

# **SNEAK THEFT & GRAB AND RUNS & SMASH AND RUNS**

Leo Anglo, St Louis Jewelry Crime Alert Network

All three of these are becoming very common in Our industry, the chance of anyone not experiencing at least one of these in their jewelry career is almost ZERO. Having your team aware of this type crime and having AND using code words can be a huge deterrent. You should have a video system, and signs posted indicating you have 24-hour video surveillance inside and outside of your store. Make sure you have these signs on any window and doors outside that might be a more secluded.

Everyone has to be alert, never ignore a customer. On Sneak Thefts and Grab & Runs, the person “chickens” out ½ of the time, then you can cut it to 10% or less by utilizing these simple techniques.

There are many common techniques to curb these types of theft, here are some common and not so common techniques.

## **SNEAK THEFT:**

- 1) Remember that this is an opportunity crime, so you can prevent this.
- 2) Acknowledge all customers by looking at them, and verbally greeting the in some manner.
- 3) Keep cases locked, and keep keys in a secure location
- 4) Assume any desks on sales floor, and any counter area with easy and quick access to customers is not a safe area.
- 5) Make sure High value items are in the front of case, not the back of case where they are easy access by reaching over the case.
- 6) Show only one item at a time, closely keep track of items
- 7) Watch for nervous behavior, or trying to keep you confused or off balance.
- 8) Watch if “customer” seems more interested in their surrounding than jewelry items, looking for cameras or other staff members.
- 9) If you feel uncomfortable, use your code words
  - a. Extra eyes to sales floor
  - b. Call for police walk through
  - c. Write down descriptions of subjects in your log book

## **GRAB & RUN:**

- 1) Similar to above, but this can be more violent
- 2) Remember that this is an opportunity crime, so you can prevent this.
- 3) Acknowledge all customers by looking at them, and verbally greeting the in some manner.
- 4) Keep cases locked, and keep keys in a secure location
- 5) Assume any desks on sales floor, and any counter area with easy and quick access to customers is not a safe area.
- 6) Make sure high value and high “resalable” type items are not close to exits.

- a. Gold Chains
  - b. High end Watches
  - c. Diamond Stud Earrings
- 7) Make sure High value items are in the front of case, not the back of case where they are easy access by reaching over the case.
  - 8) Show only one item at a time, closely keep track of items
  - 9) Watch for nervous behavior, or trying to keep you confused or off balance.
  - 10) Watch if “customer” seems more interested in their surrounding than jewelry items, looking for cameras or other staff members.
  - 11) If you feel uncomfortable, use your code words
    - a. Write down descriptions of subjects in your log book
    - b. Extra eyes on sales floor
    - c. Someone stand by door as a mental barrier – observe parking lot for suspicious cars
    - d. Call for Police walk through

### **SMASH & RUN:**

- 1) Reminder: This is when they rush in, smash cases and flee
- 2) This will be more violent
- 3) Make sure high value and high “resalable” type items are not close to exits.
  - a. Gold Chains
  - b. High end Watches
  - c. Diamond Stud Earrings
- 4) Make sure all stay calm
- 5) Concentrate on getting any information on suspects to Id them later (Clothing, Size, Tatoos)
- 6) After they leave
  - a. Call Police
  - b. Secure the store
  - c. Take images of everything you can, even before police leave