

Checking customers' bags

Retail staff can now ask to check customer bags without needing to hold a Security Agent's licence.

You must make sure you comply with the Tasmanian Bag Check Code of Conduct to protect both yourself and the customer.

Signs at store entrances

If you intend to check customers' bags, you must have a prominent sign at all customer entrances to stores, written in simple language.

The signs should indicate that:

- agreeing to having your bag checked is a condition of entry
- checks are done on bags, parcels, cartons and containers

What you can check

You may only check personal handbags that are larger than the size of an A4 sheet of paper, unless you are certain the handbag contains goods the customer has not paid for.

You may check all other bags, cartons, parcels and containers that you believe may be hiding goods.

Conducting a bag check

Before you can conduct a bag check, you must be at least 18 years old and have completed training on the requirements of the Code of Conduct, including receiving a copy of it.

You will need to display some form of indication that you have completed this training while conducting bag checks.

You need to seek permission from the shopper before you can check their bag. You should ask the shopper politely if you can search their bag.

You may ask the shopper to move any object that obstructs your view such as a large parcel, coat or similar item.

What if the customer refuses?

If the customer refuses to let you check their bag, or will not move an item on request, you must not try to check their bag. **Do not touch the person, their bag or the contents without their permission.** You may be charged with assault should you use force. You may, however, ask the shopper to leave the store.

To help consumers understand these changes, Consumer, Building and Occupational Services (CBOS), has developed a fact sheet, frequently asked questions and a code of conduct for bag checking. You will find this information at www.cbos.tas.gov.au under *Resources and Tools*.

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