

## PATHWAYS ABILITIES SOCIETY

### **POLICY: SHOPLIFTING**

**Applies to:** All Personnel and Volunteers in Business Services

Original Approval Date: September 19, 2005

Date Board Approved: December 21, 2012

Replaces Policy Dated: September 12, 2011

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Board Member's Signature

### **PREAMBLE**

The best defense against shoplifting is heightened customer service. Shoplifters tend to avoid friendly, attentive salespeople. **If you suspect a shoplifter, pay the person a lot of attention. A customer will be flattered; a thief is likely to rush off.**

Indicators that a patron may shoplift:

- The person(s) is wearing heavy bulky clothing even though the weather is good.
- The person constantly looking behind, left or right, or above to see if anyone, or anything, is watching.
- A person is spending an inordinate amount of time looking at the same relatively high priced merchandise.
- A person is seemingly resentful or uneasy when a sales associate asks if they can help.
- A person jumps from item to item with no clear target in mind.
- A group enters the store at same time, usually three or more, and split up as they walk in the door.
- A group acting in a boisterous manner as if to call attention to themselves.

If you are suspicious, check and examine the person's shoes. A patron may have a clean appearance but their shoes may tell you differently.

### **POLICY**

Pathways Abilities Society employees will not put themselves in harmful situations in order to apprehend a suspected shoplifter. Employees will not physically restrain or engage in any actions that could potentially harm themselves or others.