

Suspicious Activity Reporting Procedures

If you observe any of the following:

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| Unusual purchases of high-risk items, such as: |
| Purchases in quantities far above the norm. |
| Purchases at shorter intervals than warranted by everyday use. |
| Purchases by customers unfamiliar with the item's normal uses. |
| Purchases by customers who refuse substitute items for no apparent reason. |
| Large cash purchases. |
| Suspicious personal behavior, such as: |
| Nervous or evasive customer attitudes, such as avoiding sales clerks and video surveillance cameras. |
| Wearing clothing designed either to conceal one's identity (caps, hoods, or sunglasses) or to conceal stolen items (baggy pants, coats or jackets). |
| Activities or behaviors that are unusual or dangerous in your retail environment, such as a customer attempting to access staff-only areas. |
| Losses of high-risk items. |

Inform your supervisor using the following procedures:

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| Document, as closely as possible, the time of the suspicious activity. |
| Print out a duplicate copy of the sales receipt. |
| Contact your immediate supervisor (and security or other designated personnel) as soon as possible after the incident. |

Do not:

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| Call for a manager or security while the customer is still at or near your station. |
| Attempt to take photos or video of the customer. |
| Leave your station or abandon the sale in order to make a report. |

Complete the reporting form:

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| Write down everything you remember as soon as possible. |
| Be prepared to talk to the police. |