

THEFT, C.R.S. 18-4-401



Boulder Police Department
Non Emergency 303-441-3333
Emergency 911

Agenda

- Officer Robyn Vanderleest
- Theft Definition
- Felony vs. Misdemeanor
- Employee Theft
- Credit Card Fraud
- Shoplifting Statistics
- The Faces of Shoplifters
- Contacting Shoplifters
- Prosecution
- Protecting Your Business
- Mr. Bob Mulder McGuckin's
- An Ounce of Prevention
- Resources



Definition of Theft



- Basically, if someone knowingly takes anything of value of another without permission and:

- **Intends to deprive the other person permanently of the item; or

- **Knowingly uses, conceals, or abandons the item of value; or

- **Uses, conceals, or abandons the thing of value intending that such use, concealment or abandonment will deprive the other person of the items; or

Definition of Theft Continued:

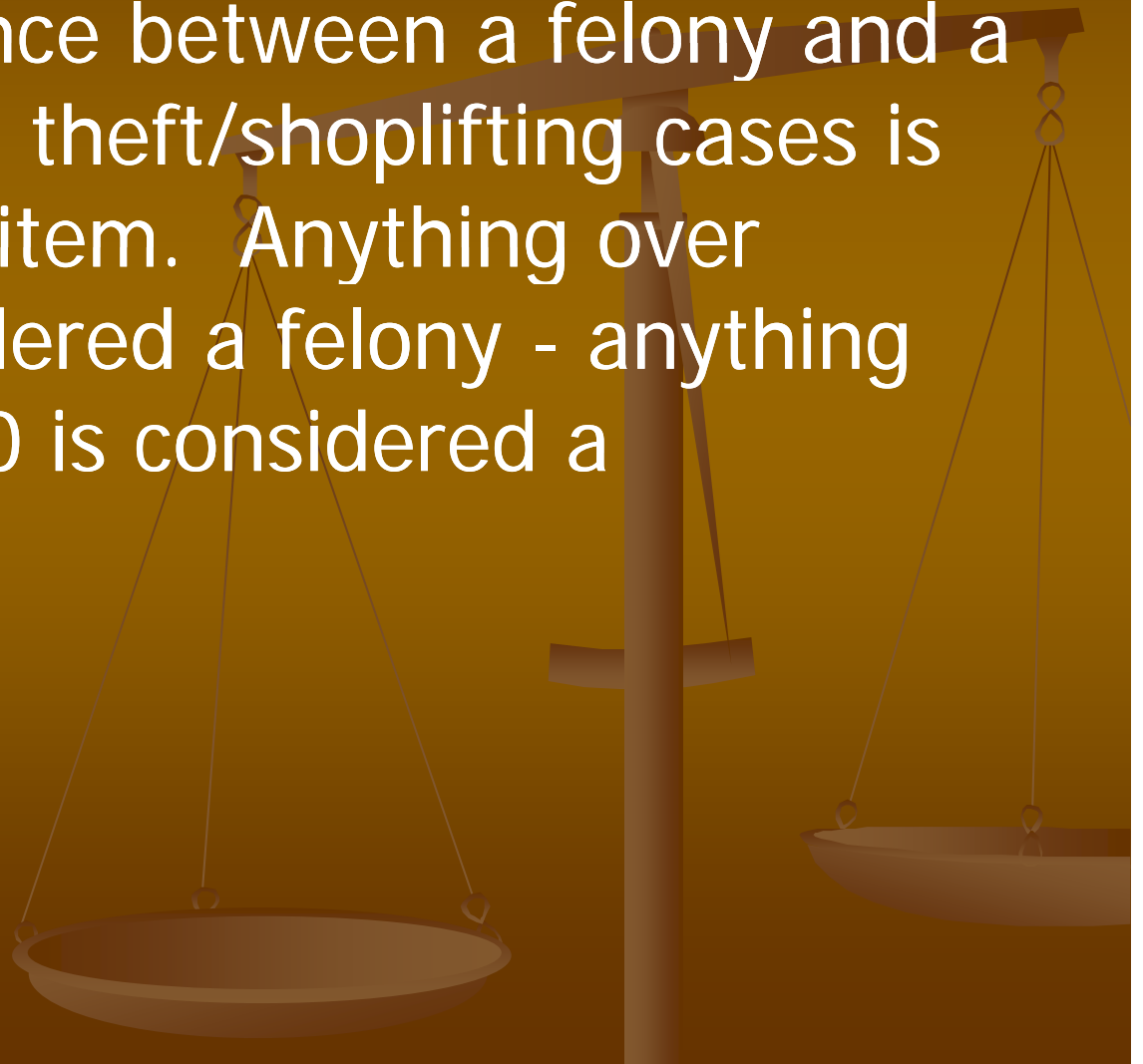
** Demands any consideration to which he/she is not legally entitled as a condition of restoring the thing of value.....

******* It is considered Theft.**

- Identity Theft: Knowingly uses identifying information of another to obtain cash, credit or property.

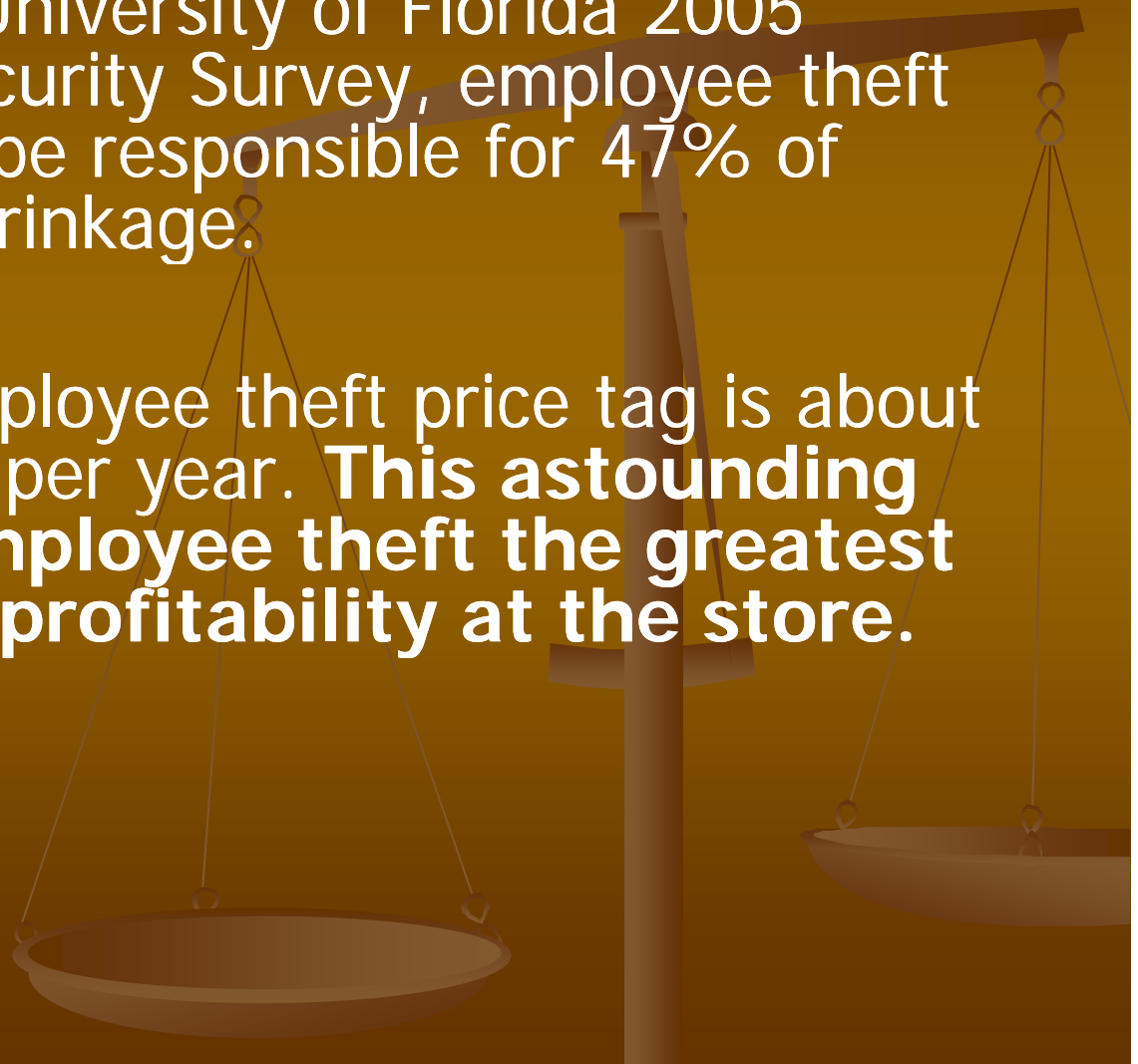
Felony vs. Misdemeanor

- The key difference between a felony and a misdemeanor in theft/shoplifting cases is the value of an item. Anything over \$1,000 is considered a felony - anything less than \$1,000 is considered a misdemeanor.



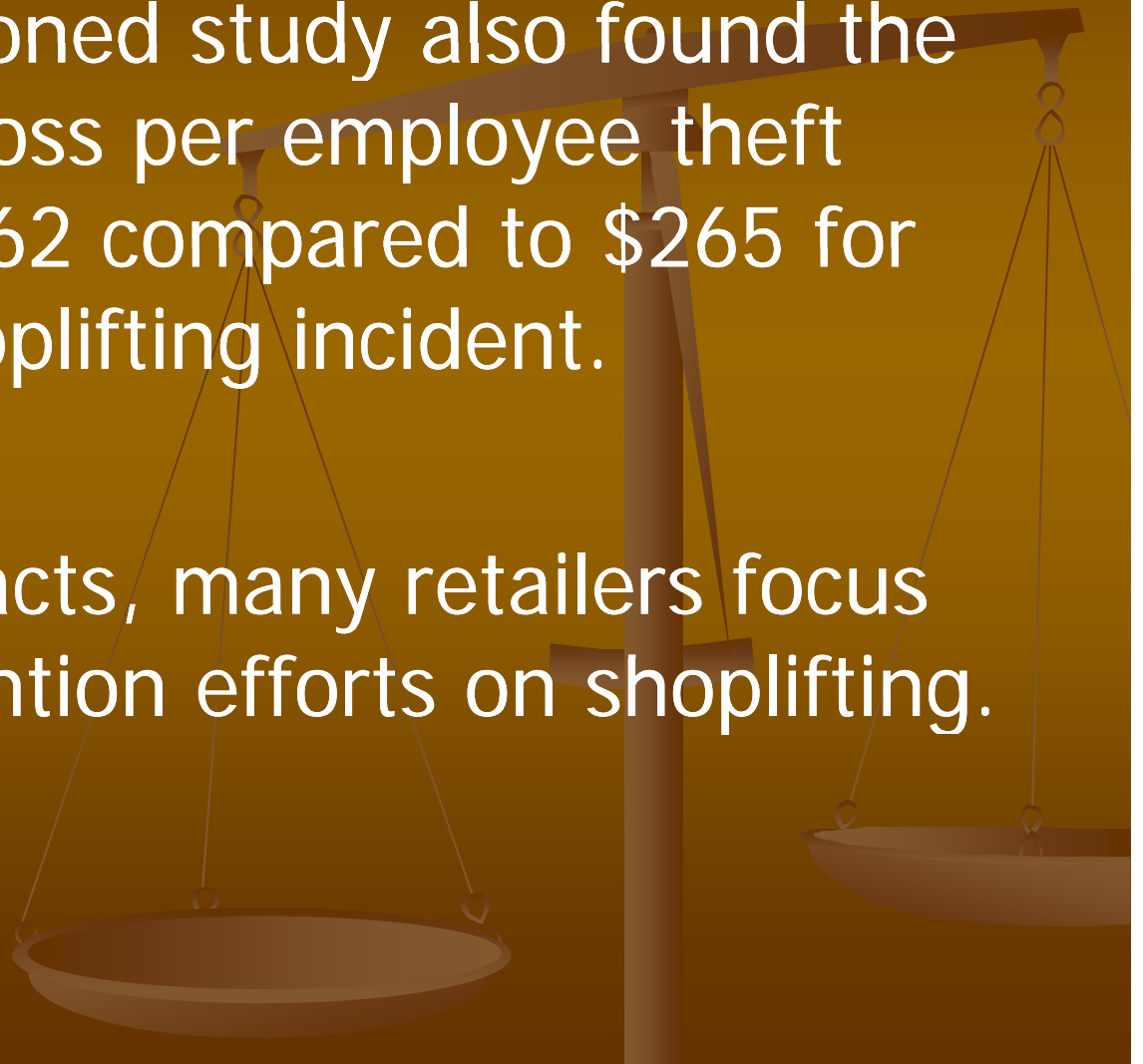
The Cost of Employee Theft

- According to the University of Florida 2005 National Retail Security Survey, employee theft was estimated to be responsible for 47% of store inventory shrinkage.
- The estimated employee theft price tag is about \$17-billion dollars per year. **This astounding figure makes employee theft the greatest single threat to profitability at the store.**



The Cost Of Employee Theft Continued:

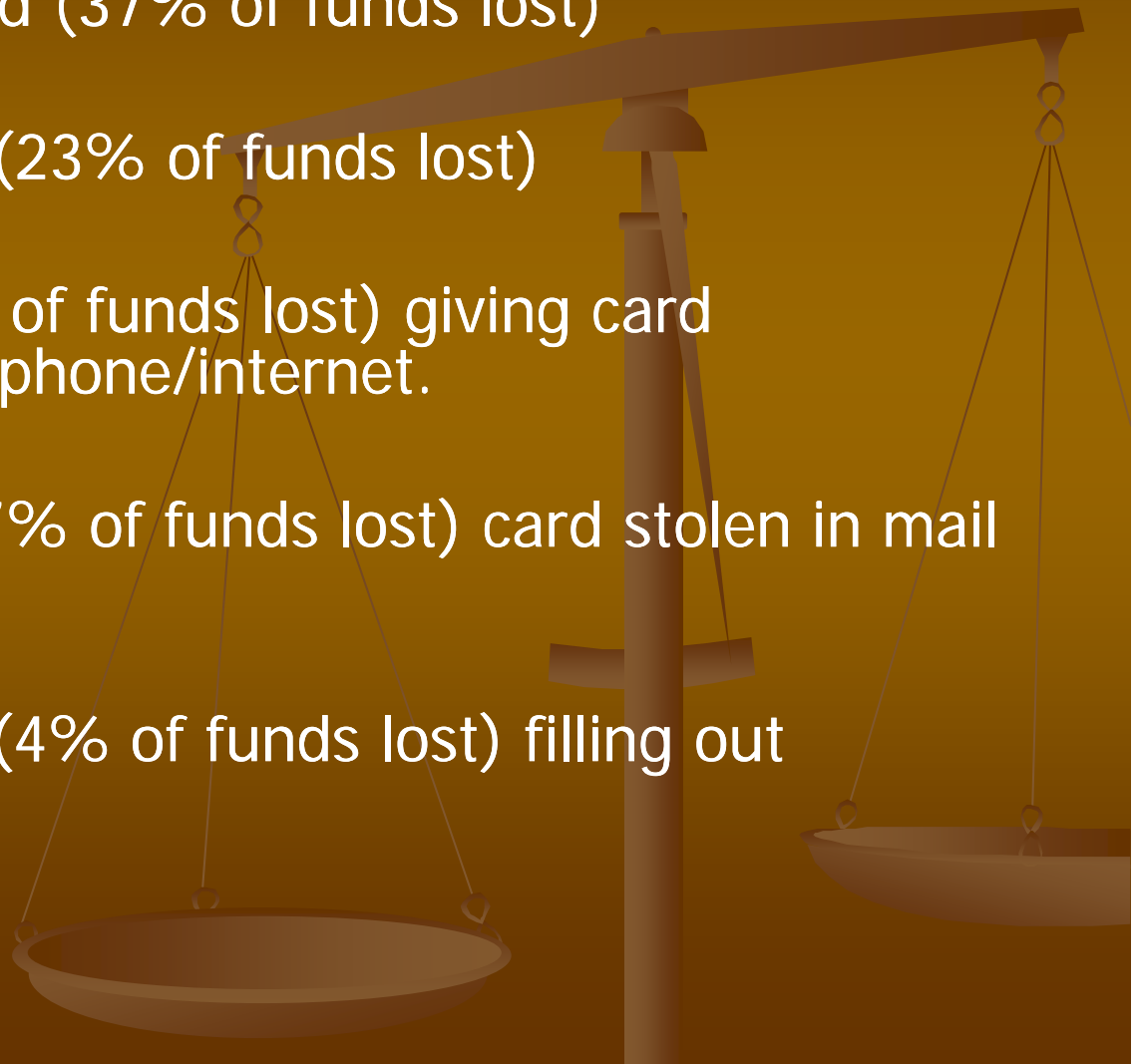
- The aforementioned study also found the average dollar loss per employee theft case to be \$1,762 compared to \$265 for the average shoplifting incident.
- Despite these facts, many retailers focus their loss prevention efforts on shoplifting.



Credit Card Fraud

- Counterfeit credit card (37% of funds lost)
- Lost or Stolen Cards (23% of funds lost)
- No-Card Fraud (10% of funds lost) giving card information over the phone/internet.
- Non-Receipt Fraud (7% of funds lost) card stolen in mail enroute to owner.
- Identity Theft Fraud (4% of funds lost) filling out another's application.

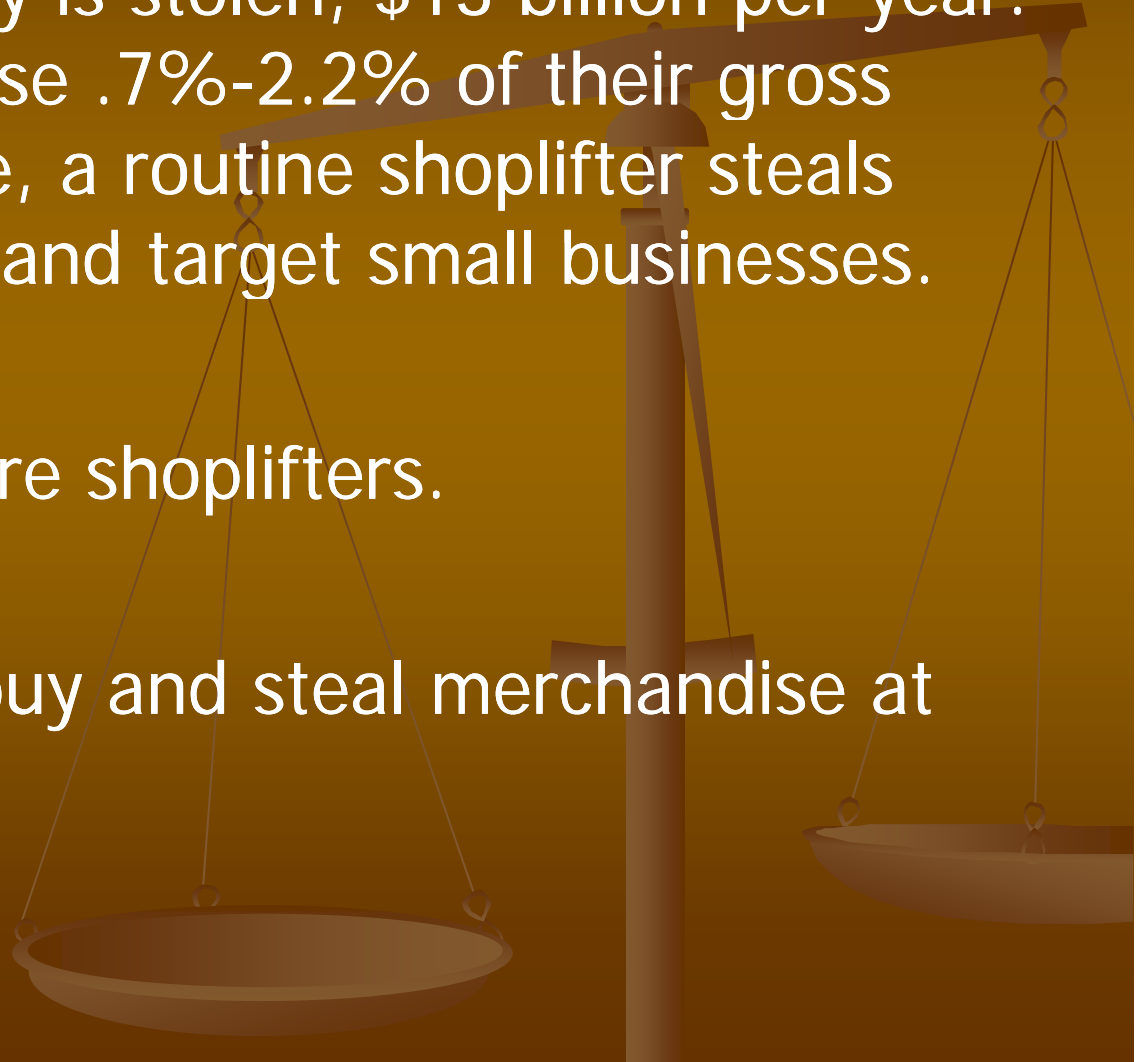
Resource: spamlaws.com



Shoplifting Statistics



- \$25 million per day is stolen, \$13 billion per year. Retail inventory lose .7%-2.2% of their gross sales. On average, a routine shoplifter steals **1.6** times a week and target small businesses.
- 1:11 customers are shoplifters.
- Many shoplifters buy and steal merchandise at the same time.



Shoplifter Statistics Continued:

- Shoplifting is generally not a premeditated crime.
- Shoplifters are caught only 1:48 times. They are turned over to police only ½ the time. 57% of adults and 33% of juveniles say it's hard to quit even after they have been caught.
- Most non-professional shoplifters don't commit other types of crimes.

- www.crimeactor.com/shoplifting Shoplifting Articles, Retail Theft of Merchandise, by Chris E. McGee, CPP, CSP, CAM



Who are Shoplifters?

- Shoplifters are every age group and income level.... Anyone who enters a store could be a potential shoplifter. There is no profile.
 - Only 3% are Professionals-They steal for a living!
 - Amateurs-steal for the thrill of it, drug habit, peer pressure. 75% are adults, 35% are teens.

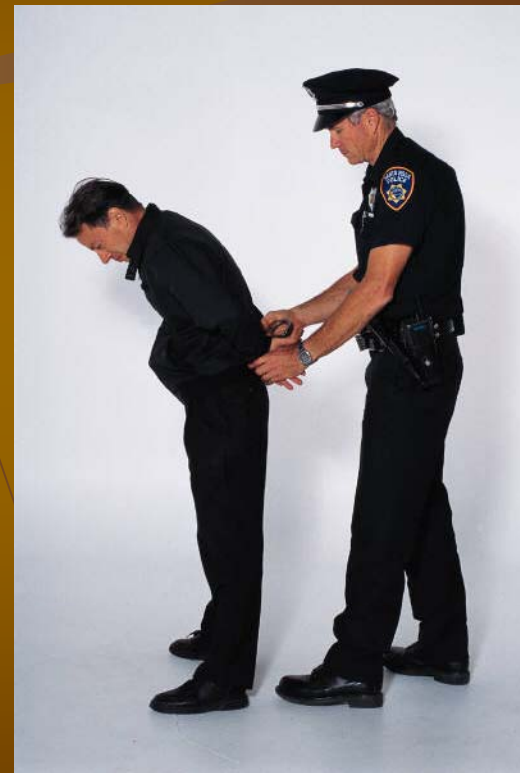




- These people generally know right from wrong and often have the money to pay for the items they steal.
- Most steal only occasionally but approximately 1/3 have formed a habit or addiction (habitual shoplifters) which compels them to steal daily or at least weekly.
- Their behavior is less related to criminal intent but more the result of situational, emotional or psychological problems or need for attention.
- Current culture treats shoplifting as “no big deal.”

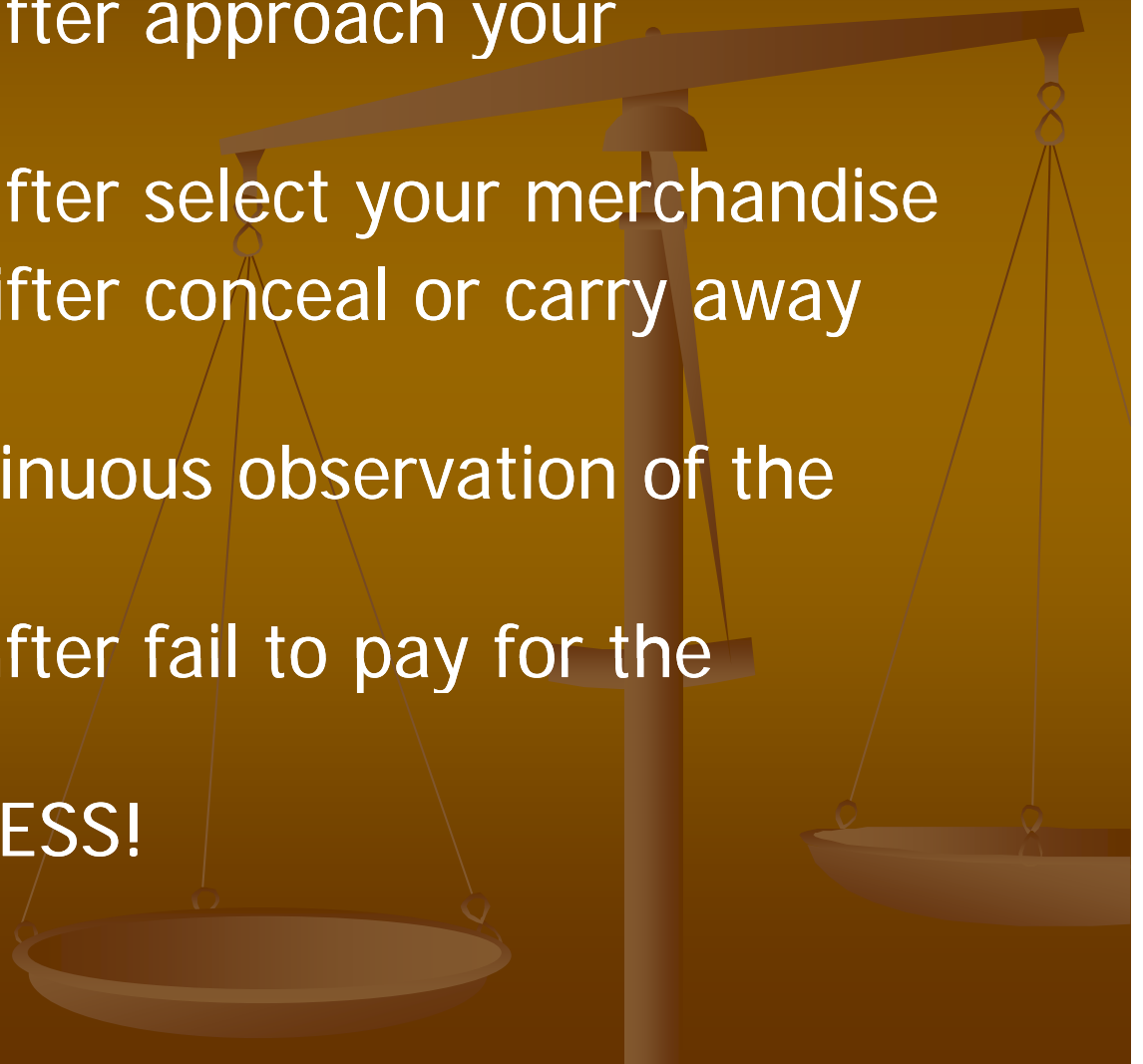
What May Happen if Someone is Contacted Shoplifting?

- Return the property and told to leave.
- Issue trespass warning, "Don't come back." Gather information about the suspect. (Name/DOB/Address)
- Ticket
- Jail
- Court
- Criminal penalty
- Civil penalty-can be thousands of dollars.



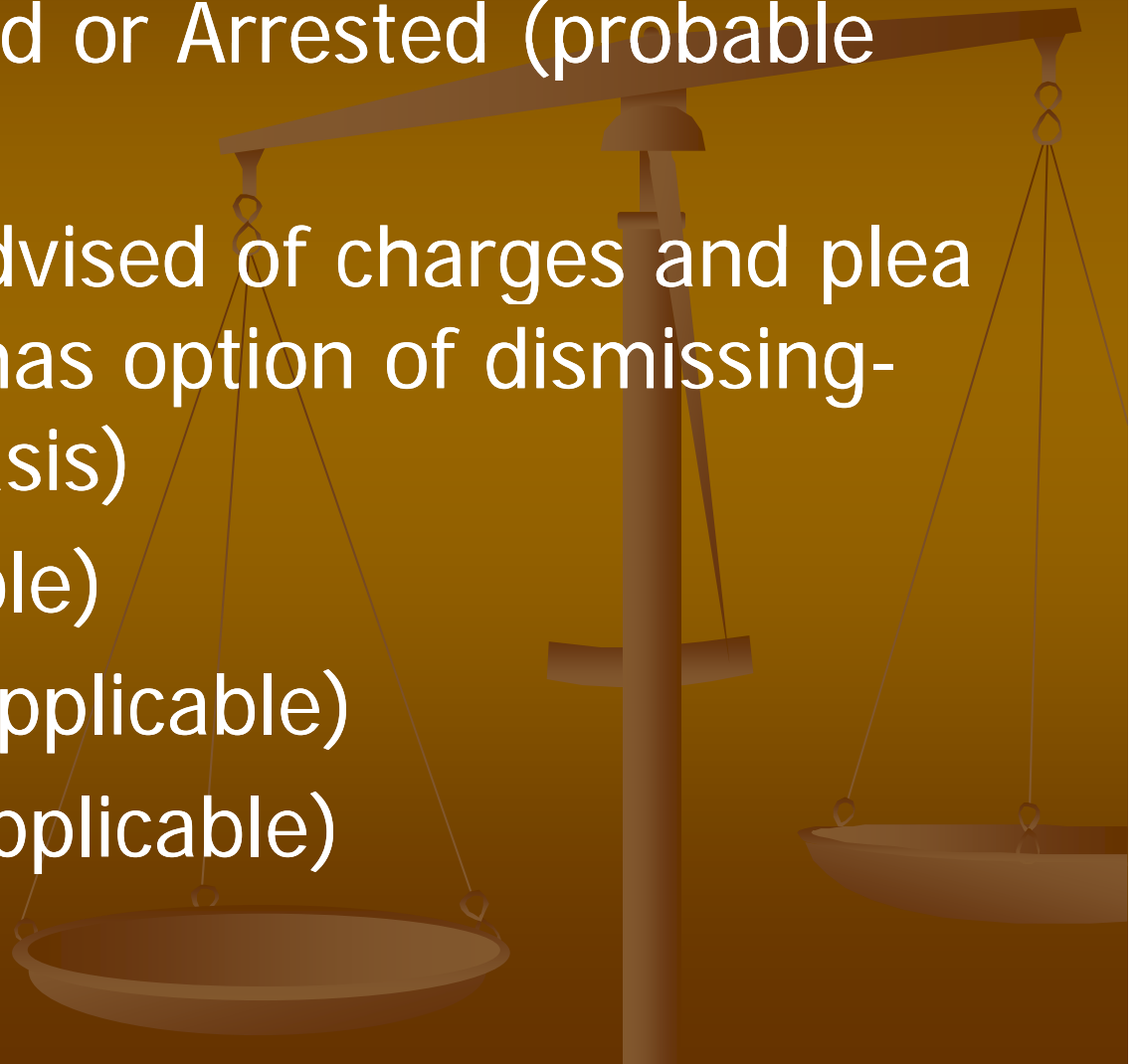
What Helps in Prosecution?

- You see the shoplifter approach your merchandise
- You see the shoplifter select your merchandise
- You see the shoplifter conceal or carry away your merchandise
- You maintain continuous observation of the shoplifter
- You see the shoplifter fail to pay for the merchandise
- **BE A GOOD WITNESS!**

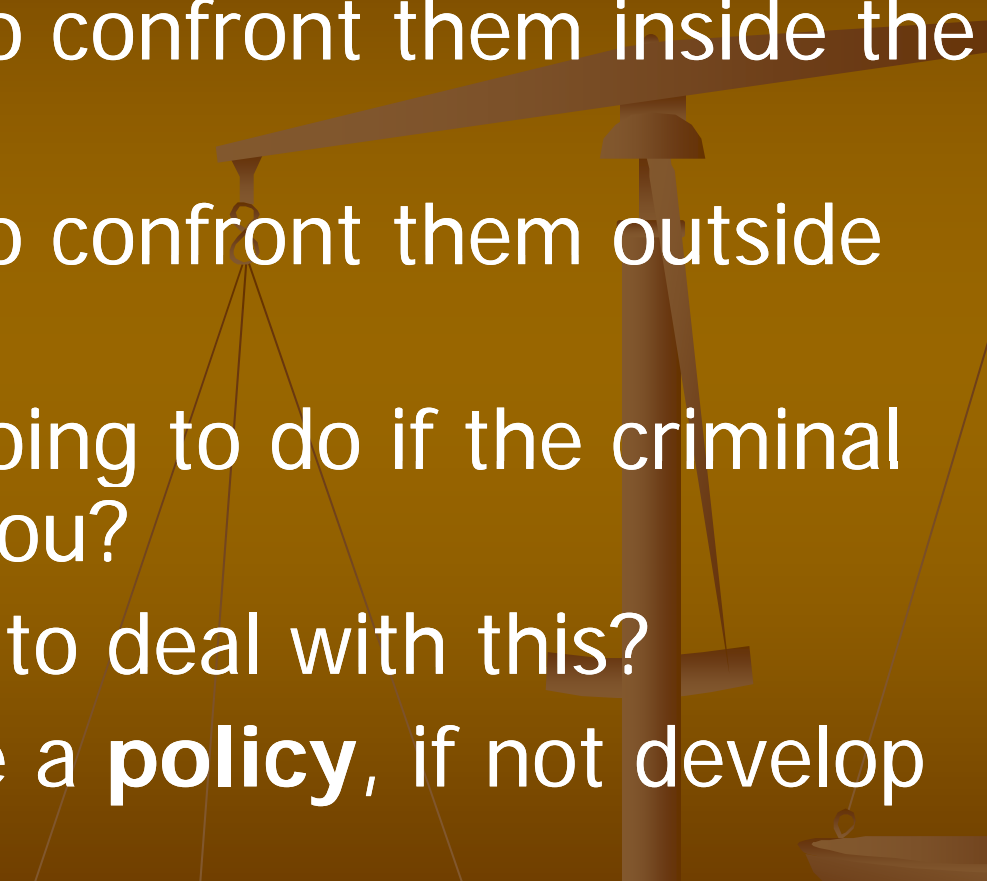


Steps in Prosecution

- Summons Issued or Arrested (probable cause)
- Arraignment (advised of charges and plea accepted) (DA has option of dismissing-case-by-case basis)
- Trial (if applicable)
- Sentencing (if applicable)
- Restitution (if applicable)

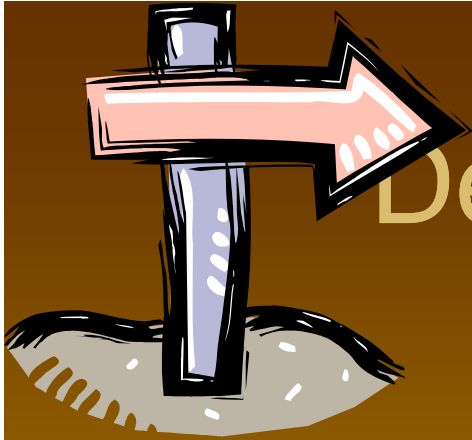


What Will You Do If You Suspect a Thief?

- Are you going to confront them inside the store?
 - Are you going to confront them outside the store?
 - What are you going to do if the criminal struggles with you?
 - Are you trained to deal with this?
 - There should be a **policy**, if not develop one!
- 

What can you do to protect your business?

- Always check credit cards thoroughly. Check the expiration date and security numbers on the back and front of the card;
 - Always verify the signature matches the one on the back of the card. **Ask for identification to verify card holder every time;**
 - Contact the credit card company if a customer is making multiple or large purchases;
 - Contact police immediately if you suspect a credit card is being used fraudulently.
- 



Develop a Store Policy

- Make sure all the employees understand and follow the policy. **Don't get hurt!** Make sure to include civil recovery.
- Ban known shoplifters from the store. **You have the right to refuse service to anyone!**



McGuckin's Hardware Store

Bob Mulder, Director of Security

2525 Arapahoe St.

Boulder, Co 80302

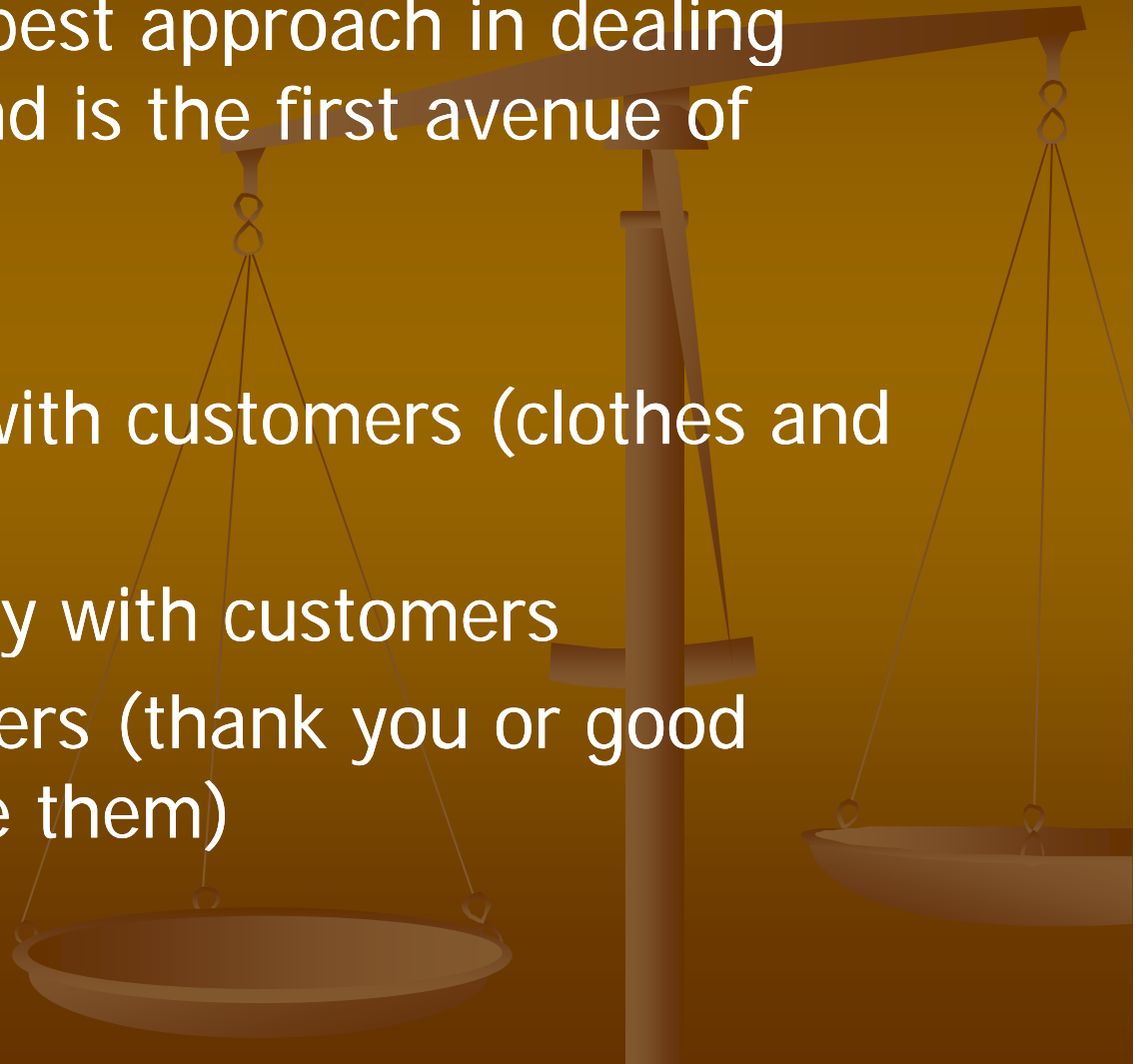
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The Power of Prevention



- Prevention is the best approach in dealing with shoplifting and is the first avenue of deterrence.
- Greet customers
- Visually check in with customers (clothes and carry items)
- Check in frequently with customers
- Check out customers (thank you or good night **and** observe them)



How Do People Steal/What Can You Do to Prevent Them?

- Price tag switching

- Wearing the item/clothes

- Conceal them

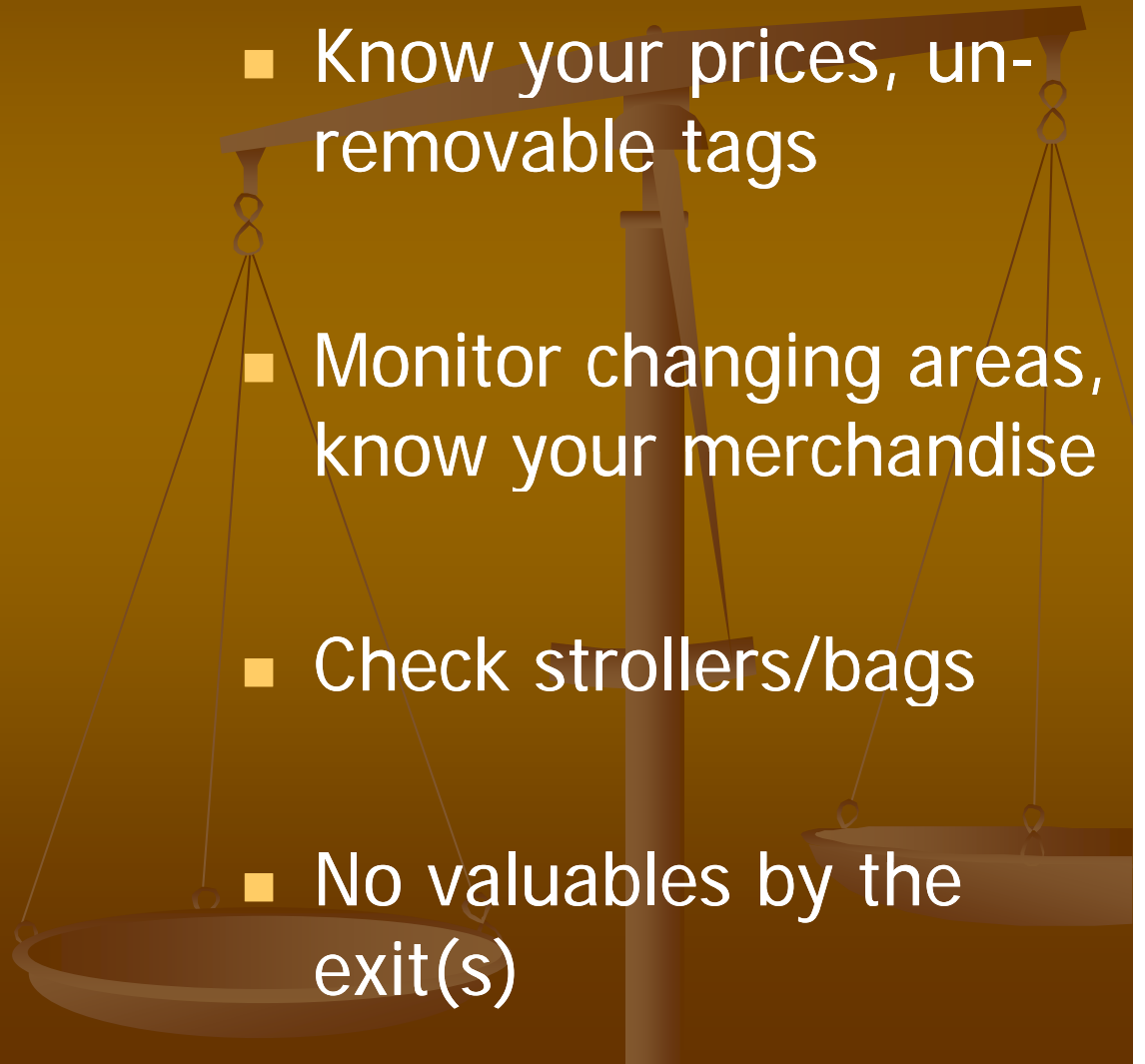
- Run

- Know your prices, un-removable tags

- Monitor changing areas, know your merchandise

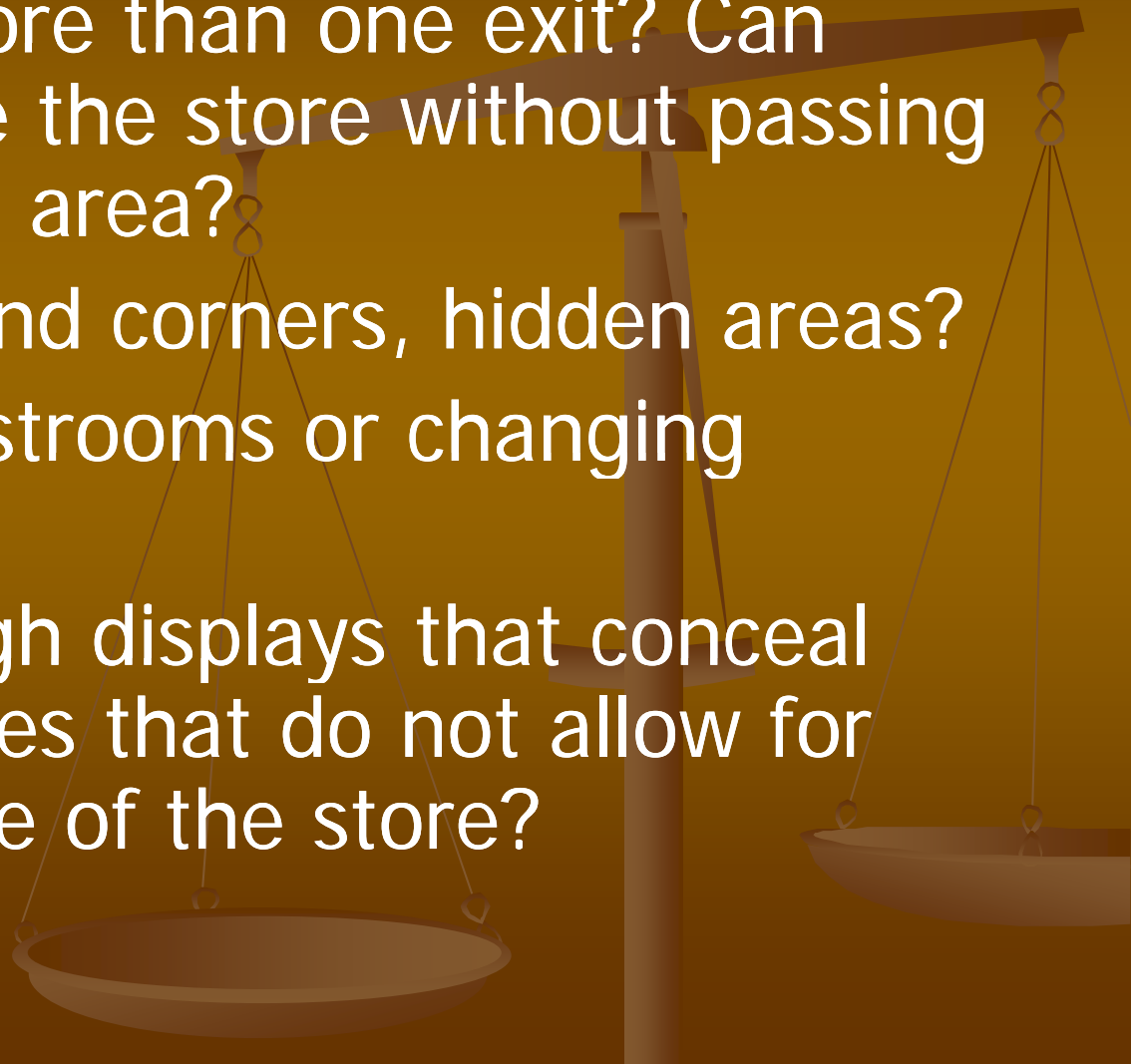
- Check strollers/bags

- No valuables by the exit(s)



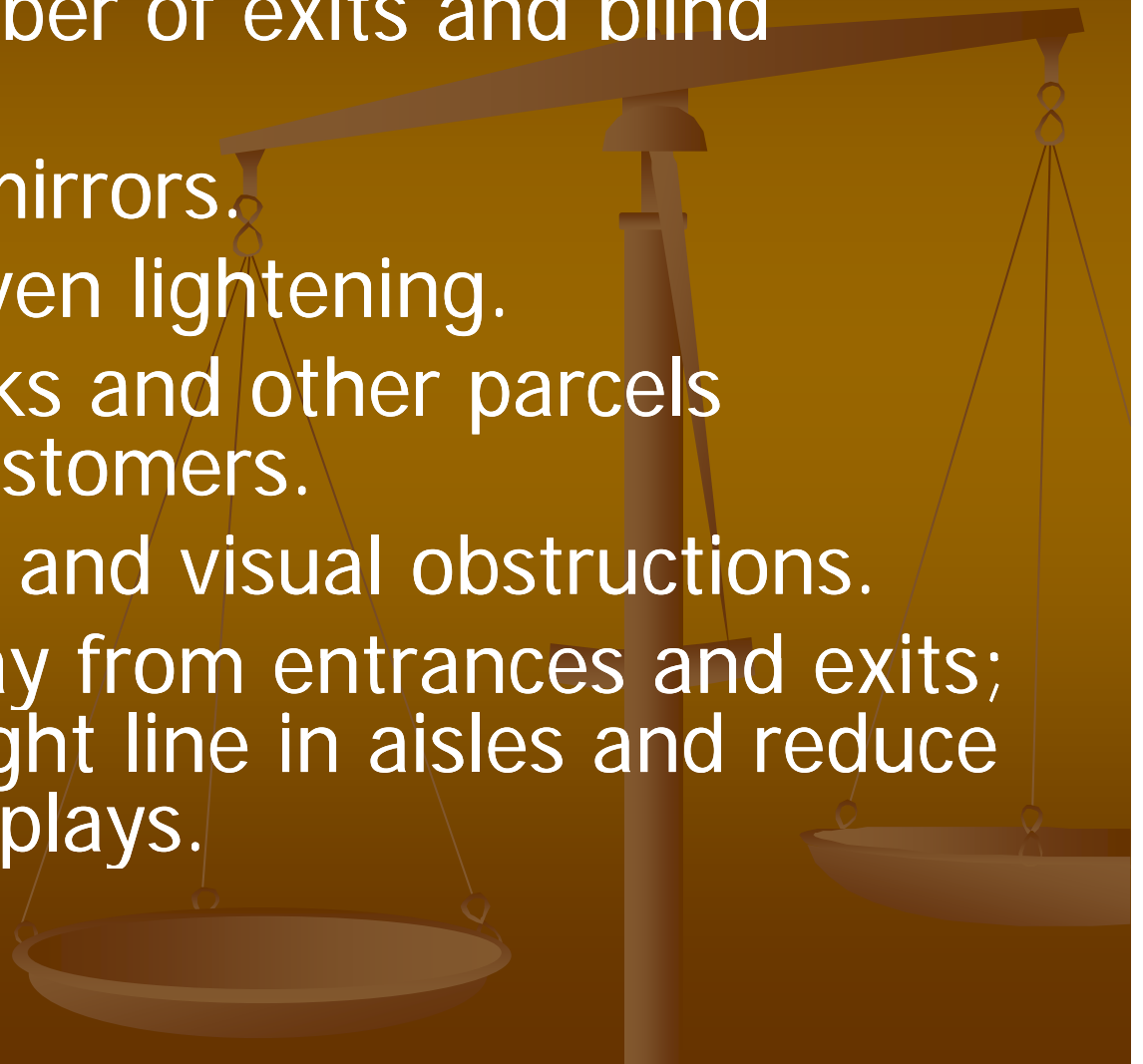
Are There Problems With the Store Layout?

- Do you have more than one exit? Can customers leave the store without passing by the checkout area?
- Do you have blind corners, hidden areas?
- Do you have restrooms or changing rooms?
- Do you have high displays that conceal shoppers or aisles that do not allow for easy surveillance of the store?

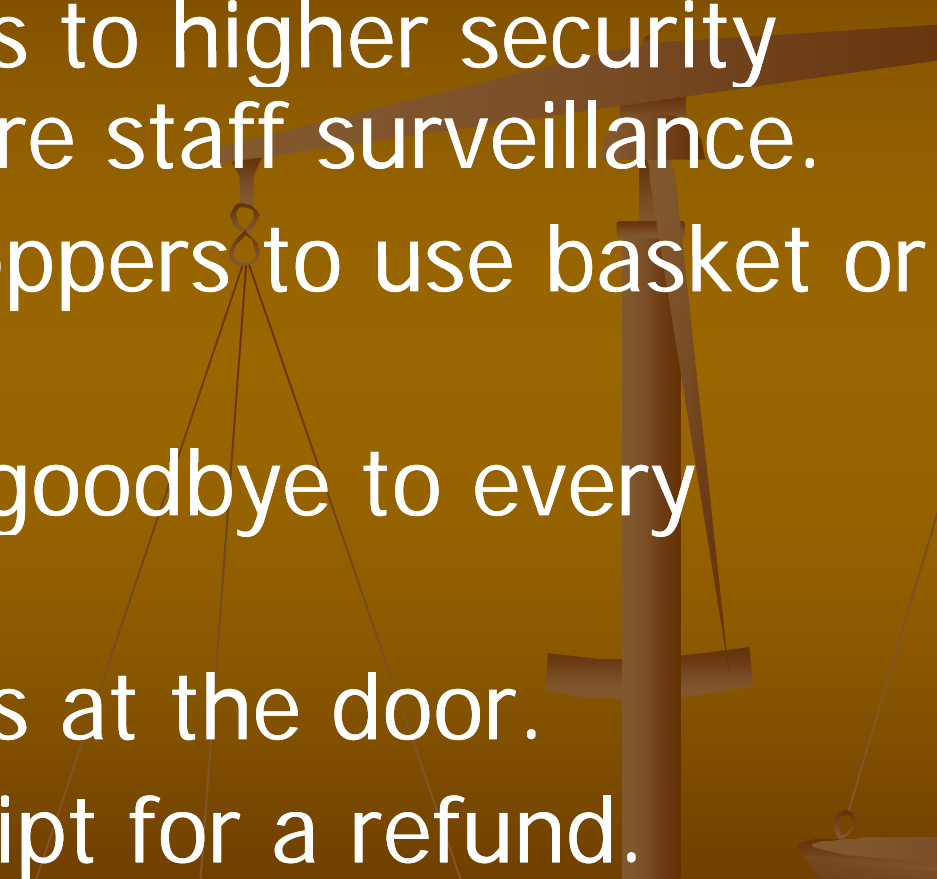


What Else Can You Do?

- Reduce the number of exits and blind corners.
- Carefully place mirrors.
- Provide good, even lightening.
- Control backpacks and other parcels brought in by customers.
- Eliminate clutter and visual obstructions.
- Place goods away from entrances and exits; create a clear sight line in aisles and reduce the height of displays.

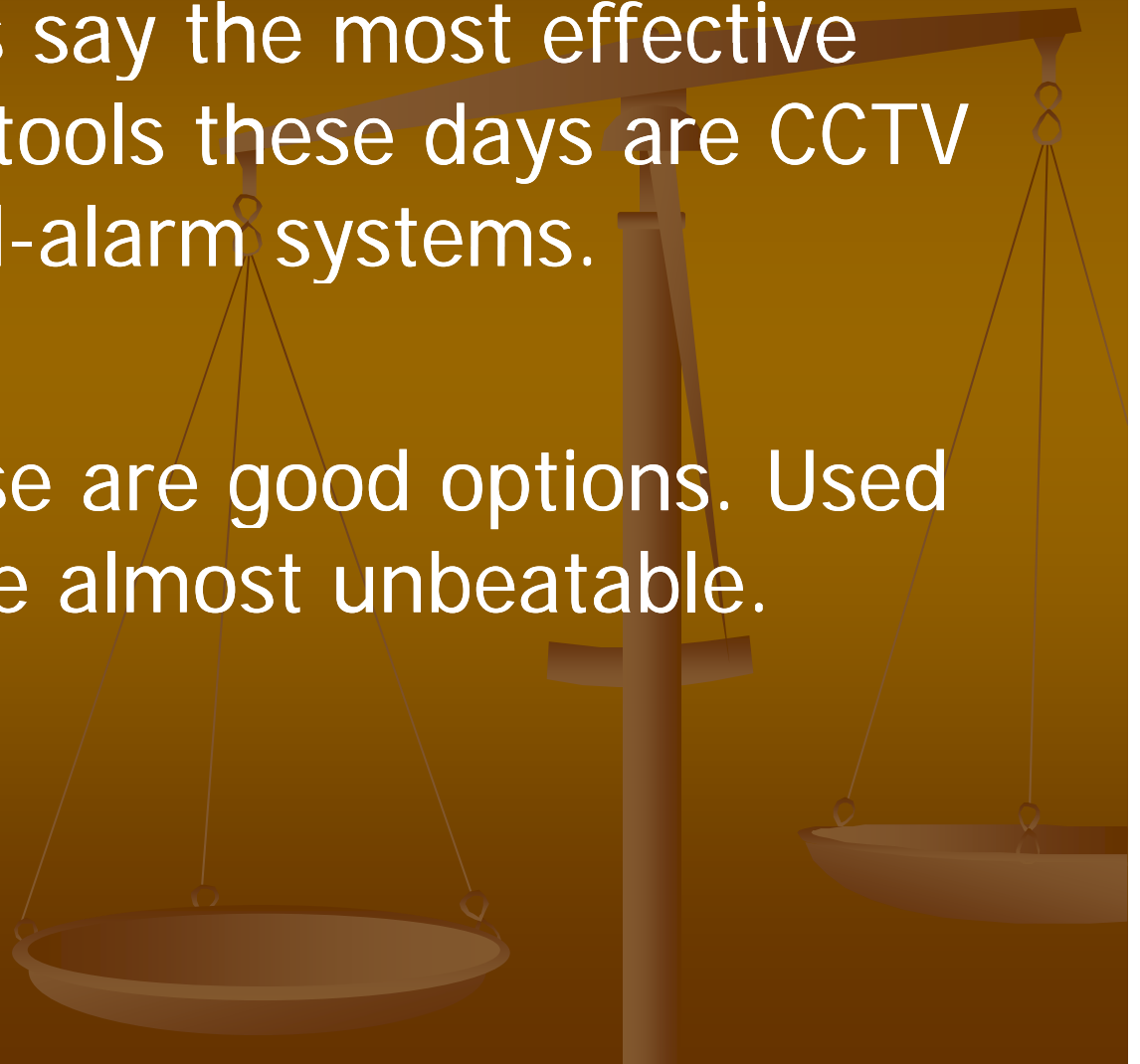


What Else Can You Do Continued:

- Move hot items to higher security zones with more staff surveillance.
 - Encourage shoppers to use basket or cart.
 - Say hello and goodbye to every customer.
 - Check out bags at the door.
 - Require a receipt for a refund.
- 

What About Cameras and Theft Deterrent Tags?

- Security experts say the most effective anti-shoplifting tools these days are CCTV and the tag-and-alarm systems.
- Separately, these are good options. Used together, they're almost unbeatable.



Cameras?

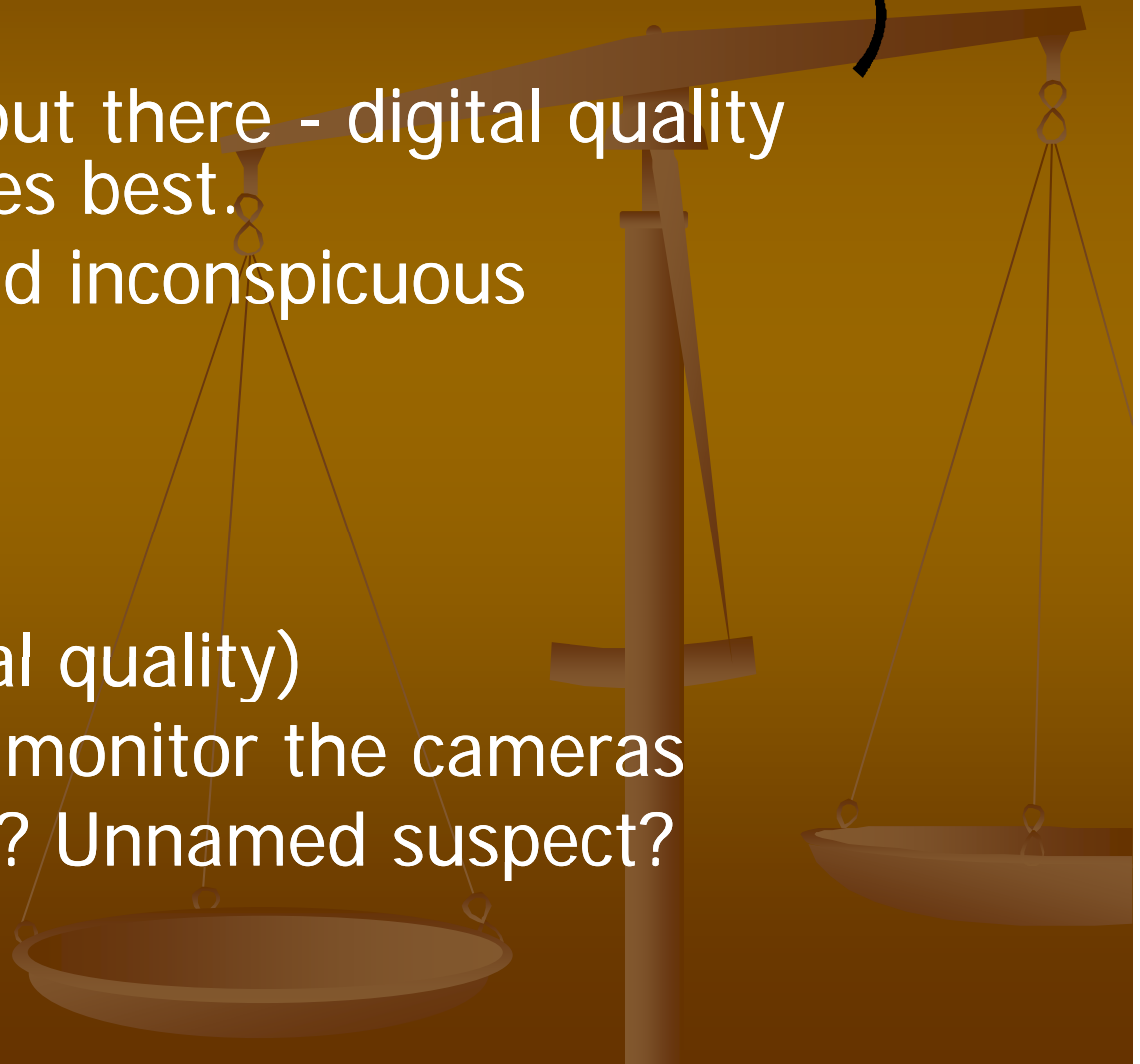


Pros:

- Good equipment out there - digital quality provide the pictures best.
- Many are small and inconspicuous
- Good for evidence

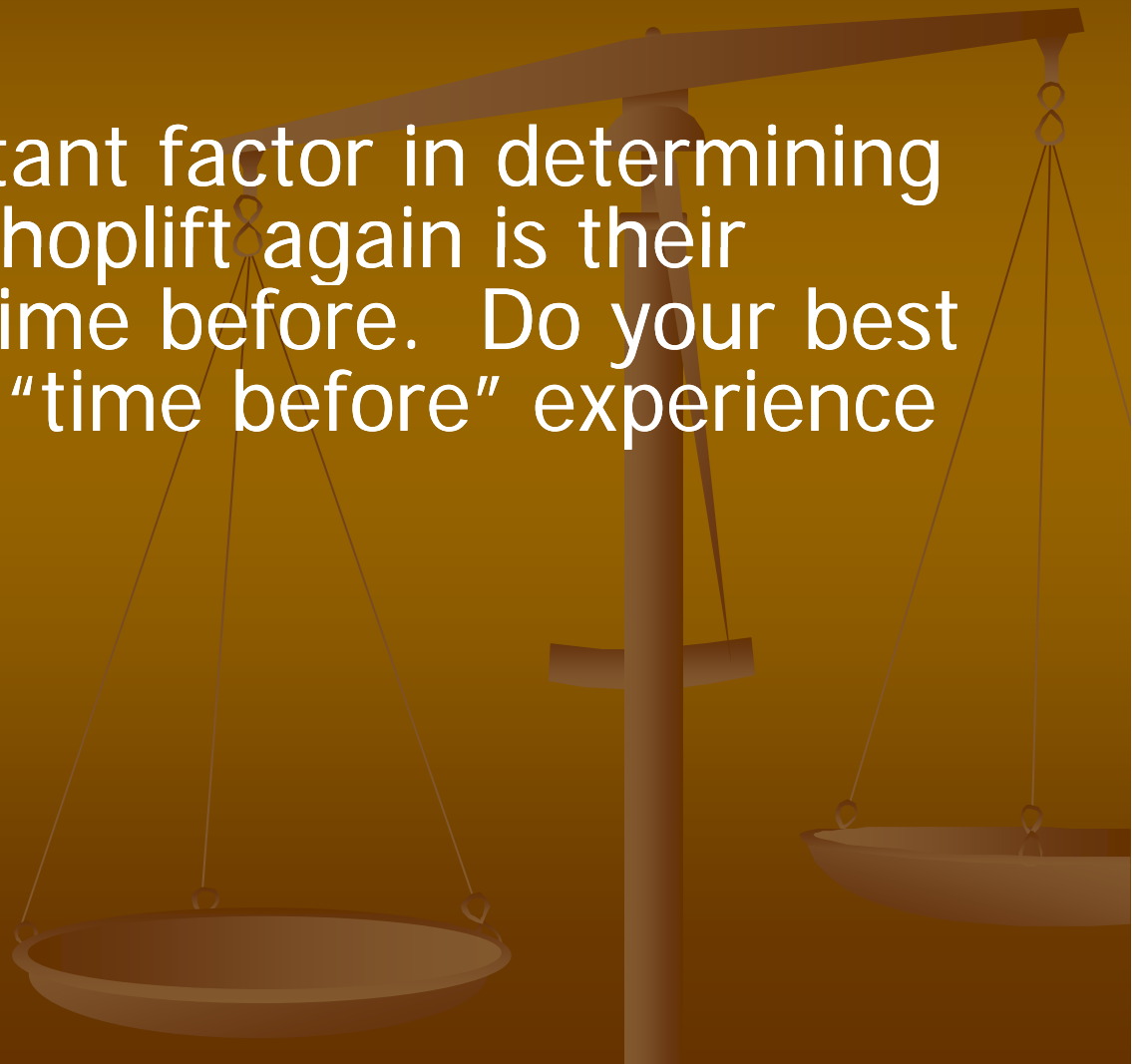
Cons:

- Costly (need digital quality)
- Need someone to monitor the cameras
- Picture, now what? Unnamed suspect?



Final Thoughts

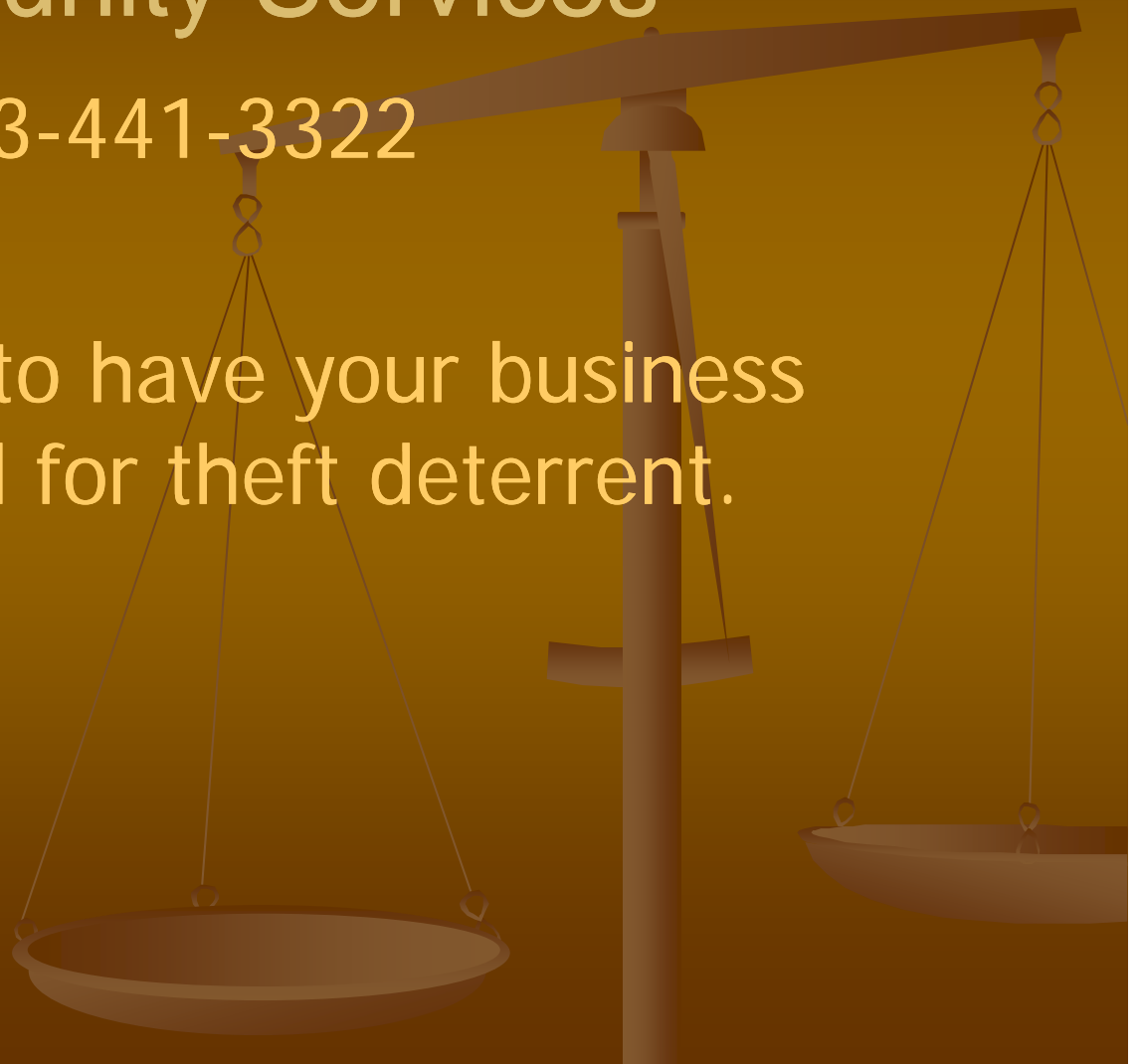
- The most important factor in determining if a person will shoplift again is their experience the time before. Do your best to not allow the “time before” experience in your store.



Boulder Police Community Services

303-441-3322

Call and ask to have your business
evaluated for theft deterrent.



Resources

- www.shopliftingprevention.org
- www.crimedoctor.com
- www.shopliftprevention.com
- www.mastercard.com/us/merchant.com
- www.usa.visa.com/merchants/index.com

