

NAST MEMBERS 'BEST PRACTICE' TO REDUCE BUSINESS CRIME

The Owner/Manager

NAST constantly aims to improve the service we offer to our members.

These guidelines are intended to prompt businesses to assess how they use the facilities available to them as members of NAST in order to reduce shoplifting/stock loss and help improve the safety of staff and customers.

Monitor Radio: You will receive Information of Suspects, their description and location. Control do inform premises when suspects enter their premises. This will give businesses the opportunity to deter suspects before entering or 'offer Customer Service' if they are in your premises.

Access and Monitor DISC (Database and Intranet for a Safer Community):

Management need to register in order to keep up to date with current offenders (which are reported to NAST). DISC is also your source of news and information which is relevant to reduction of business crime in NEWTON ABBOT. (DISC provides a weekly update).

Report Incidents via DISC: Reporting incidents/submitted images is our main source of intelligence gathering which allows the membership to 'target' collective action against individuals. Sharing this information is for the benefit of all members.

The system also allows reporting directly to 101. The Police access DISC and together we can achieve significant action against offenders.

Police Shoplifting Investigation Pack/Procedure: In order to reduce shop theft there is a need to gain successful prosecution/convictions. Need to be aware of the current system. Need to prepare evidence i.e. CCTV footage, CCTV log and statement. This is available on the DISC system.

Security: If your premises have any loss prevention/security staff, ensure they are aware of these procedures.

If your staffing levels allow, consider designating a member of your team to assume responsibility for monitoring the radio and updating DISC.

NAST understand's that Individual members do have to work within the regulations set by their own company.

NAST Pledge:

Maintain Radios and give training how to use the radio/radio procedure. This can be given 'in house' by arrangement.

Training on DISC and demonstrate the facilities available.

Assist with preparation of evidence and submitting to Police.

Collate all information received via DISC and ensure police are informed of any emerging trends. Police do have access to DISC.

If you require any further information or wish to arrange training for your staff

Contact: Tom Hirst on nast@btconnect.com or 01626335212 07867502382