



司法警察局
POLÍCIA JUDICIÁRIA

Theft Prevention Guidelines for Shops Beware of “Bogus Management Visits”

We have received a number of reports regarding a new trick used by fraudsters. Claiming to be “a head from the management” of the company’s head office in charge of branch inspection, a culprit sneaks into staff’s locker room while staff is busy serving customers and successfully steals employees’ personal belongings. We would like to advise all retailers to remain vigilant at all times to avoid being easy targets for fraudsters.

	Modus Operandi	Tactics
1	A culprit calls up the branch and pretends to be a “senior staff” of the head office. He says that “a member of the management” will come and inspect the branch later the day and asks the staff to get prepared.	<ul style="list-style-type: none">▪ Verify the caller’s identity when he claims to be an employee of your company. For example, you can ask the caller to leave his name and company’s extension number so you can call him back later.▪ If you receive similar calls, you are advised to talk to other staff or directly report it to a senior. Do not act on your own.
2	Shortly after, a culprit walks into the branch acting as “a head from the management”. She asks a shop assistant to show her around the branch and talk her through their routine.	
3	She asks the shop assistant to lead her to the staff’s locker room so that she can leave her bag there temporarily.	<ul style="list-style-type: none">▪ Do not allow anyone, except staff of your branch, to enter the locker room or store room.
4	After a short briefing and when the branch starts to get crowded, the culprit decides to leave and asks to collect her belongings in the staff’s locker room unaccompanied. The culprit steals staff’s personal items and disappears.	<ul style="list-style-type: none">▪ You should lock your belongings away in the locker room. Remember to take the key and keep it safe.
5	When the staff returns to the locker room, she realises her belongings have gone missing. The staff later finds out that the head office never sends anyone down to inspect the branch and she has been conned.	<ul style="list-style-type: none">▪ Report to the Police immediately 