

Retail Crime Reduction



Crime prevention is one of the biggest challenges facing retailers today. According to the British Retail Consortium Annual Crime Survey, in 2006 crime cost the UK Retail Industry £2.10 billion including theft, violence and prevention, up 9% on the previous year.

ID Technology Group has extensive expertise and experience within the retail sector, providing electronic security solutions to leading high street retailers. Crime including staff theft (24%) and customer theft (54%) have a significant impact on retailers, accounting upwards of 1.4% of store turnover. ID's leading technological solutions can enable a retailer to effectively manage their store operations, enabling control of staff protection and the monitoring of stock whilst providing effective reassurance to staff and an excellent deterrent to internal and external criminals.

Integrated security solutions are the very essence of what ID prides itself on. ID is not just a solutions provider, but a valued partner giving clients support and advice allowing them to achieve their maximum potential from their business operations through adaptable and manageable loss prevention solutions. ID systems include CCTV, Electronic Article Surveillance (Tagging) and Access Control, providing retailers with a safer and securer retail environment uniquely designed around their needs and business strategy.

ID solutions and systems provide extra intelligence needed for the retail industry. ID provides enhanced services and information for retailers who want to combat and take action on potential escalating criminal problems such as shrinkage, theft, abuse, anti-social behaviour and violence.

CCTV

As well as a deterrent, CCTV surveillance systems enable you survey and monitor both the store floor space and within the back of house operations, including storage and perimeter surroundings; providing a safer working environment and peace of mind for stores, staff and customers.

CCTV can be placed throughout the store both internally and externally, giving complete coverage and information of store activities. CCTV is also used on areas such as checkouts, monitoring sales and returns to the employee and the customer. These images are accompanied by the actual till point receipt, providing irrefutable proof of who sold what, to whom, at what price and when. The reports generated by the system provide powerful tools to help eliminate fraud, collusion, 'sweethearting', refund abuse and cash theft.

Electronic Article Surveillance (EAS)

With the continuing rise in goods-related theft, EAS (Electronic Article Surveillance), otherwise known as electronic tagging, has quickly become the single most effective method for reducing shoplifting crime. It acts as a primary deterrent, protecting clients' valuable merchandise whilst allowing staff to spend time with customers and reducing security personnel.

Commonly known as 'tagging', EAS systems and products can protect individual items against theft through the use of sensitive security barriers, alerting staff if a stolen product is leaving the store, yet allowing customers to browse openly displayed goods. A detacher to remove the tag or a deactivator to disable the label at the point of sale provides a smooth and efficient checkout process.

Access Control

Access Control systems provide a range of technical solutions enabling the free flow of authorised people whilst excluding trespassers and walk-in thieves allowing access by different people at different times to vulnerable and susceptible areas, or limited to specific days or periods as and when required. Areas such as offices, warehouses and the back door can all be synchronised to certain personnel. Added with reports ensuring that retailers have complete control and knowledge of who is operating in their store and at what time.

ID's Access Control systems can do much more than simply allow authorised personnel into and out of premises or restricted areas. Sensitive areas such as a manager's office, communications room or stockroom may need special protection – access may be required by different people at different times, or limited to specific days or periods. The system can be tailored to meet the client's exact requirements and generate valuable management information, helping them plan for maximum efficiency.

A focus on retailers needs

In the retail sector, the use of CCTV is not confined to the prevention of crime. Dependent on the requirement of the customer, digital CCTV also provides valuable management information; including customer counting, staff monitoring and marketing statistics. For example, management can be notified and alerted if there is an increase in customer numbers during hard periods, enabling staff to be appointed to the tills or other customer orientated store areas to reduce queues and increase customer satisfaction. Whilst in the current claim culture that has significantly affected retailers, CCTV can be used as evidence for fraudulent personal injury claims made by customers regarding health and safety procedures.

ID specialises in the design, specification, installation and maintenance of bespoke integrated solutions that exploit cost efficiencies. By seamlessly integrating a complete solution within a client's environment, ID can offer retailers better security management through improved central control measures and enhanced monitoring, allowing networking of stores into one security hub, reducing overheads and fixed costs.

About ID Technology Group

As one of the UK's largest independent providers of integrated electronic security solutions, ID offers a consultative approach to organisations aiming to maximise their commercial security, whilst benefiting from cost efficiencies. ID understands the needs and changing environments of its customers, offering CCTV, Access Control and EAS security solutions as standard. Customers are benefiting from additional future proofing advantages such as store operating information, health and safety checks and marketing data that our integrated systems can also offer.

With over twenty years of experience, ID addresses the security needs of some of the UK's leading organisations in the retail, leisure, entertainment, commercial and industrial sectors.

For more information on how ID can help protect your business contact our Business Development Team on:

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