



## *Retail Support Unit Securitas Ireland*



### Partners against crime

Securitas is proud to be working within our local communities across Ireland. Together with our retail and business partners we are working to ensure that city centres and retail outlets are a welcoming and safe environment for all.

The Retail Support Unit (RSU) is a crime prevention initiative, aiming to reduce low-level retail crime while restoring retailers' confidence.

### A Retail dilemma

A detailed report into loss prevention conducted across the Irish retail sector found that Irish retailers experienced losses of millions of euros due to theft and fraud in 2014, an increase on the previous years

### What can you do?

As a responsible business owner you look to protect your people and your stock, but to what extent and how?

Extra staff in store can help to deter would-be opportunist shoplifters but can you justify the cost?

An extra member of staff to cover for breaks would be welcome but again, this proves costly and can be difficult to recruit for.

### What is the Retail Support Unit (RSU)?

The RSU consists of a team of Officers setup to assist retailers in providing an effective deterrent to retail crime.

All RSU Officers are trained, PSA Licensed retail professionals, exclusively selected for this function.

The teams typically consist of 2 officers, They offer a wealth of experience and expertise in dealing with all types of criminal offenders.

### How the Retail Support Unit can help

The presence of the RSU officers acts as a visible deterrent to criminals, creating a safe environment for your customers to shop and work.

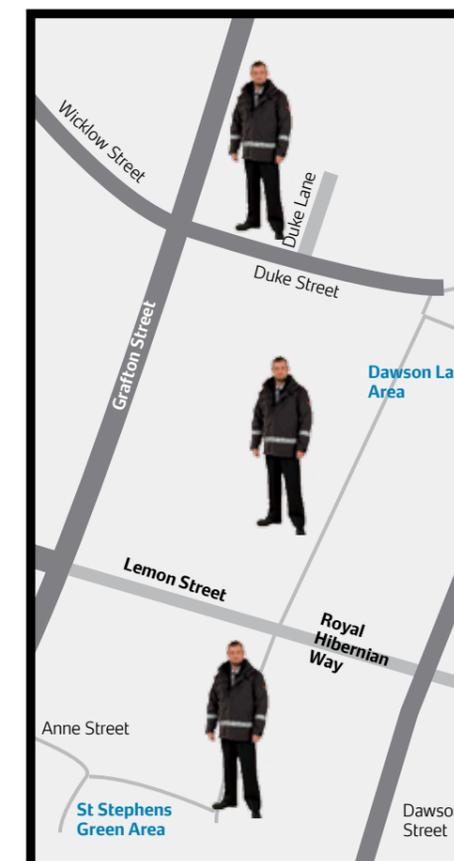
Officers can provide reassurance visits to customers, respond to any response alarms and fully compliment any existing security arrangements.

**Rapid Response** - Customers whose premises are covered by RSU officers can opt for our unique panic response service. A panic alarm is installed and should a member of your team require assistance they simply press the alarm button and a trained RSU Officer will aim to arrive at the premises within two minutes.

**Reassurance Visit** - RSU officers can act as an extra member of your staff during certain times of the day. Whether it be opening or closing times, cash collection, stock deliveries or to carry out a premises check, they are your extra pair of eyes, available to support you when you need them most.

### How does it work?

RSU Officers will be given a geographical area that will contain numerous RSU customers. They will provide reassurance visits up to eight times per day and rapid response to any activated alarms. Both elements of the service can reassure staff and act as a visible deterrent to retail crime.



## What do our customers think of the RSU?



*"Here at Holland and Barrett we're very happy with the service we receive from the RSU. As a Manager I have seen a decrease in my stock loss levels but more importantly, we as a team feel much happier and safer in our work place and that's good enough for me...thank you RSU!"*

**Cara Schofield - Holland and Barrett**



*"The Retail Support Unit provides a friendly and reliable service in the store and local area. They offer security, but more importantly, prevention and they help our business brilliantly"*

**James Faulkner - GAP**



*"We have seen a significant decrease in stock loss within the store since the RSU have been visiting our store. A great service with great guys, highly recommend this service"*

**Lucy Swanson- Fat Face**

*"I am pleased to see that a professional and highly reputable organisation such as Securitas are looking to be part of the Parker Street development . Your staff are of a high calibre, many of which I know have a vocational background and who are providing an excellent service already to many businesses across the City Centre."*

**Chief Inspector Gareth Parkin  
from Greater Manchester Police**

**Contact us to discuss how Retail Support Officers can support your business**

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