

# ALERT

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## DISTRACTION/SLEIGHT OF HAND PREVENTION ADVICE



**FOLLOWING THE CONTINUED THREAT OF ORGANISED GANGS FROM EASTERN EUROPE, SAFERGEMS HAS COMPILED THE FOLLOWING ADVICE FOR A SAFER STORE.**

1. ***Be aware of groups of two or more people entering your store together or people in your store who may try to appear to be unconnected but can often be working in cooperation with others to distract you.***
2. ***Use a code word to alert other employees of suspicious activity. Ask another member of staff to verify a price to bring them in on the sale and an extra pair of eyes on the activities. If staff numbers enable, have a member of staff loiter by the door.***
3. ***Keep display cases and safes locked when not using them. With keys removed.***
4. ***Be especially vigilant when multiple persons try to confuse you by asking to be shown numerous items at the same time.***
5. ***Be methodical, deal with only one item at a time.***
6. ***Have a colleague shadow your sale.***
7. ***Be aware of persons in open possession of large bundles of cash as this is a common method used by distraction/sleight of hand offenders.***
8. ***Culprit(s) might request items to be boxed/gift wrapped only to use sleight of hand to pick the goods out of their boxes/wrapping. They will then state they have insufficient funds and leave the store, saying they will return.***
9. ***Always unwrap, unbox and check the boxes/gift wrapping before the 'customer' leaves your store to ensure the items are still where they should be.***
10. ***Again, if you feel uneasy, ask for price verification.***

**FOR MORE DETAILED ADVICE, PLEASE SPEAK WITH YOUR INSURANCE PROVIDER.**

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The National  
Association  
of Jewellers

01905 342051  
intel@safergems.org.uk  
www.safergems.org.uk

