

---

---

## TABLE OF CONTENTS

---

---

	Page
<b>PREFACE</b> .....	vii
<b>CHAPTER ONE WHAT IS THE SHOPLIFTING PROBLEM?</b> .....	1
Cost of Shoplifting .....	1
Use of Security Controls .....	4
Goals of this Book .....	5
Endnotes .....	7
<b>CHAPTER TWO WHO SHOPLIFTS?</b> .....	9
Amateurs .....	10
Preteens .....	11
Teenagers .....	12
Mentally Disturbed Individuals .....	12
Adult Shoplifters .....	13
Professionals .....	13
Drug Users .....	14
Early Accounts of Shoplifting .....	14
Strategies Used by Professionals .....	14
Foreign Gangs .....	15
Summary .....	17
Endnotes .....	18
<b>CHAPTER THREE THE MECHANICS OF SHOPLIFTING</b> .....	19
Walking Out with Goods Exposed .....	20
Walking Out with Goods Concealed .....	20
Use of Clothing .....	20
Shopping Bags .....	21
Other Hand-Carries .....	22
Fitting Rooms .....	22
Restrooms .....	22
Grazing .....	23
Grab-and-Run Theft .....	23
Crotching .....	24
Booster Equipment .....	24
Ticket Switching .....	25

Fraudulent Returns .....	27
Diversion Techniques .....	29
Collusion .....	30
Summary .....	30
Endnotes .....	31

**CHAPTER FOUR PREVENTION AND DETERRENCE STRATEGIES**

<b>FOR STORES WITHOUT LOSS PREVENTION EMPLOYEES .....</b>	<b>33</b>
Selling Floors .....	35
Standards and Procedures .....	35
Customer Service .....	35
Merchandise Presentation .....	35
Reversing Hangers .....	36
Awareness .....	37
Psychological Factors .....	37
Signs .....	37
Neatness of Displays .....	38
Design and Layout .....	38
Openness .....	38
Register Areas .....	39
Fitting Rooms .....	39
Standards and Procedures .....	39
Customer Service .....	39
Clearing Fitting Rooms .....	39
Limiting Number of Garments .....	40
Fitting Room Checkers .....	40
Psychological Factors .....	40
Signs .....	40
PA Announcements .....	40
Design and Layout .....	41
Equipment .....	43
Stockrooms .....	45
Standards and Procedures .....	45
Psychological Factors .....	45
Signs .....	45
Key Logs .....	46
Design and Layout .....	46
Locking .....	46
Equipment .....	49
Security Observation Booths .....	49
Summary .....	51

<b>CHAPTER FIVE PREVENTION AND DETERRENCE STRATEGIES FOR STORES WITH A LOSS PREVENTION STAFF .....</b>	<b>53</b>
New Employee Orientations .....	54
Award Programs .....	54
Visible Security Personnel .....	55
<b>CHAPTER SIX USING TECHNOLOGY TO FIGHT SHOPLIFTING .....</b>	<b>57</b>
Mirrors .....	57
Mirrors Summary .....	58
Cables .....	58
“Securatach” .....	61
Cables Summary .....	65
Fixtures .....	65
Lockable Fixtures .....	65
Lockdown Devices and Alarming Security for Displayed Merchandise .....	66
Secure Peg Hooks; “Clicker” Fixtures .....	67
Lockable Fixtures Summary .....	68
Electronic Article Surveillance .....	69
EAS Operational Issues .....	69
Recent Technological Improvements .....	70
Electronic Article Surveillance Summary .....	74
Benefit Denial Devices .....	74
Ink Tags .....	75
Combination Ink/EAS Tags .....	76
Integrated Ink/EAS Tags .....	77
Other Benefit Denial Tags .....	78
Benefit Denial Device Summary .....	79
Secure Packaging .....	79
Secure Packaging Summary .....	79
Video Surveillance (CCTV) .....	80
Video Surveillance Summary .....	82
Radio Frequency Identification .....	83
Radio Frequency Identification Summary .....	83
Subliminal Messages .....	84
Endnotes .....	84
<b>CHAPTER SEVEN SELECTING SECURITY/LOSS PREVENTION PERSONNEL .....</b>	<b>85</b>
Negligent Hiring .....	86
Regulation of Private Security .....	88
Contract Security Personnel .....	89

Proprietary Security Personnel .....	90
Appearance .....	90
Education .....	91
Communication Skills .....	91
Certified Protection Professional .....	91
Character .....	91
Writing Skills .....	92
Observation Skills .....	93
Career Objectives .....	93
Health .....	95
Common Sense .....	96
Selection Tools .....	96
Employment Application .....	96
Bonding Form .....	100
Employment Interview .....	102
Suggested Interview Questions .....	105
Honesty Tests .....	107
Personality Tests .....	107
Polygraph .....	108
Graphology .....	108
Drug Testing .....	108
Background Investigation .....	108
Education .....	109
Prior Employment .....	110
Current Address .....	111
The Neighborhood Check .....	111
Criminal Records .....	111
Civil Court Records .....	112
Driving Records .....	112
Other Records and Source of Information .....	113
Summary .....	115
Endnotes .....	115
<b>CHAPTER EIGHT TRAINING SECURITY PERSONNEL .....</b>	<b>117</b>
Training Defined .....	117
Pop Formula: Policy, Objectives and Procedures .....	118
Types of Training .....	119
Loss Prevention/Security Procedures Manual .....	120
Basic Training .....	121
Prevention/Protection Training .....	121
Enforcement .....	121
General Emergency Services .....	122

Special Problems .....	122
On-the-Job Training .....	123
Telephone Training .....	124
Training Bulletins .....	124
Roll-Call Training .....	124
Subscription Training .....	124
QUIZ .....	127
QUIZ MARKING KEY .....	129
Interactive Video Training .....	130
Seminars and Workshop Training .....	131
Training Records .....	132
Tests .....	132
True/False Questions .....	133
Multiple-Choice Questions .....	133
Fill-In Questions .....	134
Summary .....	135
Endnotes .....	137
 <b>CHAPTER NINE POLICIES AND PROCEDURES FOR HANDLING</b>	
<b>SHOPLIFTERS</b> .....	139
Authority to Apprehend .....	139
Probable Cause to Detain .....	141
Disposition of the Shoplifter .....	142
Warn and Release .....	142
Conditional Release .....	143
Juveniles .....	143
Prosecution .....	144
Banning From Store .....	147
Civil Remedy .....	147
Educational/Rehabilitation Programs .....	147
Court Mandated .....	147
Administered by Retailers .....	148
Documenting the Event .....	148
Summary .....	149
Endnotes .....	150
 <b>CHAPTER TEN USE OF FORCE AND PURSUITS</b> .....	
Use of Force .....	151
Handcuffs .....	152
Pursuits .....	154

<b>CHAPTER ELEVEN MECHANICS OF DETECTION AND APPREHENSION</b> .....	157
Prerequisite Condition – Probable Cause .....	157
The “Six Steps” To Apprehension .....	158
Step 1: .....	161
Step 1: See the Suspect Approach the Merchandise .....	161
Step 2: See the Suspect Take the Merchandise .....	162
Step 3: See Where the Suspect Conceals the Merchandise .....	163
Step 4: Maintain an Uninterrupted Surveillance to Ensure That the Suspect Doesn’t Dispose of the Merchandise .....	163
Step 5: See the Suspect Fail to Pay for the Merchandise .....	164
Step 6: Approach the Suspect Outside the Store .....	164
Confrontation .....	165
Company Policy .....	166
The Approach .....	166
The Identification .....	167
The Request .....	167
The Establishment of Control .....	168
Ticket Switching and Fraudulent Refunds .....	169
Summary .....	170
Suggestions for Further Reading .....	171
<b>CHAPTER TWELVE A DEFENSE ATTORNEY’S PERSPECTIVE</b> .....	173
Probable Cause; Defending a Good Arrest .....	173
<b>CHAPTER THIRTEEN PROCESSING THE SHOPLIFTER</b> .....	179
The Importance .....	179
Escorting the Offender to the Office .....	180
Processing the Offender in a Private Location .....	180
Witnessing the Processing .....	180
Miranda Warnings .....	181
The Question of Courtesy .....	181
Restraining the Offender in the Office .....	181
Handling Personal Requests .....	182
Documenting the Incident .....	182
Obtaining a Statement .....	185
Preserving the Evidence .....	187
Processing the Evidence .....	187
The Log Book .....	188
Property Tags .....	190
Photographing the Shoplifter and the Evidence .....	191
Deciding Whether to Accept Restitution .....	192

Deciding Whether to Allow a Conditional Release .....	193
Length of the Processing Procedures .....	194
Summary .....	196
<b>CHAPTER FOURTEEN SUPERVISING SECURITY PERSONNEL .....</b>	<b>197</b>
Direction .....	197
Surveillance .....	197
Standards of Conduct for Security Personnel .....	198
Guidance .....	200
Other Aspects of Supervision .....	201
Complaints .....	201
Profiling and Diversity Sensitivity .....	202
Quotas/Goals .....	202
CCTV Tape Retention .....	202
Review of Reports .....	203
Summary .....	203
Endnotes .....	204
<b>CHAPTER FIFTEEN HANDLING QUESTIONABLE DETENTIONS ...</b>	<b>205</b>
Types of Questionable Detentions .....	206
Handling a Questionable Detention .....	207
Avoid an Accusatory Confrontation .....	207
Avoid the Use of Force .....	208
Courteously Admit the Mistake .....	208
Disengage Quickly .....	208
Customer Interaction After the Event .....	209
Lawsuits for Questionable Detentions .....	212
Summary .....	213
Endnote .....	213
<b>CHAPTER SIXTEEN LITIGATION AVOIDANCE .....</b>	<b>215</b>
Litigation Avoidance .....	215
<b>CHAPTER SEVENTEEN CIVIL RECOVERY .....</b>	<b>223</b>
The Civil Recovery Process .....	223
Summary .....	232
Endnotes .....	233
<b>CHAPTER EIGHTEEN EXTRAORDINARY EVENTS .....</b>	<b>235</b>
VIPs .....	236
Good Customers .....	238
Law Enforcement Officials and Their Relatives .....	238

The Mentally Incompetent, Infirm, and Ill .....	239
Shoplifters Arrested by Outsiders .....	240
Children Returned by Parents .....	240
Voluntary Confessions .....	241
Complaints .....	242
Summary .....	243
<b>CHAPTER NINETEEN COURT APPEARANCE AND TESTIMONY .....</b>	<b>245</b>
Courtroom Demeanor .....	246
Pretrial Preparation .....	246
Personal Appearance and Grooming .....	247
The Question of Fear .....	247
At the Counsel Table .....	248
Being Called to and Approaching the Witness Stand .....	249
Body Language on the Witness Stand .....	249
The Process of Testimony .....	250
Direct Examination .....	250
Evidence .....	250
Admissible Evidence .....	251
Inadmissible Evidence .....	251
Cross-Examination .....	252
Redirect Examination .....	252
Recross-Examination .....	252
Testimony .....	253
Things to Avoid .....	254
The Adversary Attorney .....	254
After Giving Testimony .....	258
Summary .....	258
Endnote .....	259
<b>CHAPTER TWENTY SOME FINAL THOUGHTS .....</b>	<b>261</b>
<b>APPENDIX A A SHOPLIFTERS MANUAL .....</b>	<b>265</b>
<b>APPENDIX B INTERVIEWING TECHNIQUES FOR HIRING THE     BEST SECURITY CANDIDATE .....</b>	<b>271</b>
<b>APPENDIX C RESTRICTIONS ON THE USE OF AND ACCESS     TO CONSUMER REPORTS &amp; INVESTIGATIVE CONSUMER     REPORTS .....</b>	<b>277</b>
<b>INDEX .....</b>	<b>279</b>