



**ALWAYS AWAKE.
ALWAYS ON GUARD.**

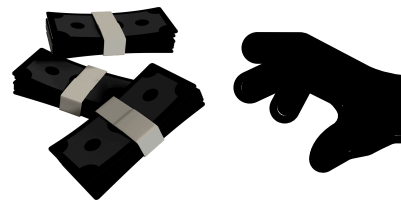
LotGuard

What is Organized Retail Crime (ORC)?

ALWAYS AWAKE. ALWAYS ON GUARD.

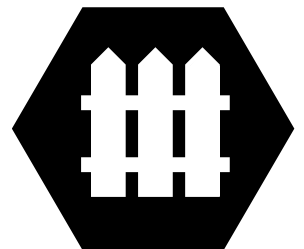
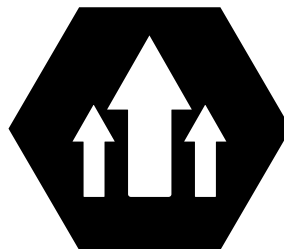
What is Organized Retail Crime (ORC)?

Organized Retail Crime (ORC), also known as Organized Retail Theft (ORT), is the large-scale theft of retail merchandise with the intention of reselling the stolen goods for their own financial gain.



They tend to sell items through secondary markets like online platforms, the black market, and flea markets. These operations will be planned and often involve individuals who will have previous experience in crime.

In large-scale attacks, they'll likely specify roles such as, '**boosters**' who will steal items and '**fencers**' who sell them, making ORCs a significant financial and public safety concern.



ALWAYS AWAKE. ALWAYS ON GUARD.

Understanding the Impact of ROC on Retailers

Organized Retail Crime is a much greater problem than you may know, costing millions of dollars worth of damage year on year.



This large-scale theft creates a rippling effect across the economy, impacting retailers, the Government, and the general public.

As well as direct financial loss, ORC drives up insurance premiums and operational costs, which lead to increased product pricing to customers.

Also, ORC is closely linked to Organized Crime Gangs who often fund more serious crimes through the profits earned from this. Essentially, creating more crime within the community, and creating more risk to residents and visitors.



ALWAYS AWAKE. ALWAYS ON GUARD.

The Different Methods of Organised Retail Crime



ALWAYS AWAKE. ALWAYS ON GUARD.

Boosting

Boosting is essentially the act of stealing goods from retail stores without being caught. This could be within a singular or multiple trips where the 'boosters', who are the perpetrators within a larger ORC ring, work to acquire goods on their behalf.

From meat and alcohol to perfume and cosmetics, these items are often easy-to-conceal and make a quick getaway with, before being sold online or via flea markets.

Boosting can appear small, however, if multiple individuals are involved, making multiple trips, the cost of goods stolen can add up quickly.



This emphasizes that small goods can create large financial loss over long periods of time if unnoticed or suspects continue to evade capture.

ALWAYS AWAKE. ALWAYS ON GUARD.

Cargo Theft

Supply chains are complex due to the number of moving parts involved in ensuring the delivery of goods remain on schedule and safe.

These complexities create opportunities for ORC to intercept and steal merchandise from during its journey to its final destination.

Cargo theft can be carried out in a number of ways. Below outlines four of the most common approaches criminals may use:



Terminal Robberies

This is where a group ambushes a trucking facility and hijack loaded vehicles there.

Fictitious Pickups

This is where criminals will pose as a driver through falsified paperwork to acquire a loaded vehicle and flee.

Leakage

This is when groups or individuals steal small amounts from shipments so businesses don't notice.

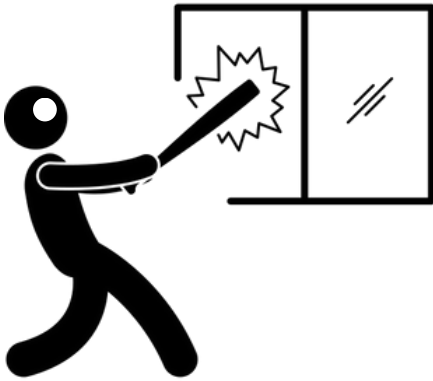
Coerced Stops

This is when groups secretly steal small amounts from shipments so businesses don't notice.

ALWAYS AWAKE. ALWAYS ON GUARD.

Smash-and-Grab Theft

A smash-and-grab theft is a specific type of shoplifting or looting where an organized group will smash a form of physical barrier like a window, grab as many goods as possible, and then make a speedy exit.



One of the most brazen forms of ORC, this technique is becoming increasingly popular and their aggressive tactics often leaves employees in fear to intercept.

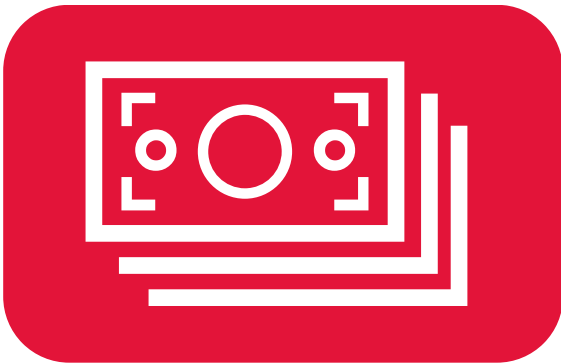
These attacks pose serious public safety risks, with criminals likely to cause harm to any individuals blocking their ability to steal and make a quick getaway.

They also create much greater financial implications due to the physical damage they cause, as owners are left to cover the expensive repair fees.

ALWAYS AWAKE. ALWAYS ON GUARD.

Return Fraud

Although stricter returns policies are making return fraud more difficult, it's still a form of ORC you need to remain aware of. Return fraud is where perpetrators return items in exchange for cash or gift cards.



For organized groups, they may even stage an exchange in the parking lot, swapping goods or falsifying receipts before re-entering the store to commit return fraud.

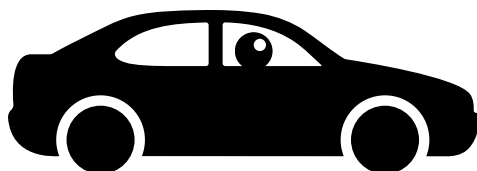


ALWAYS AWAKE. ALWAYS ON GUARD.

Coordinated In-Store Theft & Getaway Vehicles

ORC groups often work collectively to commit large-scale theft. They'll separate the team out into various roles, with some set to distract employees whilst others focus on grabbing high-value goods.

Following this, they'll have planned a swift getaway, with vehicles waiting in the parking lot, ready to transport the goods to their next destination before being sold.



ALWAYS AWAKE. ALWAYS ON GUARD.

How ORC Operates in Parking Lots



Parking Lots Are Prime Locations

Parking lots may seem like innocent spaces, but they're actually prime locations for Organized Retail Crime. Providing a vast, open space for criminals to use for staging getaways, swapping goods for returns, & transferring stolen goods.



Lack of Surveillance

Often assumed to have a lack of surveillance present, criminals tend to feel a sense of security because they're more likely to evade capture.



Strategic Vehicle Placement

Vehicles involved in ORC can strategically place themselves at the entrances or exits of the parking lot in order to be able to escape quickly, before the store or any employees can react.

ALWAYS AWAKE. ALWAYS ON GUARD.

Surveillance's Role in Preventing ORC

Parking lot surveillance is considered the most effective way to deter and disrupt ORC before it reaches your store.

Offering both visible deterrence, live monitoring, and proactive prevention that discourages criminal activity and captures footage of an incident for evidence.

Below provides a brief summary of the key benefits parking lot surveillance provides against ORC:



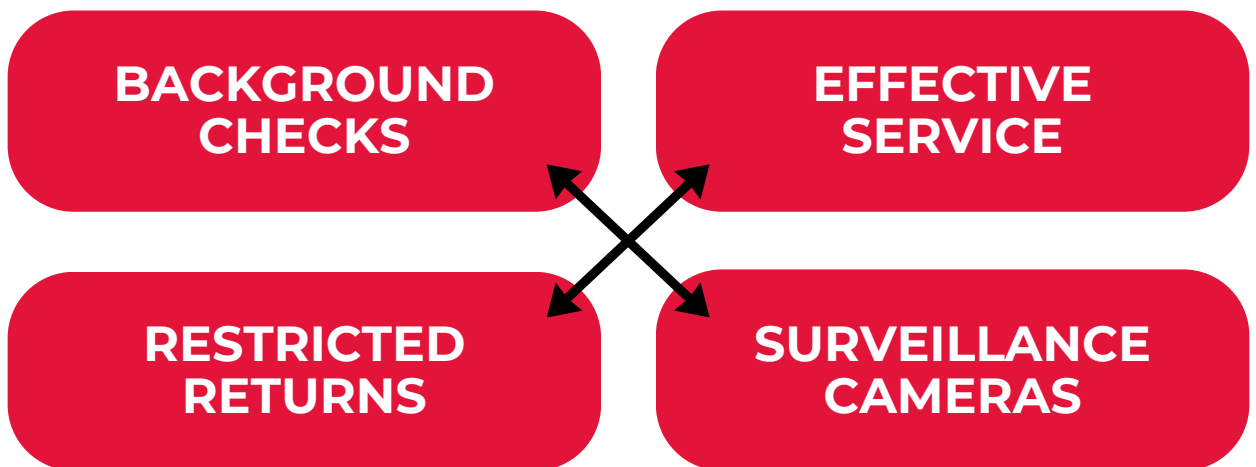
- Visibly deters crime to help prevent and reduce theft attempts.
- Tracks individuals and vehicles through high-quality cameras and additional integrations like ANPR cameras.
- Secures deliveries by monitoring loading bays.
- Enhances safety by displaying clear monitoring systems.
- Records high-quality video that can be used to support inquiries.

ALWAYS AWAKE. ALWAYS ON GUARD.

Parking Lot Strategies to Prevent & Overcome ORC

Taking a proactive approach to parking lot security is central to preventing you from becoming a victim of ORC, helping to stop incidents before they even reach your store.

From mobile surveillance cameras to running employee background checks, there are several strategies that transform your retail store parking lot into a strong first line of defense against ORC.



ALWAYS AWAKE. ALWAYS ON GUARD.

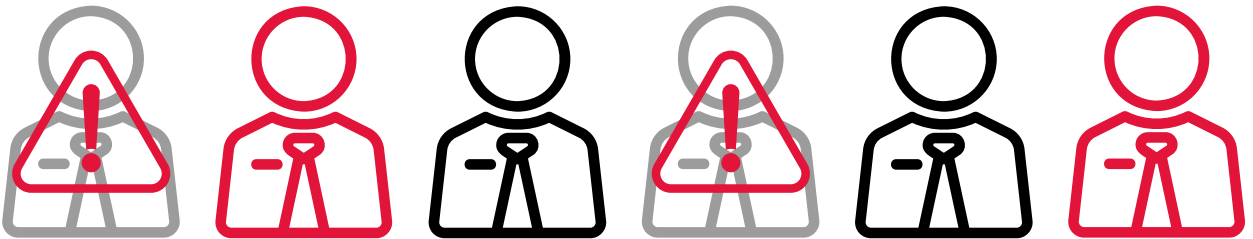
Background Checks

60% of inventory losses are caused by employees, and it's likely that some of these will be a part of an ORC ring, whose sole purpose is to provide intel and support in the theft of goods.

We understand that you need to be able to trust your employees in order to uphold a positive relationship with them as employers, however, you also need to protect your business.



Completing background checks prior to hiring any employee helps you avoid hiring an individual that could pose a risk to your business.



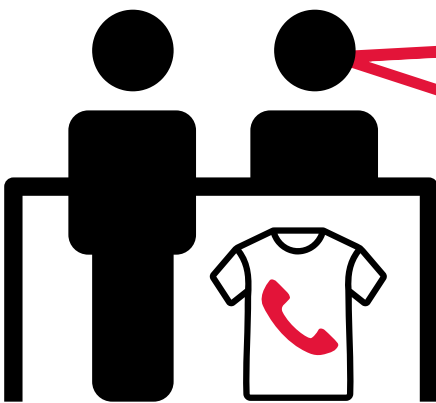
ALWAYS AWAKE. ALWAYS ON GUARD.

Effective Service

Your employees play a key role in identifying suspicious behavior both in and out of the store, so you should utilize this situational awareness to protect your stores and those within this.

Improving your customer service process helps encourage this behavior amongst all your employees and normalize it as part of their working day.

Here are a few ways you can improve your customer service while also protecting your business:



Have your employees approach and engage customers to offer assistance.

Station an employee at the doors to greet shoppers as this will discourage criminals from attempting to walk out with stolen merchandise.

Train your employees on how to spot warning signs for ORC.

ALWAYS AWAKE. ALWAYS ON GUARD.

Restricted Return Policy

A restricted return policy can limit the amount of successful fraudulent returns at your store, making you an undesirable target for ORC crimes like return fraud.

To do this you can:



specify exclusions, set a returns deadline, add conditions to your returns, utilize statutory rights regarding quality, and implement 'no refund' policies on certain goods.

You should ensure that any individuals handling returns follow the policy in place to avoid errors being made that could financially harm your business.

ALWAYS AWAKE. ALWAYS ON GUARD.

Surveillance Cameras

Proactive surveillance systems help to effectively deter would-be criminals from your store, whilst remaining budget-friendly.

Compared to security guards, mobile surveillance can save a significant amount of money without having to compromise on quality.

Surveillance cameras not only deter criminal activity, but also detect any organized retail crime happening in your store or in your parking lot.

For parking lots specifically, Surveillance Trailers like the **LotGuard PRO** help identify crime before it even reaches your store.



ALWAYS AWAKE. ALWAYS ON GUARD.

Contact Us

Wireless CCTV LLC
851 International Parkway
Suite 140
Richardson, Texas
75081

T: 877 805 9475
E: sales@wcctv.com
E: service@wcctv.com

