

**BUSINESS >>>>**  
**CRIME**  
**>> PREVENTION**





Losses from criminal offending can be prevented or minimised.

This booklet has been designed for retailers, small business operators and their staff to assist them to identify opportunities to prevent crime, and to identify criminal activity and offenders.

Keep this book handy as a ready reference. It provides crime prevention and safety advice as well as trespass and witness forms.

Use the advice in this booklet to make your business a safer place for you, your staff and your customers.

The information in this document is general in nature and intended solely for informational and educational purposes. Nothing contained herein is intended to be nor should be construed as the ultimate and final crime prevention advice. Every situation is different. Consult your local community constable for crime prevention advice for your specific situation.

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# Shop theft

## Be professional

- Well-trained and motivated staff are the most effective deterrent in any store.
- Greet each customer and give them prompt attention when they enter your store. If you cannot serve them immediately, acknowledge them by making eye contact.
- Trust your instincts.
- Don't stereotype – anyone can steal and anything can be stolen.

## If you think a potential thief is in your store

- Don't be afraid to approach a suspect a second or third time, asking if you can be of assistance. Thieves feel uneasy when they are approached by attentive staff – it makes them feel that you are aware of their intentions.
- Genuine customers will not mind the attention of your staff.

## If you believe a theft has occurred

- Think about your safety at all times. Get another staff member to assist you, and if you feel unsafe at any point, let the suspect leave.
- Approach the suspect and identify yourself. Stay at a safe distance.
- Be polite. Do not be confrontational.
- Tell them what you saw them do.
- Ask them to return with you to your office.

## If the suspect is cooperative



- If you are by yourself, walk behind the suspect to the office. If you are assisted, have the other staff member walk in front of the suspect and direct the way.
- Watch to see if the suspect discards any stolen items.
- In the office, seat the suspect in an area where they cannot hide or steal further items. (Suggestion – Keep your office door open while you are speaking to the suspect, or have another employee with you as a witness so the suspect cannot accuse you of ill-treatment.)
- Note any explanations or admissions.
- Call 111 and ask for police.
- When the police arrive, they will speak to you first. They will interview the suspect and decide if an arrest is warranted. They will also search the suspect and recover your property.
- Depending on the nature of the property, the police may take the item/s as an exhibit. If this happens, they will give you a receipt. They will ask the court for authority to return the property to you.
- You may want to consider issuing the suspect with a trespass notice that will make it illegal for them to return to your shop for up to two years. A trespass form is provided at the back of this booklet.



## If the suspect is aggressive or runs off



- It is better to let the suspect go than risk being assaulted.
- If you feel safe enough to follow them, keep a safe distance.
- Advise another staff member that you are following a shoplifter out of the shop and get them to call 111 and ask for police.
- The person who telephones police needs to explain where your shop is, what you and the suspect look like, and in which direction you went.
- If you are following the thief, take a cell phone with you if you can. Call 111 and advise the police that you are following a shoplifter. Also give them your location and direction of travel.
- When you see a police vehicle, wave it down and identify yourself.
- Give the police a description of the thief. (Use the witness memory enhancement form – see pages 46 & 48.)

## Imposing condition of entry

A shop is not a public place. Members of the public have an implied licence to enter shops and similar places open to the public. This licence may be revoked at any time and failure to leave after revocation of the licence constitutes trespass.

Because a shop is not a public place, it is also able to impose conditions on entry which may include a bag check. If a person is not prepared to abide by the entry conditions, they should not enter the shop.

Signage should be prominently displayed so that a request to check a bag should not come as a surprise. Failure to have adequate signage could render the bag check illegal.

## Children and young persons

All offending by children (under 14 years) and young persons (over 14 but under 17 years) should be reported. This encourages lawful behaviour and assists police to identify those repeatedly offending and their care and protection needs.

Police will interview the child or young person, attempt to recover your property, and place the child or young person with a parent or caregiver.

Unless they commit a very serious crime, most child offenders are dealt with by way of warning and alternative actions plans. Most young persons will also be warned or be the subject of a Family Group Conference and only persistent and more serious offenders will appear before the Youth Court.

Police actions are guided by section 208 of the Children, Young Persons, and Their Families Act 1989 which states that unless the public interest requires otherwise, criminal proceedings should not be instituted against a child or young person if there is an alternative means of dealing with the matter.

You can issue a trespass notice to a child or young person who has been apprehended for shoplifting or was in the company of others who have been caught shoplifting and been trespassed.



## Reporting shop theft – practice scenario

You see a customer take items from a shelf and put them in a bag. You tell a workmate and write down what you have seen. The customer walks towards the exit and you ask if they are going to pay for the items in their bag. The customer runs from the shop. You call 111.

Telecom	What service do you require?
Police communicator	Police emergency. Where is your emergency?
Your answer	
Police communicator	Can you tell me the name of a street nearby? [This is to verify the location]
Your answer	
Police communicator	What is happening there?
Your answer	
Police communicator	When did this happen?
Your answer	
Police communicator	What direction did they go?
Your answer	
Police communicator	How did they leave?
Your answer	
Police communicator	Can you describe the person?
Your answer	
Police communicator	Has anyone followed the person? What is their mobile number? Where are they now? What was taken? What is the value? Did they have anyone with them? Who will police meet at the store?
Your answers	
Police communicator	Once a communicator has all the information they require, they will close the call: "I have everything I need. The Police will be there shortly. If anything changes, please call back on 111."

# Robbery

## Be professional



- Your life and safety are worth more than money.
- Make sure that every staff member knows and has thought about what they would do in the event of a robbery.
- Develop a set of procedures to follow.
- Aim to ensure the offender leaves without harming anyone.

**NOTE:** Most robberies take less than one minute.

### **SURVIVAL TIPS**

- Stay calm.
- Do what you are told.
- Consider all firearms to be real and loaded.
- Carefully note the offenders' description, but don't stare.
- If it is safe, note the direction the offenders go and the vehicle description and registration number.
- As soon as the offenders leave, dial 111 and ask for Police.
- Stop people entering the area used by the offenders.
- Ask witnesses to wait until police arrive and speak with them.

If there is time before police arrive, ask everyone to write down a description of the offenders and their vehicle. (Use the witness memory enhancement forms on pages 46 & 48.)

**DON'T PLAY 'THE HERO'.**

**DON'T RESIST.**

**DON'T MAKE SUDDEN  
MOVEMENTS, TALK TO, OR STARE  
AT THE OFFENDERS.**

**DON'T CHASE THE OFFENDERS.**

**DON'T TOUCH ANYTHING THE  
OFFENDERS MAY HAVE TOUCHED.**



# Cash management

Safe cash management procedures can reduce the opportunity for robbery and theft of cash.

Count cash out of sight and out of public view.

Don't discuss cash takings in public.

Ensure your safe is not in public view, and is in a secure area that cannot be accessed by the public.

Clear tills of surplus cash regularly and bank the money or put it in a secure safe. Cash-drop and time-lock delay safes are readily available from security companies.

Before you move bulk cash into or out of tills at the start and end of the day's trading, make sure the store is locked and secure and that only staff are on the premises.

## Cash conveyance

Consider contracting a cash-carrying company if large amounts of money need to be collected or banked on a regular basis. This is the safest method.

Leaving business premises with cash in hand can be high risk, and the cash carrier will be most vulnerable at the start or finish of the journey. The following tips will help reduce the risk of robbery and assault when staff are taking cash – on foot or in a vehicle – to a bank.

- Vary delivery and pick-up times daily to remove the predictability of cash movement and times.
- Encourage staff doing the banking to wear an outer garment (such as a jacket) so that company clothing is not identified and the store cannot be traced.
- Always use adult staff to take cash to the bank. If possible have more than one person to help escort the money.

- Don't carry cash in a marked bank or canvas money bag. If you carry the money in a bag, use one that does not look as though it holds money.
- Use the quickest route and the busiest streets to the bank. Walk towards oncoming traffic rather than have traffic coming up behind you.
- Let other staff know when you are going to the bank and a time when they can expect you back.
- Carry a mobile phone.
- Consider providing staff with a personal alarm to use in case of attack.
- If you are driving to the bank, try to vary the route to remove predictability.
- Be alert for suspicious persons or vehicles that may be following you.
- Lock car doors while you are en route to the bank, and don't make any stops.

# Credit card fraud

## Take steps to deal with the unlawful/fraudulent use of credit cards:

-  Go with your instincts. If your instinct tells you that a person may be trying to pass a fraudulent card, you may be right!
- Look to see where the card is taken from. Is it a single item taken from the person's pocket? If so, be wary. Legitimate cards are usually kept in a card holder or wallet.
- Ask to see photo identification to ensure the person presenting the card is the rightful card holder.
- Card number matches details of the Eftpos receipt (usually the last 4 digits).
- If you suspect a card is being used in a fraudulent manner, you can call the Credit Card Centre whose number is usually on the back of the card. However, be mindful that any authorisation given is not a guarantee of payment.
- Preserve the signed voucher in a paper envelope as there may be identifiable fingerprints on it.
- Never put yourself at risk of personal harm to retain a suspicious credit card.
- **Note** that credit cards vary in layout and are continually evolving. Some now have a security microchip. There are also contactless credit cards and debit cards and mobile phones with contactless technology that can be swiped like a credit card.

## Things to look out for



**HOLOGRAM:**

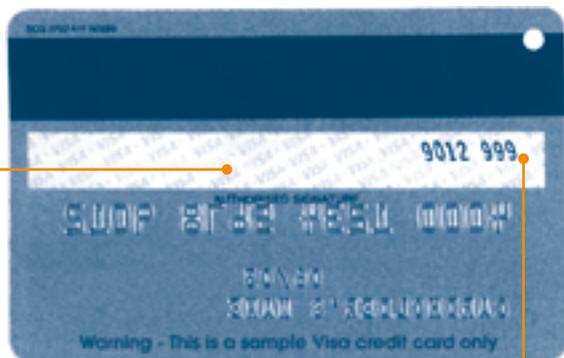
Does it look authentic, three-dimensional?

**FOUR PRINTED NUMBERS:**

Do they match the first four numbers of the embossing?

**NAME:** Does the name match the gender of the presenter?

**VALID DATES:** Has the card expired?



**SIGNATURE:** Does the signature on the voucher match that on the card?

**SIGNATURE PANEL:** Has it been altered? It should have the last four digits of the account number in reverse italics.

**CARD SECURITY CODE:** 4 digits on front side or last 3 digits to the right in signature panel, digits never embossed. (Used for verification in phone or internet transactions).

# Cheque fraud

Cheques are easily obtained by thieves. Anyone accepting cheques should be on their guard. Verification is always necessary. Follow your in-house procedures.

## Identification

-  • Always ask courteously for photo identification such as driver's licence or passport.
- Ask the customer to write his or her full name, address and phone number on the back of the cheque and sign it.
- If in doubt about the cheque, get a special answer from the Bank prior to releasing the goods.
- Don't judge by appearances. Men and women, young and old – no matter how well-dressed – can and do pass fraudulent cheques.
- Professional confidence tricksters are often well dressed and charming, to help them succeed.
- If you get a stolen or dishonoured cheque, preserve it in a paper envelope as there may be identifiable fingerprints on it.
- Never put yourself at risk of personal harm to retain a suspicious cheque.

## Things to look out for

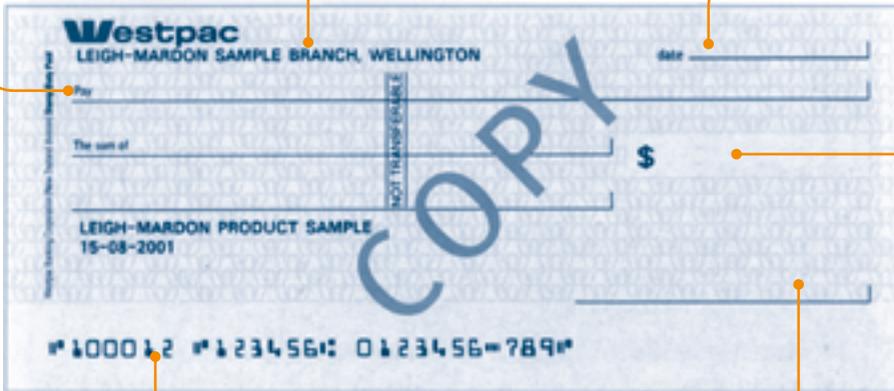


**CASH:** Be wary of cheques made out to 'cash'.

**NAME:** Is this the same as the signature?

**BRANCH:** Is this a local cheque? If not, take down the registration number of the presenter's vehicle.

**DATE:** Watch for stale cheques (older than six months) or post-dated cheques.



### **SERIES**

**NUMBER:** Check to make sure you haven't been notified that this cheque series is stolen or is being fraudulently negotiated.

**NOT TRANSFERABLE OR CROSSED CHEQUES:** Do not accept a cheque unless the presenter is the drawer.

**DO NOT GIVE CHANGE ON CHEQUES:** Make sure the payment is for the goods only.

**SIGNATURE:** Never accept a cheque signed by someone other than the person presenting it. If the cheque is already signed, get the presenter to sign the signature again on the back of the cheque and compare the signature to the one on the front of the cheque and against photographic identification for likeness. Record the details of identification produced on the back of the cheque.

**AMOUNT:** Is the amount in figures the same as the written amount?



# Preventing crime through environmental design

## What you can do to prevent theft/robbery

The layout of the store and design of the physical environment of your building can reduce your chances of becoming a victim of crime. This can also increase the feeling of safety among your staff and customers.

## Store design



- Keep windows clear of posters, shelving and advertising which block the view into the shop. Make sure people outside can see clearly into the shop. The darker your shop is, and the more hidden you are from the street, the greater the opportunity for theft and robbery.
- Install a good quality CCTV system. Put a video monitor and surveillance camera at the entrance so customers can see themselves in the monitor when they walk into the shop.
- Put up clearly visible signs that let customers know you have security measures, such as cameras and drop safes.
- Make sure the interior of the shop is well lit during work hours and after hours.
- Put the cash register at the front of the store near the main entrance. This will help deter thieves, as they have to walk past your staff when entering or exiting the store.
- Make sure all areas of the shop can be seen from the sales counter.

- Raise the sales counter to increase visibility of merchandise.
- Keep shelves low so staff can see over them.
- Eliminate hidden or blind spots that make it easier for someone to steal items.
- Keep displays full and in order so staff can see at a glance if something is missing.
- Display expensive goods under lock and key and in the front of the shop where they are observable by checkout staff.
- Train staff in loss prevention and detection techniques. Do they know how to apprehend shop thieves?

## Territorial design reinforcement



- Make sure the entrance to the store is clearly defined. This will avoid customer confusion and give good reason to question people who loiter in entrance ways.
- Make sure there is no easy access to the roof, from either inside or outside the building.
- Ensure entrances and exits are monitored and controlled.
- Make sure the exterior of buildings and loading areas are well lit, with no blind spots or hidden areas. Keeping veranda or awning lights on during the night discourages loitering.
- Put up signs in loading areas to display designated delivery hours, giving staff justifiable reason to question trespassers.
- Try to ensure parking areas are clearly visible from the building or street – and preferably visible from the store.



- Create clear lines of sight into and around the perimeter of the store. Shrubbery should be trimmed so that the view is as clear as possible between 0.7m (2 ft) and 2.2m (7 ft), and remove other obstructions someone could hide behind.
- Clearly delineate private areas from public areas. This gives staff a good reason to question people hanging around areas they ought not to be.
- Set up barriers to keep people out of certain areas. Question any person who heads into an out of bounds area.
- Clearly define areas and pathways in the store for customers to browse and purchase. This will make customers feel more comfortable and will help to highlight people who are in the store for illegitimate reasons.
- Use signs to clearly direct customers to entrances, exits and parking areas.
- Keep the exterior of the premises tidy and free of rubbish and graffiti. This helps to show that the shop is monitored and cared for.

# Commercial burglary

Businesses can reduce their vulnerability to burglary and deter potential burglars by making it as hard as possible to gain entry.

## Consider



- **Lighting** – All entries and exits need to be well lit. Make sure the interior of the store is well lit after hours as well. Blinds or posters should not obscure the inside of the store, so people inside can see out and those outside can see in.
- **Doors** – should all be in good condition. Check regularly for signs of tampering. Rear doors should be of heavy, solid construction, preferably with no windows. If the rear door must be open during business hours for ventilation purposes, install a lockable security screen that allows for ventilation and prevents unwarranted access.
- Always check who is at a back/service door before opening by looking through a window or peephole.
- **Windows** – Make sure that all windows can be secured in such a way that they cannot be tampered with from outside. Check all windows are shut and locked before closing up for the day; burglars will look for unsecured windows. If windows must be open during business hours for ventilation purposes, install lockable security stays to prevent unwanted access.
- **Locks** – All doors, windows and skylights should be able to be secured, with the best possible locks, and checked regularly for signs of tampering. No lock is burglar proof, but the harder it is to gain entry, the longer it will take. This will increase the chances of the burglar getting caught and reduce the burglar's opportunity and/or interest.



- **Roof** – Make sure there is no easy access to the roof, from either inside or outside the building. Ensure ladders, rubbish bins or other objects are secured and do not provide access to the roof.
- **Alarm systems** – Alarm all points of entry, and put up signs that say the premises are protected by an alarm system. Make sure the alarm system is installed by a reputable company, the alarm is monitored and contact details are kept up to date.
- **Keys** – Limit access to keys, the safe, computerised records and alarm codes. Engrave ‘do not copy’ on store keys. Consider changing locks and access codes when a person’s employment is terminated, especially if you had problems with the employee.
- **Safes** – Do not leave large amounts of money in the safe outside business hours. Consider putting up signs that state no cash is left on the premises overnight. Safes should be secured to the floor and not be visible from the outside.
- **Visitors** – Challenge all strangers and do not allow them to wander around the premises on their own. Do not leave visitors unattended, and monitor the activities of contractors in your store.
- **Tailgating** – Burglars and thieves often follow legitimate occupiers into buildings. Ask staff to ensure the door is closed/locked behind them when they enter the building. Have a policy that staff are to display identification at all times.
- **Video surveillance** – Ensure the footage is of good quality, so you can clearly identify those pictured and their actions. Make sure tapes and recording equipment are of good quality, and are secured and recycled according to the manufacturer’s specifications.

- Serial numbers – Keep a complete list of business equipment and record all serial numbers.

Include the following:

Item Brand/ Make	Model/ Description	Serial Number	Colour/ other features	Value/ purchase date
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## SNAP – [www.snap.org.nz](http://www.snap.org.nz)



- SNAP – [www.snap.org.nz](http://www.snap.org.nz) – As a business owner an online asset list with serial numbers is a vital component of business security.

Operation SNAP (Serial Number Action Partnership) is an initiative of the New Zealand Police, aiming to prevent burglary and property offending, and make it harder for criminals to sell stolen goods in New Zealand.

The SNAP website (<http://www.snap.org.nz>) allows people to enter and maintain details of all of their important possessions or assets. The asset list can be accessed from anywhere, anytime. Asset list details can be retrieved and forwarded on to Police and insurance companies.

If you are a retailer you can encourage people to use SNAP by telling customers about it at point-of-sale. There are stickers and pamphlets available free of charge for distribution. For more information about SNAP and becoming a SNAP partner go to [www.snap.org.nz](http://www.snap.org.nz)



# Aggressive and abusive customers

Customers who become aggressive or abusive are generally not angry with you personally, but are angry at the lack of perceived customer service from your business, or that the sold product has not met their requirements.

Customers who make a complaint often put forward their point of view with a prepared speech. Give them the opportunity to make their statement without interruption. This will allow them to vent their anger. Interrupting them or trying to defend your position may provoke the person to become more abusive or aggressive.

The customer will be more approachable to engage in conversation once their initial anger has passed.

Try to remain calm, polite and attentive, regardless of the customer's anger. Displaying appropriate behaviour to an aggressive person may influence them to calm down and behave normally.

Deal with the customer's concerns objectively, and you will find the aggression is likely to decrease.

## If your attempts to neutralise the situation fail:



- Ask the person not to be aggressive or abusive.
- If your request is ignored, politely but firmly ask the person to leave the store.
- If the person refuses to leave the store, call 111 and ask for police.
- If you are alone in the store, stay in public view.
- If you cannot call police from a position of public view, move to the shop entrance and ask someone else to call the police.
- Do not argue with the customer and never turn your back on them.
- If possible, ensure you have someone else with you, or that someone can see what is happening.
- Do not try to touch the person or escort them out of the store.
- If the customer assaults you, ask staff members and other customers to take note of the person's actions and appearance (Use the witness memory enhancement forms on pages 46 & 48.)

# Trespass

There are many different reasons why you might want someone to leave your home or place of work. These may be because people are committing offences on your property, such as shoplifting, being disorderly or simply have no right to be there.

There is no legal requirement to give a trespass notice in writing. A written document reinforces the situation for the person given the trespass notice, so that they cannot say they did not know of the notice and requirement to leave and not return.

## Verbal trespass

If you deliver a trespass notice verbally, it is advisable to record the date and time along with the reason for giving a trespass notice to that person, and a name or description of the person asked to leave.

## Written trespass

If you undertake a written notice (see page 44), complete three copies of the Trespass Notice:



- One copy to the person you are serving the trespass notice on
- One copy for you to keep
- One copy to provide to the nearest Police station or attending police officer, for entering into the Police records database.

To serve a notice you simply hand it to the person. If they refuse to accept it and it drops to the floor, it is still considered served. Keep that copy and note down that the person refused to accept the notice.

You are required to give reasonable time for the trespasser to leave. If the person remains or is taking unreasonable time to comply, call 111 and ask for Police.

If someone comes back after you have given them a trespass notice, they will have committed an offence, call 111 and ask for Police.

Copies of a trespass notice can be downloaded from our website: [www.police.govt.nz/safety/home.trespassnotice.html](http://www.police.govt.nz/safety/home.trespassnotice.html)

# Employee theft

Studies show that staff often steal more profit than customers.

There are a number of theoretical assumptions that may explain why employees steal.

**"I needed/wanted it ... I was only borrowing it ... the boss is making loads of money ... I'm not paid what I'm worth ... I was owed money."**



- The biggest deterrent to employee theft is a culture of honesty among employees. Such a culture is more likely to engender good rapport between staff and management.

## How to create a culture of honesty



- Implement strict hiring practices using pre-employment screening checks.
- Introduce policies to prevent theft of your stock – it is THEFT not shrinkage – and discuss these with employees. Impress upon them how important it is for the business to prevent stock loss.
- Train your staff in the correct way to do things. Make it clear that a position of low tolerance will be taken if procedures are not followed.
- Make staff aware that they have a shared responsibility to reduce theft from the store.
- Make it clear that ALL thieves will be prosecuted, whether they are employees or customers.
- Let staff know that colleagues who steal from the business are also capable of raiding workmates' bags, coats and lockers.



- Hold regular meetings with staff and give them reports on the business's performance – in particular any shrinkage or unaccounted losses.
- Provide a means for employees to report illegal or suspicious behaviour.
- Keep accurate cash flow records, stock balances, stores and equipment levels.
- Use an independent auditor regularly and at irregular times.
- Limit access to computerised records, the safe, keys and alarm codes.
- Consider changing locks and access codes if an employee is asked to leave their job through misconduct.
- Keep workers happy and content in their work. This will reduce the retribution factor in internal theft/fraud.
- Take swift action when internal theft is discovered. Send the message to your staff that theft will not be tolerated.

## What to do when you suspect or have evidence that a staff member has been stealing

You need to address two issues. First is the issue of their employment; second, whether they have committed any criminal offences.

1. **Employment case law** allows an employer to make a decision based on a full and fair investigation and on the balance of the probabilities.
2. **Criminal law** requires a higher standard of proof for a conviction.

It is advisable to carry out all steps of the fair process under the Employment Relations Act before you report a suspected staff member to police. Otherwise, if police decide not to prosecute, any later decision to ask a staff member to leave could be deemed unfair dismissal.

## The Employment Relations Act requires you to

- Fully investigate any suspicion or accusation made about an employee.
- Give the employee due advance notice of an interview, stating that it may have a bearing on their continued employment and that they may bring along a representative to the interview.
- Put the accusation or evidence to the employee and then provide an opportunity for them to give an explanation.
- Investigate properly (including objectively checking out the person's explanation).



- Make a decision **ONLY** after considering all the facts. The decision may be to dismiss, to issue a warning, or not to take any action.
- Once you have carried out a fair process under the Employment Relations Act, notify the police about any criminal issues.

When you find it necessary to dismiss a worker for theft, give serious consideration to getting in touch with your local police and reporting it. Unless the suspect is prosecuted they will have a clean record and could start offending in another retail position.

If in doubt about the Employment Relations Act, contact the NZ Retailers Association or your legal advisor. For more information about the criminal prosecution process, contact your local community constable.

For more information about employment relations and safety in the workplace go to [www.dol.govt.nz](http://www.dol.govt.nz) or phone the Department of Labour 0800 20 90 20.

# Refund fraud

Refunds are one of the worst areas for fraud and theft. Constant vigilance and a sound system of documentation and checking are necessary to eliminate dishonesty by customers and collusion with staff.

Unless rigorously supervised, goodwill gestures such as, "We will gladly refund ...", open the door to dishonest claims for refunds.

There should be one cardinal rule when dealing with refunds: no sales receipt or other proof of purchase – no refund.

## Common refund fraud techniques



- Thieves steal goods from the store and return the goods for a refund, either from your store or another store that sells the same item.
- Fraudsters buy goods at discounted prices and return the goods for a full-priced refund at a later date.
- Employees purchase goods at discount prices and have their associates return the goods (without receipt) for a full-priced refund.
- Fraudsters buy goods, use them and return them for a refund. For example, someone buys a suit, wears it and returns it as though they hadn't worn it.
- Employees keep receipts from previous sales and use these receipts to process refunds for themselves.
- Employees steal and 'return' the goods, using fictitious customer information. Such fraudulent returns usually do not have receipts.



## What you can do

### Sales staff

- Get a receipt from the person who presents the goods.
- Record the customer's contact details, including a form of photo ID.
- Check for obvious fictitious names, such as Joe Bloggs, U Sucker, IP Nightly; or for incomplete details or a lack of ID.
- Be suspicious if the customer appears nervous or hurried.
- Be suspicious if the returned article is not wrapped in the store wrapping bag or paper.
- Be wary of out-of-town returns.
- Be aware that articles stolen in one branch can be used to obtain a refund in another.

### Management

- Insist on a 'No sales or other proof of purchase – no refund' policy.
- Insist that your staff record the customer's contact details, including a form of photo ID. This will enable a later phone call to verify the customer purchased/returned goods, to ascertain why the goods were returned and to check the customer's satisfaction with service.
- Where possible, have refunds issued by a customer service department or management – not the cashier. This will eliminate refund fraud directly at the cashier, where there could be collusion with customers and easy access to money and receipts.

- Never allow a single person to process a refund. Always ensure a second staff member sees the customer returning the goods and countersigns the paperwork.
- Be wary of customers in collusion with sales assistants.
- Have one person at management level authorised to grant refunds.
- Be wary of refunds first thing in the morning, just before closing and where there is only one person on the sales floor.
- Be wary of a high number of returns every time a particular employee works.
- Record the total number of refunds at the end of each month and investigate any fluctuations from month to month.
- Ensure cash refunds are analysed by the various departments in conjunction with the internal auditor or accountant.
- Check to see if the percentage of refunds is excessively high compared to the percentage of exchanges.
- If a credit system operates instead of refunds, all of the above considerations still apply.

There is no simple solution to preventing refund fraud, but the measures above may dramatically reduce the opportunity for it to occur.

# Protecting your stock

Deliveries, unless controlled at all times by a designated, responsible member of staff, can lead to dishonest behavioural practices and errors.

## Receiving dock

- You need adequate receiving-dock facilities with sufficient space to receive, stack and check inward goods. This area must be secured to safeguard the goods against the weather and theft until stock is able to be distributed to stock rooms or sales floors.
- Make sure the receiving dock is isolated from the rest of your store or building.
- Ensure that it is out of bounds to all non-essential staff at all times.
- You need to designate a responsible member of your staff to receive inward goods.

## Store people

- You need to check what has been ordered has actually been delivered by cross referencing the order list against the goods and the delivery note.
- Ensure prices and the amount of goods delivered (including the weight and lengths of materials etc) are correct.
- Carry out spot checks on the contents of cartons with the delivery person.
- Sign the delivery note in front of the delivery person.
- Have a third person conduct spot checks at irregular times.

Note the attitude of the delivery person and store people or other staff. Does their attitude give rise to suspicion during the delivery of goods?



- Do they whisper or converse quietly? Is there familiarity between them to the extent that there could be collusion?
- Do delivery people enter the store or stock rooms?
- Is there a notice stating that no unauthorised person is allowed in the stock room?
- Check to see if the delivery and receipt document is correct.
- Delivery notes should be taken immediately to the office.
- All overs, unders, breakages, damages, transfers and returned goods should be recorded.

# Sexual harassment

Sexual harassment is unwanted behaviour of a sexual nature. This can be physical contact, verbal comments or non-verbal action.

## If you are being harassed

-  Tell the person to stop the behaviour.
- If you are uncomfortable about doing this yourself, have a colleague with you or ask the colleague to speak to the person privately on your behalf.
- Express your views by writing a letter to the person, asking for the behaviour to stop. Ensure your letter is written in a professional tone. Keep a copy of the letter.
- If the person harassing you is a co-worker, speak to the person's supervisor.
- If the person is a customer, consider issuing a trespass notice.

## If the behaviour does not stop:

-  Most unions have policies on sexual harassment and are able to provide assistance to union members.
- If you have an employment agreement you will find there are grievance provisions which you can take up with your employer. These can be resolved in the Employment Court if satisfaction is not achieved.
- Seek advice from your union representative, Equal Employment Opportunity liaison officer (if your organisation has one), or from the Human Rights Commission.
- You can lay a formal complaint with the Human Rights Commission which may then take the case to the Equal Employment Tribunal.
- If you fear for your safety, report the harassment to the police.

# Working irregular hours

Plan to have at least two staff working together at all times if possible.

Make provision for staff to be escorted to their vehicles when work has finished, or for staff to leave the building and vicinity safely.

## If staff must work alone, enhance their safety:



- Ensure the building can be adequately secured from the inside.
- Keep doors locked to prevent casual entry (if appropriate).
- Display warning signs that video surveillance cameras are operating.
- Use security grilles for staff protection.
- Provide staff with a remote control device to activate an audible alarm and alert a security company if safety is threatened.

## The first person to arrive at work should:



- Be alert to any sign of forced entry.
- Where any signs of force are noticed, the premises should not be entered as an intruder could be present. Call the police and/or security company, and warn other employees when they arrive.
- Where no unlawful entry has been made, leave an arranged all-clear signal for other staff.



## Staff who finish late should:

- Park as near to work as possible in an area that will be well lit at night.
- Consider other transport options if the only parking is in an isolated location.
- Let someone know they will be working late.
- Check that you are secure inside the building and that no doors or windows have been left open or unlocked.
- When leaving the building, before you open the door, check the immediate area outside for any people who may be loitering.
- Use the best well-lit route to their car, and have someone walk with them if possible.

# Business support

Business Support is a concept similar to Neighbourhood Support for residential communities. Business Support seeks to reduce commercial crime and the fear of crime from both the customers' and retailers' points of view.

## How do you set up a group?

This doesn't take a lot of time or involve a lot of work.

- Start small – discuss with a few neighbours or nearby businesses and build up slowly.
- Call a meeting.
- Invite your local community constable or local Neighbourhood Support representative along to give you information and answer your questions.
- Share the work – your knowledge, skills or time.
- Keep learning.
- Celebrate your success.

## How does the group operate?

A telephone tree or email facility is an effective means of sharing information with other businesses and with your local community constable.

Should a problem develop, each business person is responsible for calling one or two others on the tree. The coordinator can pass information on to the police as necessary.

## Meetings

From time to time invite key people to advise or train you and your staff. This helps keep the group alive. Having the occasional public meeting can get more people involved as well.



## Resources

Police can give you information and training on:

- reducing the opportunity for crime
- preparing for and surviving civil disasters
- dealing with a range of emergencies
- solving community problems
- networking

By forming a business support group you can protect your property and gain peace of mind. You and your neighbours can support one another and combine your local knowledge to reduce crime in your area.

# Frequently asked questions

**The examples provided are intended as brief guidelines only. Every situation is different. If in doubt, seek advice from a qualified legal professional.**

## 1. What is "theft"?

The Crimes Act 1961 defines theft as the act of dishonestly and without claim of right:

1. taking any property with intent to deprive the owner permanently of that property or any interest in it; or
2. using or dealing with any property with intent to deprive any owner permanently of that property or any interest in it after obtaining possession/control over the property.

There must be an **intention** to commit theft.

## 2. Does someone have to exit the shop with my (the shop owner's) property before theft is committed?

No. In some situations, the person's conduct before leaving the store may be sufficient. For example, purposefully concealing property in a bag or clothing, along with actions showing a clear intention of leaving the shop without paying, may amount to theft even though the person has not yet left the premises.



### 3. Under what circumstances should I call the police?

You should always call the police on 111 when:

- someone threatens you or your staff or refuses to leave
- someone you have confronted is in possession of stolen property
- someone has JUST LEFT the premises, either with your property or having tried to steal your property.

### 4. If I suspect someone in my shop has concealed an item under clothing or in pockets or in a bag, can I conduct a search to get my property back?

Not unless the person has consented to the search – for example you could ask them to open a bag or empty their pockets.

## 5. If someone is openly carrying an item of my property and attempting to leave the shop without paying, what should I do?

You could ask the person to return the item to you. If they refuse and leave the shop anyway or become aggressive or disorderly, call police on 111 immediately. See also FAQ 6 (below).

Section 53 of the Crimes Act 1961 protects from criminal responsibility *a person in peaceable possession of any movable thing under a claim of right (and everyone acting on his or her authority) who defends his or her possession by the use of reasonable force if he or she does not strike or do bodily harm to the other person*. This defence may allow you to snatch the goods back.

Keep in mind, however, that this defence would not apply if your actions exceed what the provision justifies. Also, in any interactions with possible shoplifters, your personal safety should always take priority over recovery of goods.

## 6. If someone has stolen my property and leaves the shop, what should I do?

You could follow the person from a safe distance provided it does not expose you to risk. Have a colleague ring the police or if you have a cell phone call police with a description of the person, direction of travel and any vehicle details, particularly registration number.

Section 53 of the Crimes Act 1961 may also be relevant (see above).



## 7. Can I do anything about people I might not want coming into my store?

As the occupier, you have the right to control access and deny entry to anyone you don't want, such as persons who have previously shoplifted, presented fraudulent credit or exhibited abusive, disruptive or threatening behaviour. If you think someone already in your store is acting suspiciously, you have the right to approach and question them or ask that person to leave.

For individuals who consistently concern you, a written trespass notice can be handed to the person, with a warning not to enter the property for two years. The person's details should be entered on the form and a copy retained in the store. A person breaching the notice can be arrested by police.

A trespass notice is supplied at the back of this book. You can photocopy a notice for giving to any person you want trespassed.

## 8. Can I use force to defend myself?

Section 48 of the Crimes Act 1961 states that *everyone is justified in using, in the defence of himself or another, such force as, in the circumstances as he believes them to be, it is reasonable to use.*

Remember that any force used must be reasonable under the circumstances. A person using excessive force could face prosecution for assault.

## 9. I am having trouble with children stealing from my shop. What can I do?

You should always call the police immediately on 111 and report it. You can trespass these children from your shop. Your local community constable can also advise you on how to deal with this issue.

## 10. I phoned the police but they did not come, what should I do?

Police aim to attend every incident as soon as possible. However, for a variety of reasons, they are sometimes unable to attend as quickly as members of the public would like.

You should always feel confident to call the police back on 111 and ask why they did not attend or how long they will be. You can also contact your local community constable or police station for further assistance.



### 11. The police attended but they have not told me what has happened. What do I do?

Call your local police station and ask about your case. Whenever you call police to your shop remember to take down the name of the police officer and the file number of your case.

### 12. How do I find out who my local community constable is?

Simply call your local police station and ask. Telephone numbers for the different police stations are in your local telephone book, or you can find them on the police website – [www.police.govt.nz](http://www.police.govt.nz).

### 13. I have two names, one on my passport and the other is what my friends and customers call me. Which name should I give to police?

Always give police your name as it appears on your passport. After that you can tell police that you are known by another name by your friends and customers. Give police that name also.

### 14. Where can I get more safety information from?

Contact your local police station or community constable. You can also go to our website ([www.police.govt.nz](http://www.police.govt.nz)) and look at crime prevention information in the “Safety Tips” section.

## 15. I don't speak English very well and don't feel confident about contacting police. What can I do?

The police use a language line telephone interpreting service which is available Monday to Friday from 9am to 6pm. When making contact with police, you can ask to use this free service. Police also have access to qualified interpreters who can talk to you in your own language. The Police website ([www.police.govt.nz](http://www.police.govt.nz)) provides crime prevention information and safety tips in different languages.

## 16. What if I don't want to talk to police but I have information about crime?

If you have information about burglary or any other crime and for whatever reason you don't want to contact the authorities directly, tell Crimestoppers.

Crimestoppers guarantees anonymity – no-one will find out who you are. Crimestoppers is not part of the Police. Call-takers will pass on the information you provide to the authorities for you.

Call Crimestoppers toll-free anytime on 0800 555 111

or use the encrypted message form at [www.crimestoppers-nz.org](http://www.crimestoppers-nz.org)

# Trespass Notice

**Warning Under The Trespass Act 1980 Sections 4(1) or 4(2) and Section 4(4)**

**To:**

---

[Name of person being warned]

---

---

[Address of person being warned]

**In accordance with the above Act and Section you are hereby warned to stay off the place known as:**

---

---

[Address of location which Person is banned from]

**It is an offence punishable by a fine not exceeding \$1,000.00 or imprisonment not exceeding 3 months to enter the above address within 2 years from the date you receive this warning.**

**The occupier of the above address is:**

---

[Full name of Occupier]

This warning is given by the **occupier/person\*** authorised by the occupier of the above address:

---

[Signature of Occupier or Person authorised by the Occupier]

---

[Print Full Name of Occupier or Person authorised by the Occupier]

---

[Date that this notice takes effect]

\* Cross out the words that do not apply.

# Details of service of trespass notice

[Read INSTRUCTIONS below and then complete service details immediately service is effected. If the person served the notice is not the occupier but an agent of the occupier – the full name and address of the person who served the notice is also required.]

**THIS NOTICE (photocopy attached) was served:**

**on**

\_\_\_\_\_  
[Name of Person served]

**on the**

**day of**

**, 20**

**at**

**a.m/p.m**

**at**

\_\_\_\_\_  
[Place where service was effected]

**by**

\_\_\_\_\_  
[Full Name of Person effecting service]

**I served the Trespass Notice personally:**

**on**

\_\_\_\_\_  
[Name of Person served]

by **\*handing it to them / \*dropping it at their feet when they refused to accept service of the notice.**

They **acknowledged\* / did not acknowledge\*** that they are the person named in the notice.

They **are / are not\*** personally known to me.

I believe **their \*date of birth is** \_\_\_\_\_ / **\*approximate age is** \_\_\_\_\_ years.

\_\_\_\_\_  
Occupier's full name

\_\_\_\_\_  
Occupier's address and phone number

**More relevant details:**

\_\_\_\_\_  
\_\_\_\_\_  
[For example, "Issued because of alleged disorderly behaviours" or "Issued because of alleged theft". Record here the authorisation if the person who served the notice was a person authorised by the occupier and not the occupier, and attach a copy of the authorisation to this form, if applicable.]

**Signed**

\_\_\_\_\_  
[Signature of person who served the Trespass Notice]  
of this form

\_\_\_\_\_  
Date of completion

\_\_\_\_\_  
Full name and address of Person signing Notice

**Instructions – Photocopy** completed Trespass Notice before serving on the person warned off. Be clear who the occupier is – company, person, partnership etc. Complete this form (DETAILS OF SERVICE OF TRESPASS NOTICE) after service and attach it to the photocopy of the completed TRESPASS NOTICE. Retain for possible court proceedings.

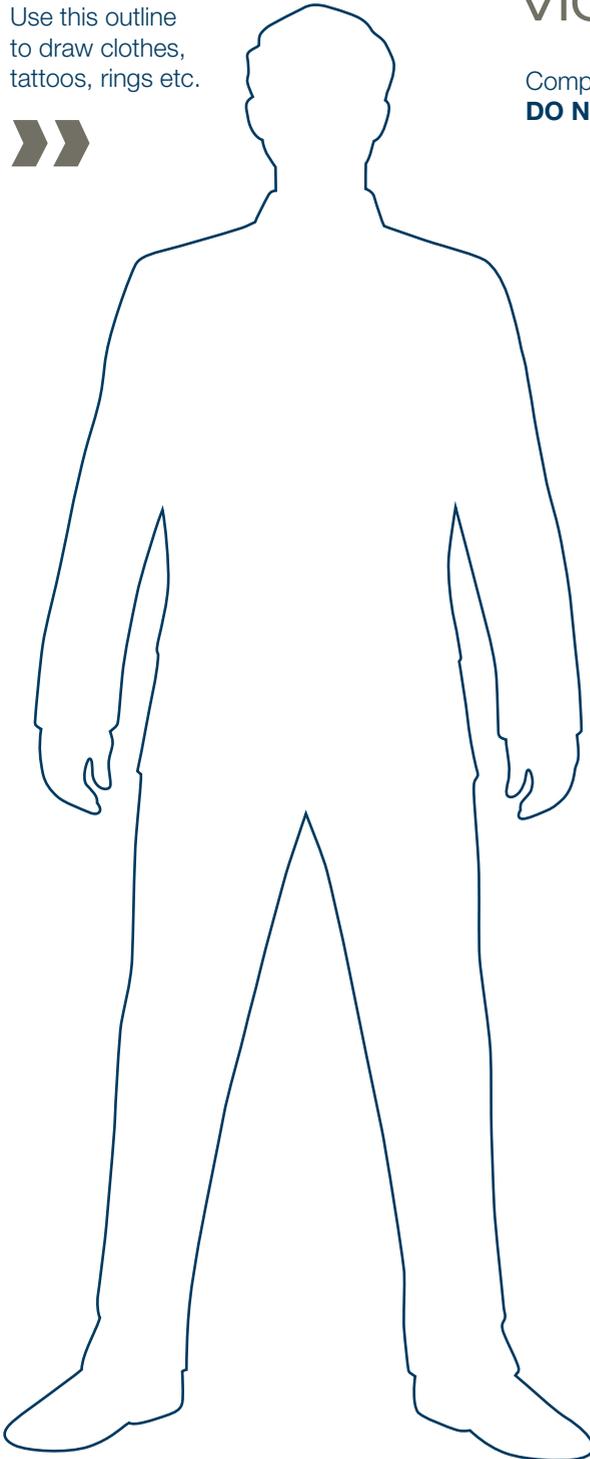
\* Cross out the words that do not apply.

# victim/witness

Use this outline  
to draw clothes,  
tattoos, rings etc.



Complete this form by yourself –  
**DO NOT** discuss this with anyone else



## MALE

**AGE:**

**ETHNICITY:** European, Pacific Islander, Maori, Asian, Middle Eastern, Indian etc.

**BUILD:** Thin, Medium, Solid, Fat

**HAIR COLOUR:**

Black, Brown, Red/Ginger, White, Grey, Partly Grey etc.

**HAIR TYPE:**

Curly, Bushy, Straight, To collar/shoulders, Shaved, Receding, Pony tail, Bald etc.

**FACE SHAPE:** Oval, Square, Round etc.

**MOUTH-LIP SHAPE:**

Thin, Thick, Prominent lower lip, Missing teeth etc.

**EYE COLOUR:**

Blue, Brown, Green, Grey, Different colours etc.

**EYES:** Close/wide set, Bulging, Beady

**EYEBROWS:** Bushy, Arched, Joining, Plucked/thin

**NOSE:** Pointed, Small, Broken, Flat, Upturned

**CHIN:** Receding, Protruding, Square, Double, Pointed

**COMPLEXION:** Fresh/fair, Black, Olive, Ruddy, Copper, Freckled, Spotty etc.

**FACIAL HAIR:**

Full beard, Moustache, Side burns, Goatee

**EARS:** Different sizes, Large, Missing, Cauliflower

**CLOTHING:** Describe types, colour, styles, belts, buckles, include disguises

**FOOTWEAR:** Gumboots, Sandals, Running shoes, Boots, Colours, Sole types etc.

**ACCESSORIES:**

Wristwatch, Ring, Wallet, Baggage, Glasses etc.

**PECULIARITY:** Scars, Marks, Tattoos, Amputations, Deformities, Drug habits etc.

**TYPE OF WEAPON:**

**ACTUAL WORDS USED:** Describe voice  
eg. Accent, Loud, Soft, Nasal, Rapid etc.

# memory enhancement FORM

WITNESS NAME:

ADDRESS:

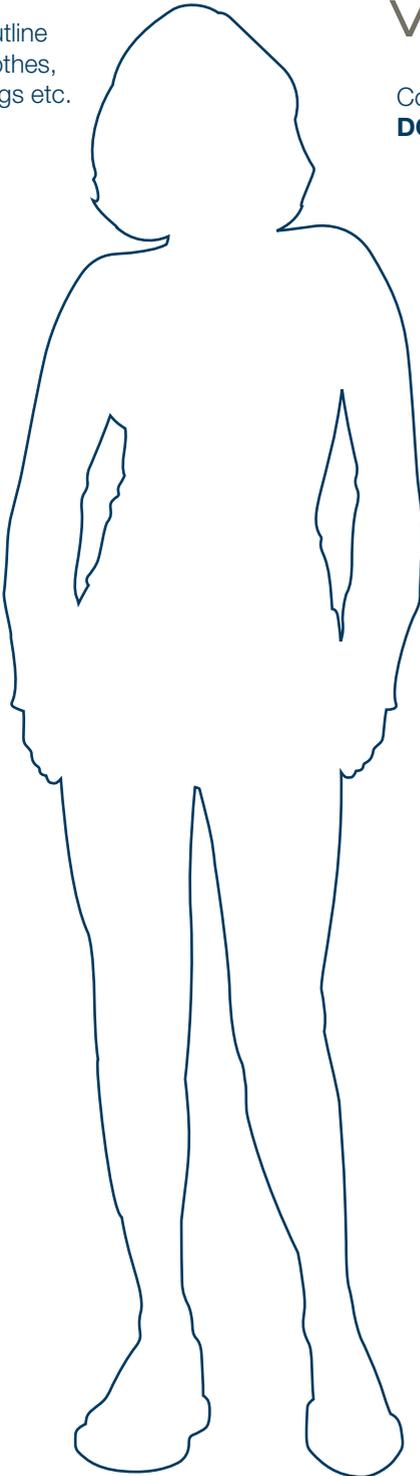
DATE:

PHONE:

HEIGHT:

WEIGHT:

Use this outline to draw clothes, tattoos, rings etc.



# victim/witness

Complete this form by yourself –  
**DO NOT** discuss this with anyone else

## FEMALE

**AGE:**

**ETHNICITY:** European, Pacific Islander, Maori, Asian, Middle Eastern, Indian etc.

**BUILD:** Thin, Medium, Solid, Fat

**HAIR COLOUR:**

Black, Brown, Red/Ginger, White, Grey, Partly Grey etc.

**HAIR TYPE:**

Curly, Bushy, Straight, To collar/shoulders, Shaved, Receding, Pony tail, Bald etc.

**FACE SHAPE:** Oval, Square, Round etc.

**MOUTH-LIP SHAPE:**

Thin, Thick, Prominent lower lip, Missing teeth etc.

**EYE COLOUR:**

Blue, Brown, Green, Grey, Different colours etc.

**EYES:** Close/wide set, Bulging, Beady

**EYEBROWS:** Bushy, Arched, Joining, Plucked./thin

**NOSE:** Pointed, Small, Broken, Flat, Upturned

**CHIN:** Receding, Protruding, Square, Double, Pointed

**COMPLEXION:** Fresh/fair, Black, Olive, Ruddy, Copper, Freckled, Spotty etc.

**EARS:** Different sizes, Large, Missing, Cauliflower

**CLOTHING:**

Describe types, colour, styles, belts, buckles, include disguises

**FOOTWEAR:**

Gumboots, Sandals, Running shoes, Boots, Colours, Sole types etc.

**ACCESSORIES:**

Wristwatch, Ring, Wallet, Baggage, Glasses etc.

**PECULIARITY:**

Scars, Marks, Tattoos, Amputations, Deformities, Drug habits etc.

**TYPE OF WEAPON:**

**ACTUAL WORDS USED:** Describe voice eg. Accent, Loud, Soft, Nasal, Rapid etc.

# memory enhancement FORM

WITNESS NAME:

ADDRESS:

DATE:

PHONE:

HEIGHT:

WEIGHT:



# Important information

**NAME OF BUSINESS:**

---

**OWNER'S NAME:**

---

**ADDRESS:**

---

---

---

**TELEPHONE NUMBER:**

---

**LOCAL POLICE STATION NUMBER:**

---

**NAME OF LOCAL POLICE CONTACT:**

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**TELEPHONE NUMBER:**

---





## Language Line

**Police can provide an interpreter on the telephone. This is a free service called Language Line. Ask for Language Line when you call Police or visit a police station and tell them what language you speak. Language Line is available from 9am to 6pm Monday to Friday.**

[www.police.govt.nz](http://www.police.govt.nz)

ARABIC عربي  
CHINESE 中文  
FARSI فارسی

GERMAN Deutsch  
HINDI हिन्दी  
JAPANESE 日本語

KOREAN 한국어  
SOMALI Soomaali  
SPANISH Español

THAI ไทย  
VIETNAMESE Tiếng Việt