



Asset Protection - Back to Basics with 3Rs

Stop Theft Before It Starts!

Shoplifters don't take days off — and neither should your awareness.

Let's sharpen our skills with the 3Rs: **Recognize, React, and Respond** — the foundation of great prevention. This quick guide brings you back to basics, with fresh tips and smart reminders to help you stay one step ahead.

Recognize: Stay Sharp, Stay Safe

Always keep an eye out—especially during busy times or group entries.

Heads Up, Eyes Forward

Say hi and make eye contact. Show you're aware and attentive.

Open with “What brings you in today?”

Spot the Red Flags

Watch for behaviors like hanging around luxury products, bags from other malls, or distraction attempts.

If You Can't See Their Face, It's Time to Stay Alert

Hoods, hats, and unnecessary masks may be signs someone's trying to hide.

Security: Mall Walk-Throughs Work

Ask for frequent, random, visits as security presence can be a powerful deterrent.

React: Be Present, Be Proactive

Your movement and presence on the floor are your first lines of defense.

Clean Store, Clear Message

A tidy space shows control—and makes theft harder. Keep the shelves filled and the counters empty.

Check In, Calmly and Confidently

If something feels off, re-engage with service to reset the tone.

Respond: Communication Is Your Superpower

Talk with teammates. Share suspicions. Use codes if needed.

Speak Up in the Rush

Even short phrases like “I just sold that” or “I'll be right back” keep eyes moving and deter theft.

Don't Wait — Call the Police Fast

If it fits protocol (over \$1000, selection and concealment is confirmed on video), contact the police.

Know the Protocol Before You Need It

Preparation matters. Be ready to act with clarity and confidence.



CHALLENGE: Test your team! Roleplay a shoplifting incident and see how they respond?

These are things most of you are already doing, but staying consistent makes all the difference. Thanks for always staying sharp and protecting what you've built.