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WEBINAR

Violence & Aggressive Behaviour in Workplaces



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Key Talking Points

01

Stats & Stories

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

02

Strategies to reduce VAB

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

03

Staff wellbeing strategies

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

04

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.

The image shows a screenshot of a person's profile on a platform. The profile name is [REDACTED] p353358. The profile is also known as [REDACTED]. The profile text states: "[REDACTED] has been involved in 84 events. They were last seen by your network in City Centre, Christchurch and have been known to be aggressive, under the influence, and physically abusive. Most recently described as: male, average, and of average height. They have been known to target goods such as meat." The profile has 6 Aggressive, 3 Intoxicated or under the influence, and 2 Physically abusive behaviors. The profile statistics are: Last Activity: a month ago (2 months ago at The Warehouse Group); Events: 84 (12 at The Warehouse Group); Total value: \$19,931.06 (\$3,755.45 at The Warehouse Group); No events in the past 28 days (INACTIVE). A map of Christchurch shows event locations: 1 EVENT in CHC, 2 EVENTS in South City, 6 EVENTS in Riccarton, 2 EVENTS in Eastgate, 1 EVENT in Northlands, and 1 EVENT in Hornby. A notification from Christchurch Central Police Station states: "[REDACTED] has been arrested and charged with 33 offences dating back to February 16th 2022." A list of formal trespass notices served for The Warehouse Group includes: South City, Riccarton, Eastgate, Northlands, Hornby, Barrington, Belfast, and Rolleston.

Formal trespass notices served for The Warehouse:

- South City
- Riccarton
- Eastgate
- Northlands
- Hornby
- Barrington
- Belfast
- Rolleston

Christchurch Central Police Station

[REDACTED] has been arrested and charged with 33 offences dating back to February 16th 2022.

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

01 Recognise

02 Respond

03 Refer

04 Reconnect

4. Challenges and tools

- 'Retailers' complex' problem
- Go beyond the problem
- Societal changes
- Gun crime
- Police support
- Swarm events
- Networking

The Retail Crimes Unit

000 - Emergency

131 444 - Non Emergency



111

EMERGENCY
Ohotata

The logo for the 111 Emergency service is presented on a white rounded rectangular background with a red border. The number '111' is written in large, bold, red font. Below it, the word 'EMERGENCY' is written in a smaller, bold, red font, and the word 'Ohotata' is written in a smaller, regular, red font.

105

NON-EMERGENCY
Ohotata Kore

The logo for the 105 Non-Emergency service is presented on a white rounded rectangular background with a blue border. The number '105' is written in large, bold, blue font. Below it, the words 'NON-EMERGENCY' are written in a smaller, bold, blue font, and the words 'Ohotata Kore' are written in a smaller, regular, blue font.