


Theft Prevention Guideline for Hawkers

Thefts of hawkers' money and products are on the rise recently, and many perpetrators adopt similar modus operandi. We would like to advise all hawkers to be watchful at the way customers shop and remember to lock your valuables away. Keep track of the latest crime information to prevent you from falling prey to theft.

	Modus Operandi	Tactics
1	Several customers approach together but they keep looking around.	<ul style="list-style-type: none"> ■ Be alert to every customer's move
2	Only one of them is asking about the price, and the rest keep looking at products.	<ul style="list-style-type: none"> ■ Is he trying to distract you? ■ Look out for the rest of the customers
3	That customer continues to ask you questions, and the rest seem to have no intention of buying anything.	<ul style="list-style-type: none"> ■ Make sure your personal belongings are with you or locked away ■ Check if they are trying to block your view ■ Are they staring at your goods in an odd way?
4	One of them walks closer and closer to where you keep your personal items, under the cover of other accomplices.	<ul style="list-style-type: none"> ■ Ask them what products they are looking for proactively. Let them know you are watching them closely.
5	Culprits take off immediately after stealing your products or money.	<ul style="list-style-type: none"> ■ Remain calm and call out for help ■ Make sure your stall is covered and that you are safe before chasing after the culprits ■ Call the police immediately on 

Advice:

- Many culprits case the joint before taking action, so you should be careful if you see strangers loitering in the area
- Raise vigilance among others should you believe that culprits are at work in the area. Look out for other hawkers in the neighbourhood.




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Theft Prevention Guideline for All Shops

Money Changing Fraud – committed by a group of culprits

There is an apparent increase in retail crime. Many of such cases are operated by groups of culprits who rob you by diverting your attention. As such, we advise all vendors to remain vigilant at all times to prevent culprits from taking advantage of your shop.


	Modus Operandi	Tactics
1	Customer A pays for a small-value product with a big-value note.	<ul style="list-style-type: none">■ Be alert. Ask if he has any small change
2	A couple of customers walk into the shop. Customer B keeps asking the cost of products while Customer C wants to make a payment and Customer D has a request.	<ul style="list-style-type: none">■ Don't let culprits distract you, remain clam, and never act in haste■ Give the change to Customer A first, and then serve your customers one by one
3	Customer A urges you to break his banknotes as he is in a hurry.	<ul style="list-style-type: none">■ Be extra cautious to avoid being tricked■ 3 steps to follow: take his notes, check and count carefully before handing him the equivalent amount of small change■ Never act in haste
4	While you are handling Customer A's request, other customers waiting in line become impatient.	<ul style="list-style-type: none">■ Stay calm and reassure other customers■ Deter any stealing by keeping an eye on the till and the goods■ Should you believe something unusual is going on, count and see if any of your property is stolen
5	The store is robbed of its money and goods.	<ul style="list-style-type: none">■ Report to the Police immediately 

Advice:

Install CCTV near the till or in noticeable places if possible as surveillance cameras can act as deterrents to perpetrators.

Theft Prevention Guideline for Supermarkets and Stores

Culprits may look like they are hawking bargains to you, but their actual intention is to make off with the store's money or products. Supermarkets and stores are advised to buy from wholesalers only to avoid getting products from unidentified sources.

	Modus Operandi	Tactics
1	A couple of people try to hawk some bargains to you.	<ul style="list-style-type: none"> ■ Bargains may get you interested, but if deals are too good to be true, they are most likely not real
2	They ask you to check the products outside your store.	<ul style="list-style-type: none"> ■ Never leave your store unless you have someone to attend to it
3	One of them persuades you to buy the goods while others enter your store.	<ul style="list-style-type: none"> ■ Be alert when someone talks to you non-stop; pay special attention to the rest of the group
4	While that person is selling you the products, the others steal your money or products in the store.	<ul style="list-style-type: none"> ■ Don't let the rest of the group out of your sight, and keep checking their every move ■ Call the police if you suspect the goods are loot 

Remember:

Never buy products from unidentified sources. Anyone who buys loot will be prosecuted for handling stolen goods.



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Theft Prevention Guideline for Shops Beware of Burglary


Recently there are a number of shop burglaries in Macao. Perpetrators break into shops by smashing their roller shutters or sneaking in through an attic window. Hence, all shop owners should safeguard their property well by adopting theft prevention measures.

	Modus Operandi	Tactics
1	After the shop is closed, thieves sneak into it through unlocked windows.	<ul style="list-style-type: none">■ Always lock up before leaving
2	Several thousands of dollars in the till, or liquor and cigarettes worth tens of thousands of dollars are stolen.	<ul style="list-style-type: none">■ Don't keep cash in shop after business hours■ Don't keep expensive products such as valuable dry seafood, liquor and cigarettes in the shop
3	Thieves break open the gate and make off with the stolen property.	<ul style="list-style-type: none">■ Install CCTV in the shop■ Mount a security sensor over the roller shutter

Theft Prevention Guideline for All Shops

Money Changing Fraud – committed by one man

There is an apparent increase in retail crime. Culprits purposely distract shop assistants while they are handling transactions in order to trick the shop out of its money or products. Hence, we would like to advise all shops to remain wary at all times to prevent anyone from becoming victims of fraud.


	Modus Operandi	Tactics
1	A customer pays for small-value products with a \$1,000 note.	<ul style="list-style-type: none"> ■ Be alert. Ask if he has any small change
2	After taking the change from the shop assistant, the customer says he has enough loose change to pay for the products and demands his \$1,000 note back.	<ul style="list-style-type: none"> ■ Don't act in haste to prevent making a loss ■ Take the products and the change back after careful counting. Put them in a safe place
3	He takes the \$1,000 note back and now he wants a refund and return.	<ul style="list-style-type: none"> ■ Be extra cautious to avoid being tricked ■ Only give him a refund after careful checking of the returned items
4	Money is defrauded or products are stolen.	<ul style="list-style-type: none"> ■ Report to the Police immediately 

Advice:

Install CCTV near the till or in noticeable places if possible as surveillance cameras can act as deterrents to perpetrators.

Theft Prevention Guideline for Jewellers

A number of jewellers have been fallen prey to theft. Culprits act like tourists who are interested in making a purchase; they use various excuses such as running out of Patacas to distract shop assistants while they attempt to steal the goods from the shop.

	Modus Operandi	Tactics
1	A customer wearing suit walks in and asks the shop assistant to show him a diamond ring.	<ul style="list-style-type: none"> ■ Only show one item at a time ■ Take the item back before presenting another item to the customer
2	The customer decides to pay for the diamond ring in US dollars.	<ul style="list-style-type: none"> ■ Carefully examine the banknotes ■ Report to the Police if you suspect of receiving any fake notes
3	The customer gets the shop assistant to talk about exchange rate and credit card payment.	<ul style="list-style-type: none"> ■ Remember to take the diamond ring back first to prevent any snatching
4	He claims his friend is coming to pay for the ring in RMB. He asks for the ring to be wrapped up but he unwraps the box several times afterwards.	<ul style="list-style-type: none"> ■ Don't hand the goods to the customer before the deal is settled ■ If the customer insists on checking the goods again, keep a close eye on him to make sure he is not swapping or stealing the product
5	The customer claims he has to look for his friend who is nearby and says he will be right back.	<ul style="list-style-type: none"> ■ Make sure the goods is still in the shop before letting the customer leave
6	The shop assistant only realises the ring is gone after the customer takes off for an hour.	<ul style="list-style-type: none"> ■ Call the Police immediately 

Advice:

- Serving customers is just as important as taking good care of your goods and money.
- Never hand the product to the customer before the deal is closed to avoid culprits from making a snatch of the goods.
- Make sure the CCTV is well in place to capture the activities going on in the store.