

Preventing Theft in the Retail Sector

As promised in last month's newsletter, this issue explores tactics and options available to retailers to reduce opportunities for theft.

According to Jack L. Hays International Inc, employees steal a little over 7 times the amount of products stolen by customer shoplifters. One of the most effective defences against internal theft is pre-employment screening. Considering that large percentages of stolen goods are taken by recidivists who steal an average of 1.6 times per week, requiring potential employees to complete a criminal record check and credit history check should be mandatory.

Employees may not consider taking merchandise as a criminal act of stealing. The majority of expert shoplifters do not have a criminal record, as they only have a 2% chance getting caught. How do you prevent internal theft if record checks just won't suffice? A holistic approach may be the most effective tool. Implementing various crime prevention techniques, including natural access control, natural surveillance and territorial reinforcement to increase effort, increase risks and reduce rewards offer dynamic control over the retail environment.

A study conducted on the behavioural component of shoplifting argued that shoplifting is a result of three factors: a motivated offender; suitable target/product within a retail space; and the lack of guardians/security.

C.P.T.E.D. (Crime Prevention Through Environmental Design) audits for the retail environment may decrease security problems up to 50% and may also increase retail sales up to 33%. If you are a retailer, the cost of an audit may be worth the money to reduce inventory shrink rates. C.P.T.E.D. strategies target natural surveillance, natural access control and territorial reinforcement.

Removing the opportunity to steal an item is essential to preventing thefts. Risk management techniques involve placing high-risk inventory in strategic locations throughout the store to facilitate natural access control. Paying attention to customers and designing the interior of the store with low shelves and wide aisles to make clear sight lines removes opportunities for them to be unseen for natural and informal surveillance. Training on strategic placement of employees in conjunction with the store design increases visibility and can be paired with CCTV cameras to increase feelings of "being watched." Locking up valuable items in a glass case limits easy access for those who want those high-end items at no cost. Territorial reinforcement will create a sense of ownership and rights over the retail space.

For more information on C.P.T.E.D assessment and review, you can contact Greg Perkins at Liahona Security (250-743-8948)

New Clients:

Paradiso Di Stelle

Paradiso Di Stelle delivers a small breath of Italy through Italian cuisine, coffee, and gelato. An outdoor patio invites relaxation and people watching while sipping on freshly-brewed Illy coffee, or a sampling of gelato made on-site.

Allied Properties REIT

Allied Properties has approximately 2.5 million square feet of office inventory in the Downtown district with an objective to provide stable and growing cash distribution to their unit holders through effective management of their portfolio.

Fort Realty

Fort Realty is a family-run real estate holding and management company, proudly based in Victoria, BC. They create vibrant residential and commercial spaces for their tenants. Although Fort Realty has been a client since Themis started our downtown street patrol, they have recently added new properties to our portfolio, including 1001 Blanshard Street and 804 Broughton St.

Downtown Community Security Project

The following is Themis Security's updated schedule for downtown street patrol:

Mon to Wed 10:30am to 6:30pm

Thur 10:30am to 9:00pm

Fri and Sat 10:30 to 6:30pm

Sun 12:00pm to 4:30pm

If you would like to report a problem or concern, please call our 24 hour response number - 250-884-4415

Any questions regarding our service, please contact Mirko at 250-217-5915 or email at mirko.f@themispro.com

Statistics for June:

Calls for service - 32

Number of encounters - 70

Arrests - 1

Expansion of Pandora/Cook Patrols

You may not be aware, but Themis Security's first street patrol project started at Pandora and Cook street 3 years ago. Richmond Properties, Royal LePage Coast Capital, David Burr, Burr Properties, Pemberton Holmes, Firm Management and Devon Properties contracted Themis Security to address the growing issue and problems surrounding North Park neighbourhood.

We are happy to announce that Gateway Property Management along with Raamco Properties have hired Themis Security to provide safety and security service. Cubbon Apartments at 1035 North Park Road and Castle Build It Centre at 1720 Cook Street are now part of our street patrol.

We would like to extend a big thank you to Catherine Garden of Gateway Property Management for all of her assistance.