

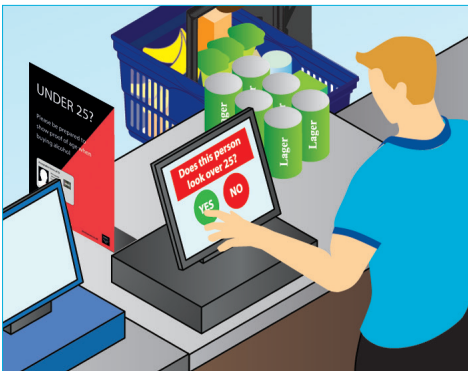
Violence and verbal abuse

Outlined below are the top three triggers for violence and aggression in-store. Managing and preventing these circumstances will help you and your store colleagues avoid violence and abuse in-store.



Encountering shop thieves

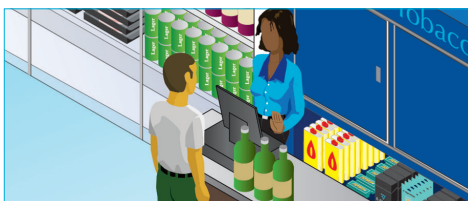
Encountering shop thieves can often result in violence and verbal abuse towards shopworkers. The best way to prevent shop theft is by being attentive, meeting and greeting all customers as they enter the store, so that potential thieves know you are aware of their presence. Ensure that you put your safety first. Keep a safe distance when engaging with suspected shop thieves.



Enforcing age restricted sales

Making sure that staff enforce age-restricted sales such as alcohol and tobacco is important but can often lead to confrontation. Shopworkers should consider using the following techniques to prevent confrontation when asking customers for their proof of age when purchasing age-restricted products:

- **Deflect** – Move the blame onto the law, by explaining that retailers are required by law to ask for ID.
- **Flattery** – Be complimentary, for example, by telling the customer they look good for their age.
- **Be constructive** – Help the customer understand what ID they need to bring.

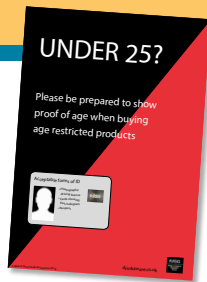


Refusing to serve intoxicated customers

Retailers are legally obligated to refuse an alcohol sale to someone who is intoxicated. If you have to refuse to serve an intoxicated customer, stay calm and polite. For example, “Sorry we cannot serve you today” – do not say that they are drunk. If they become aggressive, keep at least an arms-length distance between you and the customer and seek help from other colleagues.

Top tips

- 1 Display Challenge 25 campaign materials around your stores so customers understand they will be asked to provide proof of age.



- 2 Share ACS' 'Managing Violence and Abuse in Convenience Stores' video with shopworkers to make them aware of the top triggers for violence and abuse which is available on ACS' YouTube channel.



Anti-social behaviour

Anti-social behaviour (ASB) can be devastating for retailers. It can detract customers, act as a blight on communities and harm the environment. Types of ASB that might affect a business include rowdy or considerate behaviour, vandalism and graffiti, littering, and threatening behaviour. It is important to report ASB to the police as there are several powers available to the authorities designed to deter, disperse or punish perpetrators. Retailers can also submit an ASB Case Review so that the relevant agencies can determine if all suitable action has been taken. Check the website of your local police force to find out how to submit a case review.

