

BUSINESS WATCH

Working to Protect Delta Businesses



REPORTING CRIME

- Crime in progress: Call **911**
- Non-emergencies: 604-946-4411
- Report in person
 - North Delta Public Safety Building - 11375 84th Ave, Delta, BC (7am-7pm - 7 days a week)
 - Delta Police Headquarters - 4455 Clarence Taylor Crescent, Delta, BC (7am-7pm - 7 days a week)
- Online reporting (non-emergencies only) at <https://deltapolice.ca>



CONTENTS OF THIS ISSUE

FORMS OF THEFT

- GRAZING
- GRAB - AND - RUN
- SWITCHING PRICE TAGS
- CONCEALING ITEMS

PHYSICAL CONTROLS

Implementing control measures is important for businesses to protect themselves from theft. By utilizing these measures, businesses can create an environment that makes it more difficult to commit crimes within their property.

STRATEGIES AND TIPS FOR MANAGERS DEALING WITH THEFT:

Learn more about how managers can equip their employees to help prevent crime at the business.

GRAZING - USE & CONSUMPTION

A supermarket industry term for shoppers who sample the goods on store shelves before deciding whether to buy them.

This practice costs stores money.

Prevention

Closed-circuit television (CCTV) monitoring is an important piece of technology that deters potential thieves and may help identify repeat offenders.

Loss prevention officers employed by the business patrol the store wearing plainclothes and act as regular shoppers. They may browse, examine, and carry merchandise while looking for potential shoplifters. Many stores use verbal codes announced over the PA system to alert management.



SNATCH & GRAB

Snatch and grab refers to the act of grabbing an item with the intention of fleeing with it. This form of theft is commonly committed by a group of thieves that targets a single store simultaneously in order to confuse store employees, enabling them to efficiently steal the items.

Prevention

Product Positioning: All products should be placed away from the store entrance. This reduces the chance of a potential thief's ability to grab items near the entrance and flee with it.

Highly Secure Displays:

Applying security measures such as dual alarms, steel cables, and steel cabinets are good deterrents against theft, especially for items that are valued at higher price points, including small electronics, and power tools.

Retailers can also emphasize enhanced security of the store by visible signage of CCTV and security tags. The use of ink dye pins can also make the items less appealing for potential thieves to steal.

SWITCHING PRICE TAGS

An act where an individual takes a price tag from another item in the store and sticks it on something else to attempt to pay a lower price.

CONCEALING ITEMS

Concealment is the theft of goods from an open retail establishment, completed by concealing a store item on one's person. These items can be stored in one's pockets, under one's clothes or in a bag. The shoplifters will then leave the store without paying. With clothing, shoplifters may put on items from the store and leave the store wearing the clothes.



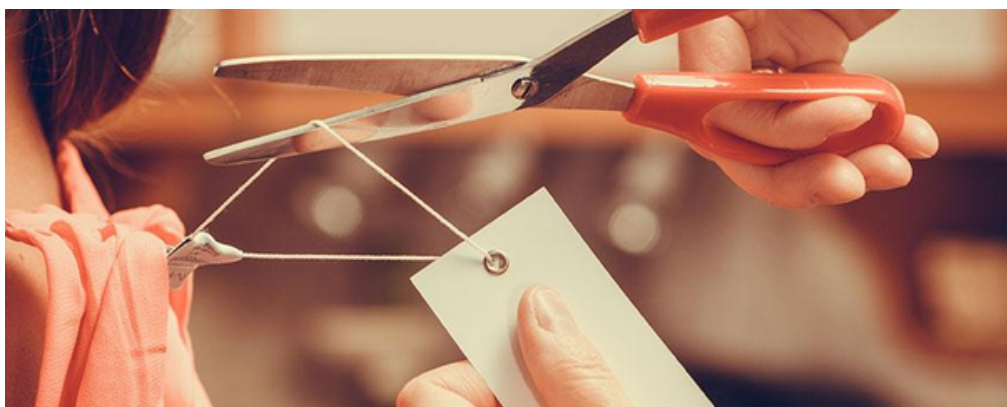
ENVIRONMENTAL CONTROL

Maintaining clear and effective control over shop environments promotes visibility of customers' actions at all times, deterring potential theft. This demonstrates product supervision that discourages potential thieves from stealing product.



TIPS FOR MANAGERS

- Managers can implement informative sessions with their staff before shifts to make them aware about thefts committed by mischievous customers. This helps prepare employees for these situations and similar future occurrences.
- Make aisles clear and wide to create high visibility on shoppers to deter potential thieves (keeping them tidy and consistently stocked showcases a strong level of ownership and feeling that aisles are being constantly monitored).
- Appropriate spacing of aisles help create increased visibility of customers and their actions.
- Keep any valuable items behind service desks or in product cases that require a staff member to unlock upon purchasing to limit accessibility.



CRIME PREVENTION

CPTED (Crime Prevention Through Environmental Design)

- The Delta District Community Police Offices offer complimentary evaluations to businesses and private residences. A team of volunteers with specialized training in CPTED principles will attend your business or home and provide an evaluation that indicates how to make your property less appealing to the criminal element.

Catalytic Converter ID Program:

- The Delta Police Department has worked with several vehicle repair shops to initiate a catalytic converter ID program. Speak with your local shop about engraving your license plate or driver's license number onto the metal shell, or by using a forensic marking solution. This helps the Police in the event that it is stolen and subsequently located.
- B.C. has introduced new metal recycling regulations that help prevent the sale of stolen catalytic converters. The new rules require that the dealers must report any transaction involving a catalytic converter, including info regarding the seller, to the police

Community Crime Watch (CCW)

- The Delta Police Department offers the Community Crime Watch program as an approach to prevent, reduce, and report crime. Volunteers patrol targeted areas of crime, in a marked Community Police vehicle and report any suspicious activity or criminal offence to the Police.

Inadmissible Patrons Program (IPP)

- The IPP is a public safety partnership between Delta area businesses, public facilities, and the Delta Police Department. The goal of deterring individuals known to be associated to or involved in serious and/or violent criminal activities from entering or remaining in participating establishments in the City of Delta. If you are interested in joining the IPP program, please contact your local Delta Community Police Office.

Community Watch Program

- Sign up to take part in a database of homes and businesses with video cameras. Sign up is voluntary and easily done at deltapolice.ca/cwp. The use of video footage can help police locate suspects, find missing persons, locate potential witnesses, and gain information to assist in investigations.

RESOURCES:

www.deltapolice.ca

<https://www.hrreporter.com/news/hr-news/grazing-deli-employee-sent-packing/316229#:~:text=Ten%20minutes%20into%20her%20day,working%20without%20paying%20for%20it.>

securitytags.com

<https://torontofraudlawyer.ca/shoplifting-fraud-charges.htm#:~:text=Price%20tag%20switching%20Fraud%20Under%20%245000%20cases&text=In%20most%20cases%20the%20accused,to%20pay%20a%20lower%20price.>

<https://en.wikipedia.org/wiki/Shoplifting#:~:text=Shoplifting%20is%20the%20theft%20of,the%20store%20wearing%20the%20clothes.>

<https://www.lightspeedhq.com/blog/to-spot-a-shoplifter/>

<https://smallbiztrends.com/2019/01/signs-of-a-shoplifter.html>

<https://en.wikipedia.org/wiki/Shoplifting>

<https://www.bigstockphoto.com/image-343419898/stock-photo-focused-young-couple-walking-in-aisle-with-alcohol-drinks-african-american-people-eating-bananas-wh>

<https://versustexas.com/switching-price-tags/>

<https://www.lightspeedhq.com/blog/to-spot-a-shoplifter/>

<https://www.oakbrooklaw.com/criminal-defense/theft/price-switching>



CRIME MAPS

● Commercial Break-Ins
January | February | March 2023

Tsawwassen (District 1)



Ladner (District 2)



North Delta (Districts 3 & 4)

