



Burlington Police
Department

Retail Theft in Burlington

Burlington has an average of 363 retail theft incidents per year or about 1 per day.

Retail theft trends upward near the holiday season, but remains a problem year round.

In a given year, **40–50% of stores that experience retail theft will have multiple thefts.**

Burlington Police Department
1 North Avenue
Burlington, VT 05401

Telephone: 802.658.2704
Fax: 802.865.7579
Web: www.burlingtonvt.gov/Police

Emergency: 911

Retail Theft Prevention

Use smart, attractive store layouts. Arrange your store to maximize visibility of the highest value items. Neatly kept stores are a deterrent to potential shoplifters.

Monitor your dressing rooms and display cases. Provide a place for customers to check their bags before entering a changing room.

Keep smaller, expensive merchandise locked in cases. Require employee assistance to unlock these items and bring them to the checkout.

Make it known through posting signs that shoplifting will be prosecuted.

Greet and observe customers as they enter the store. Keep track of where they are in the store. Frequent interaction reduces the opportunity for shoplifting to occur.

Keep your surveillance equipment well maintained and strategically located at entrances to maximize coverage. Be sure to use cameras that can capture clear pictures of faces as well as actions

Locate your registers at entry and exit points.

Keep yourself informed on shoplifting techniques (from experience and online forums/blogs).

Behaviors of shoplifters may include:

- Avoiding eye contact with employees or employee assistance in general
- Nervous or erratic movements
- Bringing many items to fitting rooms
- Leaving and returning to the store repeatedly
- Carrying empty bags or backpacks
- Coming in as a group and splitting up.

You cannot judge who will shoplift by appearance alone, do not prejudge or dismiss customers as shoplifters based on what they look like.

In the event you witness shoplifting or need to issue a trespass, call Burlington Police at 802.658.2700 extension 0.
In emergencies CALL 911

Additional Resources:

National Retail Federation: nrf.com
Loss Prevention Foundation: losspreventionfoundation.org
National Association for Shoplifting Prevention: shopliftingprevention.org
For more information visit: www.bpdvt.org