



# WIRELESS LOCKING

## RETAIL FITTING ROOM HARRODS

This project overview and testimonial outlines how Harrods have taken steps to prevent shoplifting (shrinkage) from their clothing department by fitting stand alone electronic access control cylinders within their fitting room facilities.

This system is currently deployed across all clothing franchises and departments across the store. Approximately 200 staff members have been enabled to open and lock changing room doors using their standard Mifare store access and identity cards.

### BACKGROUND

TouchStar has been supplying access control and security products to Harrods, as a preferred supplier for over 27 years. The company has secured over 250 entry and access points at the main Knightsbridge Store, Heathrow, Hammersmith and the Harrods Warehouse facilities in Surrey.

A wide range of security solutions have been deployed to protect stock and assets valued in the hundreds of millions including, fixed access control entry systems across the store, wireless locks in fitting rooms, biometric entry for high value areas, discreet high security solutions for senior staff, specialist locking for all refrigerated and cold stores and high through put turnstile solutions at staff and contractor entrances.

### REDUCING THE RISK OF SHRINKAGE IN FITTING ROOMS WIRELESS LOCKING

In 2012 The Harrods security department approached TouchStar to help identify ways to limit the risk of theft from unattended and unlocked fitting rooms across the store.

According to the Centre for Retail Research, the UK has one of the worst records in the world for shoplifting with an average of £12,054,794 worth of goods stolen every day. The price to pay for this is a £180 financial burden to every family in the country to cover the cost and so there is a real social obligation on the retail industry to do everything it can to tackle the crime.



*TouchStar is a trusted and preferred supplier to Harrods with over 25 years experience supplying the store. As a company they are professional, trusted and reliable in all respects of the services and products they maintain and supply.*



**WILLIAM ROBERTS, SECURITY SUPERVISOR, HARRODS LIMITED**



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Although some people will steal anything, many shoplifters are particularly attracted to branded goods, especially designer clothing, as it is desirable and easy to sell on. Many retailers have unattended changing rooms where it is all too easy for a shoplifter to steal such items.

The concept is straightforward. They simply walk into the unattended changing rooms with a number of items of clothing. One or two of these items are then put on under their own clothing and the thief then calmly leaves the changing room and subsequently the store.

If a staff member appears or if they are challenged leaving the changing room, they simply hand back the unwanted item of clothing they took into the changing rooms with them saying its does not fit or is not suitable.

And it does not stop there. Even if the changing rooms are controlled, the shoplifter simply waits until the changing rooms are busy. Very often even with attended changing rooms the staff member responsible for controlling access to them will be called away for some task or problem elsewhere in the store or their attention diverted some other way and the thief, waiting and watching for just such an opportunity, then slips into the changing rooms putting stolen items into their bag or simply repeating the trick of wearing the stolen clothing as already outlined.

So retailers clearly need to become more vigilant and proactive in their fight against shoplifting and this is where the latest in electronic access control technology can help. By fitting a standalone access control locks electronic cylinder as Harrods has done, there is no way a thief can gain entry to the sanctuary of a changing room cubicle to carry out their theft.



They have to have a staff member with a contactless Harrods Mifare card (managed and programmed through the Stores TouchStar Evolution and MicroTrack security software) to open the door to the facility for them. So by utilising this technology the store can control access to the changing rooms, control entry of customers into individual changing rooms and check and control what clothing is taken with them. More importantly by using a store wide card systems significant savings have been made from replacing lost or stolen keys.