoplifting:

- Politely greet and make eye contact with each customer (shoplifters hate attention, good customers do not).
- Ask them if they require assistance.
- If you are certain the person is shoplifting, do not approach or try to stop the shoplifter, especially if you are alone.
- Never lock the door to keep a shoplifter from leaving. A person who feels trapped is more likely to panic and become violent.
- Do not chase the shoplifter. It will only invite violence.
- Immediately report the incident to your manager, security, or police.



Wait until the shoplifter leaves, then write down as much information as possible:

- Height • Weight • Hair and skin colour
- Race • Clothing • Vehicle information if applicable.