Preparing for an ORC Epidemic
Post COVID-19

May 5, 2020
EVERBRIDGE VIRTUAL SYMPOSIUM
Coronavirus: the Road to Recovery


WED MAY 20
11AM – 3PM ET
General Colin L. Powell, USA (Ret.)
LEADERSHIP IN CHALLENGING TIMES
General Powell's leadership in times of crisis is recognized globally. Gen. Powell illustrates for audiences precisely what it takes to be a leader, providing strategies for “taking charge” during times of great change and great crises

THU MAY 21
11AM – 3PM ET
Scott Gottlieb, MD
A ROAD MAP TO REOPENING
Former FDA Commissioner frequently featured on CNN, CNBC, Business Insider and is rapidly becoming the voice of reason in the chaos of the coronavirus pandemic. Dr. Gottlieb currently advises CEOs of NYSE on coronavirus progression and is a board member for multiple big pharma and biotech – Pfizer, Illumina, Aetion, and Tempus
Before we get started...

• This webinar will be recorded and made available in webinar and podcast format through losspreventionmedia.com

• LPC and LPQ Certified? – you are eligible for 1 CEU credit for attending this webinar today.
  • ...and I have a special discount code to share with EVERYONE, valid through May 31, 2020, for the LPF-Certified, ORC Investigations certificate course hosted at lpPRO.com, and for the LPQ and LPC certification courses offered through the Loss Prevention Foundation.

• Everyone will be muted. Please submit any questions through the Q&A feature

• We will try to answer all of your questions, but if we run out of time we will still try to get answers out via articles and future webinars through LP Magazine and losspreventionmedia.com
Our ORC Panel of Experts

• **Paul Jones**, LPC, vice-chairman of the Loss Prevention Foundation
• **Ben Dugan**, CFI, president of CLEAR
• **John Matas**, CFE, CFCl, co-chair of the ORC Industry Group for the IAFCI
• **Christian Hardman**, LPQ, global AP supervisor for eBay
• **Lt. Brandon Shipwash**, California Highway Patrol (CHP)
• **Caroline Kochman**, executive director at the National Association for Shoplifting Prevention (NASP)
A Look Back to Go Forward

National Association for Shoplifting Prevention
Notable Increases in Shoplifter Referrals after both 9/11 and the 2008 Financial Crisis

• 16% increase in shoplifter referrals after 9-11
• 34% increase in referrals during last financial crisis

84% of retailers seeing an increase in retail theft
What did the 2009 shoplifter stats after the last crisis reveal?

- Offenders who were not working up 11%
- 31% of adults said they never had the money; up 4% from 2008 - just one year earlier
- 5% jump in adults and juveniles who said they shoplifted to survive or because they didn’t have or did not want to spend the money
- 25% of adults and 38% of juveniles had been asked to shoplift for someone else - 12% of adults and nearly 20% of juveniles were offered money to do so
Preparing for ORC
Post COVID-19
LEVERAGING THE POWER OF C.L.E.A.R.
NATIONAL COALITION OF LAW ENFORCEMENT & RETAIL

FORMED IN 2009
CREATED FOR INVESTIGATORS BY INVESTIGATORS
WORKING AND TRAINING TOGETHER
3000 MEMBERS
ADVANCING THE LAW ENFORCEMENT AND RETAIL PROFESSION
ANNUAL TRAINING AND NETWORKING EVENT
PREPARING FOR ORC POST COVID-19

HEADWINDS

POLICE RESPONSE
Courts Closed

INCREASED REPORTING
8000 Non Violent Offenders

COVID-19 RESTRICTIONS
Limited Field Work

TAILWINDS

PARTNERSHIP WITH LAW ENFORCEMENT
Increased Cooperation

ANALYZE THE RISK
Employee Awareness

SET THE STRATEGY
Build a Timeline

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What were you working on before COVID-19

FIELD INTELLIGENCE GATHERING

ALL ACTIONS BASED UPON STATE RESTRICTIONS, CORPORATE TRAVEL GUIDELINES AND EMPLOYEE SAFETY

- "FRESHENING UP" PREVIOUSLY GATHERED EVIDENCE
- VERIFY YOUR SUBJECTS OR TARGETS ARE STILL IN BUSINESS
- PRE SURVEILLANCE ASSESSMENTS (PSA)
- VERIFYING INTEL AND ADDRESSES FROM OPEN SOURCE OR LAW ENFORCEMENT
- DEVELOP PRIVATE WARRANT LIST AND AGGREGATION CHART
- PATTERN OF LIFE SURVEILLANCE – HABITS, BANKS, POST OFFICE (Ecomm)
- BOOSTER MOBILE SURVEILLANCE-DOCUMENTING THEFTS
- TRASH PULLS (VERIFY STATE LAW)
- ELECTRONIC SURVEILLANCE (GPS)
- PARTNER WITH OTHER RETAILERS – FORCE MULTIPLIER
- REINSTATE FURLoughed ORC INVESTIGATORS
- CREATE FIELD OPERATIONAL PLANS
- COLLECT STORE EVIDENCE
- FINALIZE CASE PRESENTATION

ALL ACTIONS BASED UPON STATE RESTRICTIONS, CORPORATE TRAVEL GUIDELINES AND EMPLOYEE SAFETY
THE C.L.E.A.R. ADVANTAGE
“Success Through Partnerships”

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www.clearusa.org
ORGANIZED RETAIL CRIME

ORC

- Be Prepared
- Increased major thefts, door hits
- Frauds: Gift Card, Returns, Credit, Identity Theft
- Counterfeit Money
  - $100/$50 Bills
  - Same Day Cash Returns/Money Laundering
- Internal/External Collusion?
Crime Threat / Post COVID19

EMPLOYEE THEFT

Internal Theft = Immediate Cash Flow

• Straight cash theft without masking and creates register shortage.

• Cash theft that is masked by a same day post cash void or a fraud customer cash return

• Fraud return tender change to employee/friend debit card/3pty

• Theft of interim or closing cash deposit

• Manipulate a non selling POS function that converts to immediate cash such as disbursements, petty cash, etc.
Crime Threat / Post COVID19

HOW TO IMPACT

AWARENESS IDEAS:

• Tell employees what to expect
• Focus on suspicious behaviors/Not masks!
• Increase employee awards for ORC type deterrence
• Perceived Controls (Look stronger than you are)
• Mall / Police partnerships & in-house communication
• Step-up your resources for learnings and intel:
  o CLEAR
  o Local ORCA’s
  o NRF/RILA
  o IAFCI.org
  o LP Magazine (www.losspreventionmedia.com)
EMEA/APAC Investigations: Team of 7 – 6 in Dublin, 1 in Germany

NA Investigations: Team of 4, in Salt Lake City

Global Technical Investigations: Team of 3, in New York, Dublin, and Romania

Dedicated portal and email response inbox for Law Enforcement inquiries:

- lawenforcement@ebay.com
- Law Enforcement eRequest System (LERS): lers.corp.ebay.com
CRIMINAL ACTIVITY INVESTIGATED BY GAP

**Fraud**
- Seller Fraud
- Buyer Fraud & Abuse of eBay Money Back Guarantee
- Account Takeovers and Identity Theft
- Credit Card Fraud
- eBay Gift Cards

**Illegal & Regulatory Items**
- Stolen Items
- Counterfeits
- Import/Export Violations
- Military Equipment
- High Profile Cases (i.e. Bombings/Shootings)
- Items relating to Child Exploitation

**Internal Investigations**
- Internal Theft and Abuse
- Misappropriation of account information
- Feedback Removal
2020 Strategic Areas of Focus

- Payments
- Counterfeits
- National Security
- PROACT 2.0: Stolen Items
What To Look For...

New accounts should not be discounted if selling common ORC items, it’s now more appealing for boosters to fence on their own with eBay offering no selling fees through July, also may be more difficult to pawn things as shops are closed.

PROACT is alive and well, if you would like to be enrolled please contact proact@ebay.com and we will coordinate with you. PROACT 2.0 is now signed digitally using DocuSign. Even if your company was enrolled previously we will need you to go through the new MNDA to maintain your companies access to the program.
CALIFORNIA HIGHWAY PATROL

ORGANIZED RETAIL THEFT CRIME TASK FORCE

ORTC TF
Why We Are Here

- **PROP 47 PASSED**
  - NOV. 2014

- **CHP ORTC TF**
  - OCT. 2019

- **AB 1065 PASSED**
  - SEPT. 2018

- **SUNSET OF AB 1065**
  - JUL. 2021
ORTC UNITS

Golden Gate Div. (Bay Area)
Lt. Kevin Domby, Sgt. Jim Watson

Southern Div. (Los Angeles)
Lt. Adam Smith, Sgt. Raquel Stage

Border Div.
(San Diego/Orange County)
Lt. Brandon Shipwash, Sgt. Jim Kelley
Our Goals

**Provide Training, Resources, and Logistical Support**
Becoming the Statewide Leader in ORC Investigations and Support

**Combat ORC and Document Success**
Tracking and Measuring the Success of Our Investigations, Arrests, and Recovered Product

**Decrease ORC and Increase Prosecution**
Reduce ORC by increasing filings of 490.4 PC

**Extension of AB-1065**
Show the importance of AB-1065 and have it extended beyond 2021

**Identify Trends and Develop Strategies for the Future**
Identify possible sources of future ORC trends and fencing locations to stay ahead of the constant evolution of crime.

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Current state of affairs during COVID 19

- Referrals from retailers/intel from BOLs
- Assistance to other agencies/different protocols
- Coordinate with DAs
- Reports filed as opposed to arrest in some cases

Future Warrant Sweeps
Together, We are the Future of Combating Organized Retail Crime.

Thank You

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Tying It All Together – Advice to Impact ORC

• Utilize resources
  • Clear, eBay’s Proact, NASP, CHP and other Law Enforcement partners
• Build your coalition now
• Engage your operators - train them now
• Build awareness – with your store partners, with your store teams
  • Remember to share with them that social distancing and occupancy limits, while they may be frustrating to deal with, can also be played to your advantage, and increase opportunity for great customer service and slowing down theft opportunities.
• Keep exchanging information with your peers
Questions?

Please use the Q&A feature on the control bar to submit your questions.
Visit [www.lpPRO.com](http://www.lpPRO.com)
Use Discount Code: MAYFLOWERS
Save 30%

**ORC Investigations Certificate Course**

LPF-Certified Course

Discount Code: MAYFLOWERS for 30% off through end of May

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But Wait ....There’s More!

Discount Code: MAYFLOWERS for 30% off through end of May

........On LPF Loss Prevention Certification LPQ and LPC courses as well!
Contact Information

Please feel free to reach out via email or LinkedIn

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For General Questions, Please Email: webinar@LPportal.com
Thank You

We appreciate your time today – please stay safe and stay healthy!!

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Thank You!

We appreciate your time today – please stay safe and stay healthy!!