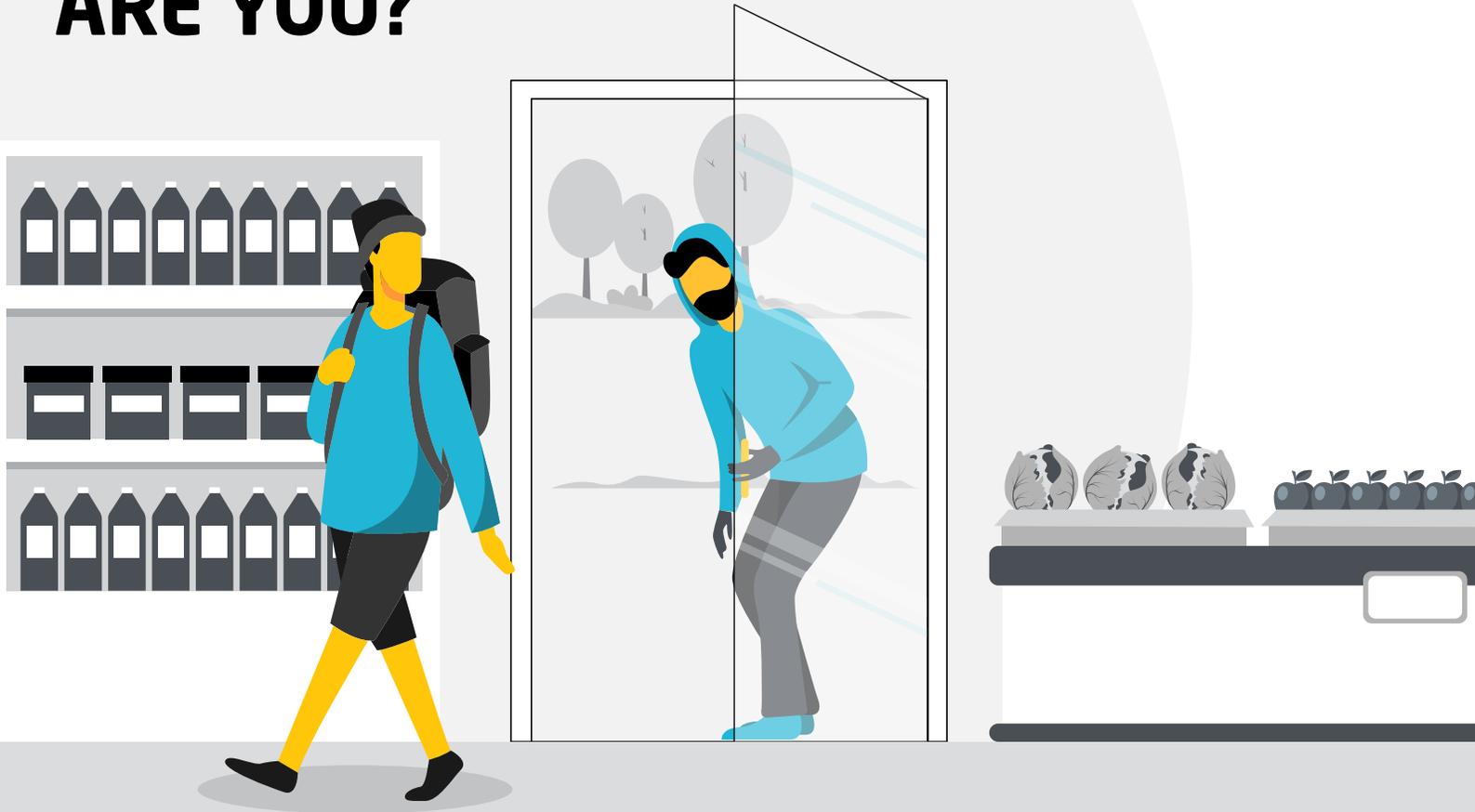


ORC: THEY'RE ORGANIZED, ARE YOU?



IT'S PROBABLY ALREADY HAPPENED TO YOU

Do you sell any of these items? Laundry detergent? Razors? Baby formula, liquor, deodorant, teeth whitening strips or cell phones? Then you have probably already been a victim of ORC.

According to a recent report, those and high-end designer apparel are the top targets for any ORC team entering your store.¹ As a grocery retailer, you work hard to provide the best products for your customers quickly and easily, but you may also be inadvertently making your business more enticing to the rising success of ORC teams.

And while the world has been dealing with shutdowns and quarantines, you've remained open despite the dangers, to be there for your community in need. Unfortunately, so has ORC.

So, let's help you do your job and look at ways you can also protect your own assets.

WHAT IS ORC?

The hint is in the name. ORC is coordinated theft. It's two or more people organizing their theft efforts and combing forces while using creative techniques to steal on a local, regional, national or even international scale. ORC goes beyond simple shoplifting. Instead it is driven by a complex network of strategies ranging from illegitimate wholesale operations to boosters, fencing operations, and re-packagers.³

They use sophisticated technology and can steal thousands of dollars from a retailer in a day.⁴

"With organized retail crime accounting for more than double that of other property crimes such as robbery, larceny, burglary and auto thefts combined, the gravity of the losses attributed to ORC operations have grown so significant that it has captured the attention of retailers, the law enforcement community, and society as a whole."⁵



WHO IS DOING IT?

Part of a successful ORC team is having someone on the inside. Just look at the theft ring in Seattle, WA, that managed to steal millions of dollars' worth of goods over six years and sell them online for personal gain.⁶ In this case, two businesses posed as pawn shops and bought the items from the original shoplifters. They then had the items shipped to the Amazon warehouse where they were stored and subsequently sold online.

In Dallas, more than two-dozen people were charged for a crime ring in which they shoplifted from Walmart and Best Buy and then sold the items online on Amazon and eBay. Their complex network included sending items to Chicago to be stored, then back to Texas to a suburban couple who then sold the products, successfully, from 2014 to 2019.⁷

WHERE IS YOUR FOCUS?

The growing problem of shrink isn't going away. A loss prevention team will look to improve their physical and virtual security or make sure proper employee screening is happening. They will look to reinforce proper inventory processes and accuracy at the register to combat shrink. However, ORC is now the top concern for loss prevention teams according to a recent survey.⁸ It is being prioritized over eCommerce and cybercrimes, internal theft and return fraud.⁹

"Almost two-thirds of brick-and-mortar retailers have seen an increase in organized crime activity in their locations in the form of shoplifting gangs that work in tandem to pick the shelves of inventory. That figure comes on top of a finding that 97 percent of retailers had been victimized by ORC (organized retail crime) in the past year with losses averaging \$703,320 per \$1 billion in sales.¹⁰



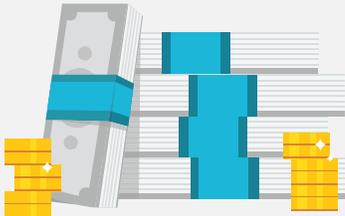
97% of retailers had been victimized by ORC

ORC

EFFECTS EVERY RETAILER
IN THE WORLD



COST THE INDUSTRY



\$30 BILLION

PER YEAR



NOW, MORE THAN EVER, RETAILERS ARE VULNERABLE

When the world was hit by the devastating COVID-19 pandemic, almost everything stopped, but not ORC. As online shopping became the de facto way to safely purchase items, retailers experienced a whole new host of problems, including opportunistic ORC rings.

“This dramatic spike in online shopping makes brick-and-mortar stores even more vulnerable to a problem that has been growing for over a decade: organized retail crime.”¹¹

Now, retailers around the world are bracing for a massive increase in ORC.

“The unprecedented event of the current pandemic will rival or even exceed any previous events. If COVID-19 by itself wasn’t bad enough, add civil disturbance, bail reform, and the state of law enforcement, and you have a perfect storm. Enterprise security executives, especially retail security, need to be prepared for a significant surge in retail theft and ORC activity.”¹²

There are distractions everywhere. Panicked, impatient or scared customers and stressed employees only help ORC groups. Add to a stretched-thin law enforcement and it truly is unprecedented times.

NEVER UNDERESTIMATE ORC TEAMS TO ABILITY TO INNOVATE OR THEIR INTELLIGENCE.

As potentially frightening as all of this sounds, there are ways to protect your people and your profits. As quickly as grocers invest in technology to combat this crime, ORC finds innovative ways to make that technology worthless.

Your frontline staff remains your greatest asset. The truth is, people forget their yearly training. Look to keep them updated on the ever-changing landscape of criminal endeavours with effective communications that stick. That means providing continual awareness on how ORC can affect them, their store, and their jobs along with what they can do to safely discourage ORC from infiltrating the store. Communications with staff must be as well planned, strategic, and organized as ORC itself.

ORC is here, and it is growing, but by arming your frontline workers to know the signs and the ways to protect inventory, information and product, you can reduce its impact today.

IT'S A BIRD, IT'S A PLANE, IT'S YOUR FRONTLINE SUPERHEROES!

Partner with a third-party agency that specializes in custom-branded safety and loss prevention communications targeted to your bottom line. Transform your frontline into frontline superheroes ready for any challenge, today.

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