

Preparing for an ORC Epidemic Post COVID-19

May 5, 2020

EVERBRIDGE VIRTUAL SYMPOSIUM

Coronavirus: the Road to Recovery




 **DATE: MAY 20-21, 2020**

 **TIME: 11AM ET – 3PM ET**

 **REGISTER: [On24 Virtual Platform](#)**



 **WED MAY 20**
11AM – 3PM ET


KEYNOTE

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

KEYNOTE

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, CFCI, 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

NATIONAL
SHOPLIFTING PREVENTION
COALITION



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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

NATIONAL
SHOPLIFTING PREVENTION
COALITION



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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

NATIONAL
SHOPLIFTING PREVENTION
COALITION



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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



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 AGGRAGATION 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



THE C.L.E.A.R. ADVANTAGE

“Success Through Partnerships”

Ben Dugan

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Crime Threat / Post COVID19

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:
 - CLEAR
 - Local ORCA's
 - NRF/RILA
 - IAFCI.org
 - LP Magazine (www.losspreventionmedia.com)

GAP - WHAT DO WE DO?

CRIMINAL INVESTIGATIONS

REACTIVE
(Responding to LE)

PROACTIVE
INVESTIGATIONS

ENGAGEMENT w/
RETAIL & BRAND
PARTNERS

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

ebay

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

3

ORTC UNITS

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

Southern Div. (Los Angeles) Picture Here
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



Identify Trends and Develop
Strategies for the Future

Identify possibly sources of
future ORC trends and fencing
locations to stay ahead of the
constant evolution of crime



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

Current state of affairs during COVID 19



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



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Save 30%



ORC Investigations Certificate Course

LPF-Certified Course

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

LPCSM

LPQSM

But WaitThere's More!

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

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

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Contact Information

Please feel free to reach out via email or LinkedIn

*For General Questions,
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Thank You

***For General Questions,
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We appreciate your time today – please stay safe and stay healthy!!



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