



SAFETY TALK

Theft by Shoplifting

Working in a retail business such as a Home Depot Garden Center, you may find yourself face to face with a situation that could quickly become violent.

This Safety Talk is to raise awareness of workplace hazards that can occur as a result of a Shoplifting or Theft incident. When dealing with Shoplifting, **safety is always our main priority.**

Personal safety of staff is paramount, and we would never expect staff to put themselves or their colleagues or any of their customers at risk under any circumstances

Theft refers to someone stealing something in secret.
Robbery usually refers to stealing something with a threat of violence.

Shoplifting

Shoplifting is the theft of goods that are on display in a store. It is easier and safer to prevent shoplifting than it is to deal with a shoplifter.

Watch out for people who....

- Seem nervous or avoid eye contact
- Wander around the store without buying anything.
- Leave the store and come back soon after.
- Stay in a part of the store where it is difficult to see them.
- Keep looking around or watching you.

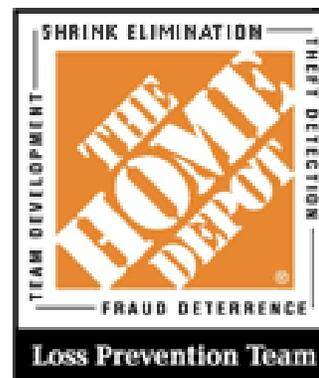
To discourage potential shoplifters....

- Greet and acknowledge anyone who comes into the Garden Center.
- Be friendly and polite
- If someone looks suspicious, make eye contact.
- Keep your area looking clean and orderly.

If you suspect that someone is shoplifting....

- Play it safe! Don't be a hero. Your life is more important than merchandise. Contact Home Depot Loss Prevention immediately.
- Don't accuse a person of stealing.
- Don't physically stop or chase the suspect.
- Don't try to block the person from leaving.
- Stay at least an arm's length away from the suspect.

ALWAYS CALL LOSS PREVENTION FOR ASSISTANCE! YOUR LIFE IS WORTH MORE THAN MERCHANDISE!



KNOW WHEN TO WALK AWAY

If a customer becomes agitated and it seems like the situation will escalate;

- Alert loss prevention immediately.
- Don't offer solutions, and don't argue.

Retail Safety Excellence