

1994 - 2019
Celebrating
25
years in Tasmania

**CRIME
STOPPERS**
.com.au
1800 333 000

SAFE RETAILING TASMANIA

A tool for Retailers and Staff 2020



**SEE
SOMETHING
SAY
SOMETHING**



CRIME STOPPERS TASMANIA

COMMUNITY PARTNER OF



CRIME STOPPERS TASMANIA

Crime Stoppers Tasmania is an independent, not-for-profit, community organisation providing safe and anonymous ways to report crime. We are committed to creating a safer Tasmania for our children, our families and each other.

Since our inception, Crime Stoppers Tasmania has received over 50,000 anonymous reports resulting in:

- 17,000 recorded offences
- 4,000 arrests
- \$7.3 million in drugs seized
- \$5.1 million in recovered property.

If you are interested in joining the Crime Stoppers Tasmania family, please contact Chair David Daniels or CEO Mariae Leckie on 0417 525 855 or ceo@crimestopperstas.com.au.

We rely on partnerships, sponsorship, grants and donations.

DONATE NOW [crimestopperstas.com.au](https://www.crimestopperstas.com.au) [crimestopperstas](https://www.facebook.com/crimestopperstas)

CRIME STOPPERS AUSTRALIA

In 2018, Crime Stoppers Australia commissioned a report on the *Economic and Social Impact of Crime Stoppers in Australia*.

The Impact Report found Crime Stoppers offers the following benefits:

- Contributes to people feeling safer
- Builds civic responsibility by enabling people to be active and informed citizens
- Empowers people to participate through the provision of anonymity and independence from the Police
- Raises awareness of crime and crime prevention, thereby creating safer communities
- Provides a valuable service for people who are reluctant to interact with Police
- Creates a valuable source of information and enables a more efficient use of Police resources.

82%

of people
feel safer
because of
Crime Stoppers



“Crime Stoppers is a trusted avenue for people to anonymously provide information about crime, and Tasmania Police is thankful for the valuable assistance in solving cases and helping to make our state a safe place to live.

While Tasmania Police is privileged to be afforded high levels of community trust, the reality is that not everyone is comfortable contacting us directly. Crime Stoppers plays an important role in ensuring those people have an alternative option for providing what could be vital information to Police.”

Commissioner Darren Hine AO,
Tasmania Police

Our Vision

A safer Tasmania

Our Mission

To be the trusted voice for a safer Tasmania by empowering and inspiring Tasmanians to anonymously report crime

Our Values

Integrity, Respect, Community engagement, Resourcefulness, Confidentiality

REPORTING SUSPICIOUS BEHAVIOUR

Every piece of information is important to police investigations. Something which may seem insignificant to you could prove crucial to solving a crime and making an arrest and a prosecution. You can remain anonymous when you contact Crime Stoppers. You may be eligible for a reward if the information provided leads to charges or arrests.

You should contact Crime Stoppers if you have:

- Witnessed suspicious or criminal activity.
- Recognised a person or vehicle of interest to the police.
- Overheard a suspicious conversation or plans for criminal activity.
- Noticed repeated odd or suspicious behaviour from the same person or group of people.
- Suspicions about someone else, group of people, a property or vehicle.
- Information about persons or incidents of interest to the police.

Please do not call Crime Stoppers if:

- A crime is occurring that requires an immediate police response.
- It's an emergency or a life-threatening situation (call 000).
- You require police assistance (call 131 444).

You can remain anonymous. We value the information you provide much more than knowing your identity. Crime Stoppers does not have caller ID and phone calls are not recorded. Your IP address, details of the computer you are using or your location is never recorded.

HELP KEEP YOUR COMMUNITY SAFE



Triple Zero (000)
Police, Fire, Ambulance
In an emergency



131 444
Police Assistance Line
In non-emergencies



1800 333 000
MORE INFO www.crimestopperstas.com.au

Report information on crime
Click or call anonymously

IDENTIFYING SUSPICIOUS BEHAVIOUR

It's up to everyone to be alert and vigilant in identifying suspicious behaviour or people who may risk the safety of your team and customers.

If you see something suspicious or unusual, say something.

SEE
SOMETHING

Look out for signs of suspicious behaviours, such as:

- Deliberately leaving a bag/parcel unattended.
- Coming in and out of the premises without a purpose.
- Appearing agitated, aggressive or nervous.
- Appearing to conceal something that could be a weapon.
- Inappropriate clothing for the situation or weather.
- Unusual interest or filming of security cameras.
- Unusual interest in staff movements.
- Hanging around restricted access areas.

Report all suspicious or unusual behaviour to your team leader. If necessary report it to centre management and/or the authorities.

Your small piece of information could help Police solve a bigger puzzle.

Urgent or life-threatening situations:

CALL 000

Non-emergency situations:

Police Assistance Line: 131 444

National Security Hotline: 1800 123 400

Centre Security

Crime Stoppers: 1800 333 000 or online www.crimestopperstas.com.au
(you can stay anonymous)

For further crime prevention information contact your nearest Police Station or visit Tasmania Police.



MORE INFO 
www.saferetail.com.au

DEALING WITH AN AGGRESSIVE SHOPLIFTER

Customer or shoplifter aggression is a wide range of unacceptable, hostile and antisocial behaviours directed at retailers, staff or other customers.

Aggressive behaviours could be:

- Making hostile or threatening gestures / making threats.
- Being offensive and verbally abusive by way of a personal or general nature (sexist comments, raised voice, innuendo, etc).
- Physical violence against a person/s (eg. hitting, spitting, pushing, kicking, etc).
- Physical violence against property (eg. trashing store displays, or personal property).

Signs that a customer could become aggressive or violent include:

- **Appearance:** intoxicated, bloodstained, carrying anything that could be used as a weapon.
- **Physical activity:** restless or agitated, pacing, standing up frequently, clenching of jaw or fists, hostile facial expression with sustained eye contact, entering 'off limit' areas uninvited.
- **Mood:** angry, irritable, tense, distressed, difficulty in controlling emotions.
- **Speech:** loud, swearing or threatening, slurred.
- **Workers reaction:** fear, anxiety, unease, frustration, anger.

What to do when faced by an aggressor:

- Try to stay calm and keep your emotions under control.
- Lead by example; avoid sarcasm and adopt a passive and non-threatening posture (eg. hands by your side with empty palms facing forward).
- Don't argue, acknowledge their feelings and try to show that you are sincerely interested and trying to be kind.
- If the situation escalates or cannot be resolved, ask the aggressor to leave the premises and use space for self-protection (position yourself to an exit space).
- Structure the work environment to ensure safety, have an escape plan.
- Make sure others are out of harm's way.

It is very important to stay calm and not escalate the situation:

- Don't challenge or threaten the person by your tone of voice or body language.
- Don't argue or yell, even if the person is yelling at you.
- Don't turn your back on an aggressor and leave yourself at physical risk.
- If an aggressor doesn't calm down or leave, don't stay around.
- Try to stay calm, ignore verbal threats or warnings of aggression.
- Know that you do not have to tolerate violence or **any** form of aggression.
- Never try to disarm a person or deal with it alone.

GETTING AWAY FROM AN ARMED OFFENDER

MAKE A PLAN FOR YOUR STORE AND STAFF



The National Retail Association is a not-for-profit organisation that represents the interests of retailers across Australia.

Download this Template and Instructions from www.nra.net.au

ESCAPE PLAN FOR ARMED OFFENDER INCIDENTS

Name of business and facility, address, postcode, access street, nearest cross street.

IN CASE OF ARMED OFFENDER

Escape the premises if safe to do so

OR

Out of sight, in silence

OR

When safe to do so call Centre Management on 000

OR

EMERGENCY

Mobility impaired persons should be assisted by a nominated person.

EMERGENCY EXIT

ALTERNATIVE EXIT

MEETING POINT

PATH OF EXIT

ALTERNATE PATH

FIRST AID KIT

HIDING PLACE/REFUGE

Meeting point address, location

Validity Date

MP

H

FIRST AID

MP

YOU ARE HERE

North

HOW TO USE THE TEMPLATE

This escape plan can be adapted for your store.

The Australian Standard AS 3745:2010 Planning for emergencies in facilities, recommends that your plan should show the following as a minimum:

- A diagram to represent your floor plan.
- YOU ARE HERE location. Show the location of the escape path. (Use icons or pictures).
- Icons to show emergency exits and any others pathways leading to escape through windows and doors.
- Meeting points for staff. This should be different from a fire evacuation/emergency point. Perhaps a room or otherwise write a different address or location.
- Hiding places/refuge, noting any locks or alarms.
- Location of your store, including postcode, access and cross streets.
- Review date (you should review the plan periodically).

The escape plan is an adaptation of the standard fire evacuation plan by authorities as a guide for retailers

“Crime Stoppers (is about) changing individual behaviour to effect community safety but is also about overcoming the bystander effect and building civic responsibility... I think the community sees Crime Stoppers just as a reporting vehicle. What they don’t see in Crime Stoppers is that it has the ability to promote the taking of responsible action and it provides an avenue for people to take responsibility.”
Education benefactor

“The effects of thefts are far greater than the lost stock. The impact on our business extends to fence repairs, increasing security, staff time, insurance claim excesses and higher insurance premiums.”
Small business

WHAT TO REPORT TO POLICE AND/OR MANAGEMENT

Details are important, every piece of information, no matter how small, may be key to a police investigation.

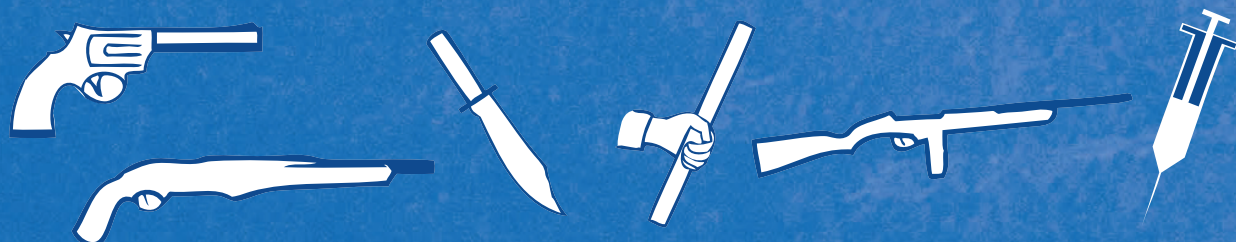
WHAT DID THE PERSON/S LOOK LIKE?

- Male or female?
- Build – Fat, obese, thin, muscular, solid, short or tall?
- Hair Colour – Blonde, grey, red, dyed?
- Hair Style – sparse/bald, curly, long, ponytail, dreadlocks, short, cropped?
- Eyes – blue, brown, bloodshot, green?
- Skin Colour – fair, olive, tanned, freckled, acne, scarred?
- Tattoos, piercings, scars, bearded?
- Were they wearing glasses, a disguise, or headgear?

WHAT CLOTHES WERE THEY WEARING?

- Shoes – boots, thongs, runners?
- Upper body – t-shirt, jacket, hoodie, maxidress, logos, and colour?
- Lower body – jeans, cut off shorts, miniskirt, leggings, colour?

WAS A WEAPON USED?



DETAILS MATTER

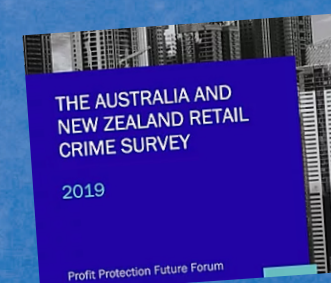


TRENDS IN RETAIL CRIME



Tactics for fraudulent refunds:

- Double-docketing - shoplifting with a receipt. In the extreme, offenders will usually work in pairs filling two trolleys with identical items, then leaving one trolley in store and proceeding to pay in full for the other. Almost immediately, one offender will use that receipt to return to the store and collect the second trolley, often paying for an additional item upon exiting to deflect suspicion. The offenders will then visit another store within the chain and request a refund for the items, essentially obtaining one trolley of goods for free;
- Barcode scamming - printing/copying barcodes for low priced items at home and affixing those labels to high priced items in store. The fake barcodes are then scanned through a self-service checkout before the items are returned to the store for a credit at the original higher price;
- Repeatedly attempting refunds without receipt across multiple stores within a chain until successful;
- Buying new merchandise and using that receipt to return an older or damaged version – essentially updating their goods at the retailer's expense.



The 2019 Australia and New Zealand Retail Crime Research Survey revealed the most commonly stolen goods from supermarkets:

- Telecommunications.
- Baby milk formula, meat and face creams.
- Self-service checkouts continue to be vulnerable to theft.
- Being observant and recording the information about offenders (see page 9) is extremely important.
- Micro-gangs are using 'steaming' techniques to brazenly raid shops during operating hours.

Sometimes this is a "push out," which is loading up a trolley with high-priced goods and barging out, knowing store policy may prohibit employees from chasing down these thieves. Such criminals often will resist arrest and will resort to any means to avoid store security.

**THIS PUBLICATION IS AN INITIATIVE OF CRIME STOPPERS TASMANIA.
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Thanks for your help in this campaign.



National
Retail
Association



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