

A.S.C.O.N.E.

Model for Identifying Shop Theft

Shoplifting is a common part of daily duties for security officers deployed across the UK and can lead to serious consequences for both individuals and the wider businesses they represent if mishandled. The ASCONE model is the best method for determining if you have reached an evidential threshold to detain an individual for shop theft and minimises the risk of mistakes being made.

A – Approach

You must witness the individual approach the product in its location within the store.

S – Selection

You must witness the item being selected from its location.

C – Concealment/Carry

You must witness the item either being concealed or carried.

O – Observation

You must have continuous observation of the individual with no gaps.

N – None Payment

You must witness no payment being made for the item.

E – Exit

You must wait for the individual to exit the store or at a minimum be on the threshold.

If you cannot satisfy all of the requirements above then you cannot detain someone for shoptheft.

If you are called to assist a retailer who is wanting to detain someone for shoptheft then you must be sure the member of store staff who has witnessed the theft is present to detain the individual. You may assist the retailer in the detention of a suspect once they have initiated the detention in order to prevent an escalation and to safeguard the retailer as it is likely you will have a superior level of training in conflict management than that of the retailer.