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### **WEBINAR**

# Violence & Aggressive Behaviour in Workplaces



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# **Key Talking Points**



### **Stats & Stories**

From The Warehouse Group, Foodstuffs North Island and retail crime intelligence experts, Auror.



### Staff wellbeing strategies

The 4 R's for focussing on wellbeing for staff.



### **Strategies to reduce VAB**

Physical boundaries, indoor and outdoor security devices and non-structural strategies.



### Challenges & tools

Retailers' complex problem, go beyond the problem, societal changes, gun crime, police support, networking

# 1. Stats and stories Auror - Retail Crime Intelligence Experts

Auror stats suggest that 19% of retail customer interactions experience threatening behaviour, which includes:

- Erratic behaviour
- Aggressive behaviour
- Weapons

- Intoxication
- Physical abuse or
- COVID-19 Threat (box to box retailers and grocers)



# 1. Stats and stories The Warehouse Group

Statistics from September 2022, show the top 10% of people are responsible for 82% of the LOSS and 70% of the EVENTS.

# 1. Stats and stories Foodstuffs North Island

In 2021, serious incidents such as theft, burglary, robbery, assault and other aggressive, violent and threatening behaviour in stores are up 31%.

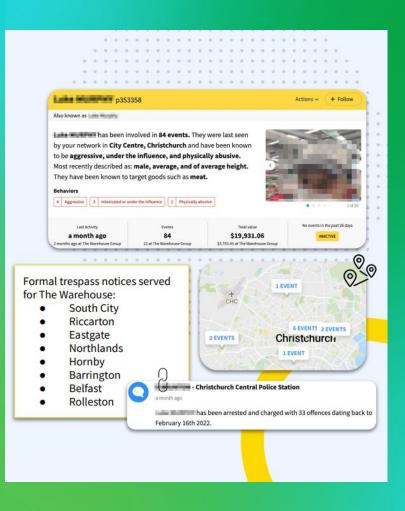
- Serious incidents in stores are up **246**% since 2020.
- Of 9,700 offenders this year, nearly 2,500 are likely to be repeat offenders.
- Retail stores without an alarm system are 4.5 times more likely to be burgled.
- Over 60% of burglars would seek an alternative target if an alarm, security signage and other physical barriers are present

# 1. Stats and stories Recidivist arrested and charged with 33 offences

A threatening recidivist shoplifter has been **actively** offending across major NZ retailers in the Christchurch area.

Recently, this person **attempted to shoplift at South City.** The detailed event was added to the platform, and **reported to police via Auror.** 

Police later update the person profile that they have arrested and charged the person with 33 offences, dating back to February 16th. They have also been served formal trespasses for multiple Warehouse Group stores across Christchurch.



# 2. Strategies to reduce VAB

### Structural

#### Window improvements

- Glass Guard
- Front display windows clear

#### **Door improvements**

- Mesh roller doors
- Strong room doors

#### Bollards

• Vehicle barriers

#### Select DNA spray

#### **Hiding stock**

#### **Outdoor security devices**

• Exterior Lighting

# Security devices & cameras

- Facial recognition
- Licence Plate Recognition
- Fog cannons
- Alarm

#### Security Signage

• Indoor and outside

### **Non-structural**

#### **Customer service**

• De escalation/distance

#### Trespass

• Keeping offenders out of the store

#### Auror

• Database, reporting

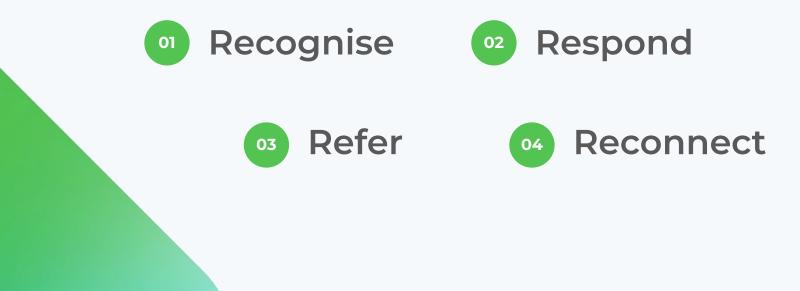
#### Security

- Static Guards
- Retail crime unit

#### Mystery shoppers

# Loss Prevention/Profit protection resource

# **3. Staff wellbeing strategies**



# 4. Challenges and tools

- 'Retailers' complex' problem
- Go beyond the problem
- Societal changes

- Gun crime
- Police support
- Swarm events
- Networking

# **The Retail Crimes Unit**

