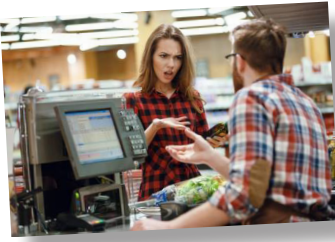


MANAGING VIOLENCE AND ABUSE IN



CONVENIENCE STORES



There are major triggers for violence and aggression taking place in stores. Managing and preventing these will help you and your employees avoid abuse.

Age Restrictions

Retailers must ensure that staff enforce age restricted sales such as alcohol and tobacco, however this can lead to confrontation.

It is very important that employees remain calm and be polite.

Retailers should consider using the following techniques:

- Deflect – move blame onto the law and say that retailers are required by law to request ID
- Flattery – be complimentary e.g. telling a customer they look good for their age
- Be constructive – help the customer understand what ID they need to bring

Intoxicated Persons

It is against the law to serve alcohol to an individual who is drunk. Therefore, it is important to look for the signs such as:

- Glassy / bloodshot eyes
- Slurred/loud speech
- Smell of alcohol
- Lack of balance

If you have to refuse a customer, it is important to stay calm and say “sorry, we can’t serve you today”

If they become aggressive, keep an arms distance, seek help from colleagues and if appropriate, ring 999.

If you refuse a sale, make sure you record it in the stores refusal log book.

Challenging Shop Thieves

When attempting to prevent shop theft offenders from fleeing the store, retailers can experience verbal abuse and violence from the offender.

The best way to prevent shop theft is to:

- Be attentive
- Meet and greet customers as they enter the store so that potential thieves know they are being watched
- Offer assistance to customers including potential thieves by assisting with carrying goods or offering a basket

If retailers spot someone concealing goods, it is important that you put your own safety first and keep a safe distance.

If the thief becomes aggressive, call 999 and provide as much information as possible.

Dealing with Robberies

Robberies are very rare however it is important that retailers should:

- Consider how they can prepare and respond in the event of a robbery
- Utilise existing security measures to prevent the premises becoming a target for robbers
- Evaluating potential risks
- Regularly reviewing policies

If a robbery occurs it is important that retailers remain calm and follow the perpetrators instructions.

Once safe to do so, retailers should raise the alarm and get to a safe environment.

Once possible, close the store and **call 999** detailing as much information about the perpetrator as possible e.g. height, clothing, ethnicity, accent, build, getaway vehicle.

IN AN EMERGENCY

always call 999 with the business name and full address.

Alternatively, contact 101 (non-emergency) or 0800 555 111 (CrimeStoppers, anonymously)

Website - www.lancashire.police.uk • Twitter @LancPolBusCrime