

Tips for Effective VS Management

Locked Cabinet: A locked cabinet or cage is the most effective form of VS management. It allows retailers to keep their products on show, while ensuring that they cannot be stolen. It also enables staff to monitor the sales of high-risk products.

Out of sight: Keeping high-risk products out of sight (under the counter or in a store room), especially those that are in high demand, can relieve pressure on retailers even for short periods of time

Dummy Cards: These laminated pictures of products are placed on the shelf to substitute products locked up or kept out of sight

Display Placement: Ensuring that products that cannot be caged are placed within sight of counter staff, means high-risk products are under constant surveillance. This makes it harder to shoplift.

Sales Record Form: The form provides a structured way of collecting information to support your decisions in the safe sale of volatile substances. Information recorded can also be used as evidence in police investigations in prosecutions.

To be effective, records should be taken of **every** customer that **requests** a sniffable product, whether the sale is made or refused. It records sales and refusals over time so that staff are able to see who has been sold and refused recently. It can also highlight suspicious sales.

Staff Awareness: Because of the frequent turnover of some retailers, CAYLUS deliver training sessions whenever required. These sessions take about 30 mins and can be organised during staff meetings or any time of convenience.