WELCOME

to Royal Institute of Technology (KTH)'s international seminar on

Retail crime
International evidence and prevention

Sponsored by

15th September 2015

Vania Ceccato, chairman

Department of Urban Planning and Built Environment

School of Architecture and the Built Environment

Royal Institute of Technology (KTH)

Past seminars

- **2016 - Retail crime: International evidence and prevention**

- 2015 – Finance, harm and white collar crime

- 2014 – Rural crime and community safety

- 2013 - Safety in transit environments

- 2010 – Security matters! Urban crime, fear and contemporary social order

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Why care about retail crime?

More than crime in shops

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Aim of the seminar

- **to illustrate the current interdisciplinary research in retail crime & prevention**

- **to encourage a dialogue between research & practice**

- **to show examples of retail crime in different country contexts**

PROGRAMME

	PROGRAMME
	9:00 - *Opening* – Vania Ceccato, KTH with Per Geijer, Swedish Trade Federation (Svensk Handel), Lena Strålsjö, The Swedish Retail and Wholesale Council (Handelsrådet)
	RETAIL CRIME: NATURE & TRENDS
Lect.1	9:15 - *International trends in retail crime & prevention practices*, Joshua Bamfield, Centre for Retail Research, UK
Lect. 2	9:45 - *Characteristics of frequently-shoplifted consumer products*, Brian Smith, New Heaven University & Ron Clarke, Rutgers University, USA
Lect.3	10:15 - *Consumer-oriented payment systems: mobile technologies*, *self-service checkout and the rise of the SWIPERS*, Emmeline Taylor, The Australian National University, Australia
	10:45 Coffee break
	SETTINGS OF RETAIL CRIME
Lect.4	11:00 - *Retail crime in Australia: A case study approach exploring thefts in Perth, Western Australia*, Paul Cozens, Curtin University, Australia
Lect.5	11:30 – *Crime Prevention through Environmental Design (CPTED) and retail crime: Exploring offender perspectives on risk and protective factors in the design and layout of retail environments*, Chris Joyce and Rachel Armitage, UK
	12:00-13:00 Light lunch, posters and mingle (posters by Benjamin Koeppen, University of Leicester, UK, Johan Bark, Swedish Trade Federation, Sweden, Vania Ceccato & Sanda Tcacencu, KTH, Sweden).
	THE CONTEXT OF RETAIL CRIME
Lect.6	13:00 *Shopping and Crime: A Micro-geographic Analysis in Tel Aviv-Jaffa,* David Weisburd, USA, Maor Shai and Shai Amram, USA
Lect.7	13:30 *Three-dimensional hot spots of crime in shopping centers*, Vania Ceccato, Örjan Falk, Pouriya Parsaned & Väinno Tairandi, KTH, Sweden
Lect.8	14:00 – *Reducing retailers risk of shop theft: Understanding the importance of neighbourhood context*, James Hunter, UK
	14.30 Coffee break
Lect.9	14:45 – *Stolen medicines and the role or organized crime: how a theft becomes a transnational crime*, Ernesto Savona, Italy
Lect.10	15:15 – *Cargo theft in Sao Paulo state, Brazil*, Marcelo Justus, Tulio Kahn and Vania Ceccato, Brazil
	CRIME PREVENTION PRACTICES
Lect.11	15:45 - *Crime and safety issues in a Swedish shopping centre*, Per Sandberg, Sweden
Lect.12	16:15 – *Strategies to prevent crime and retail losses on the retail Supermarket Business in Central America: The WALMART experience*, Mariano Bustamante, Mexico
Lect.13	16:45– *Understanding retail crime and crime prevention practices in El Giganten*, Svante Dahlin, Sweden
	TAKE AWAY MESSAGES
	17:15 Lessons from the workshop and mapping the challenges: What next?

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Opening

- **Prof Mats Wilhelmsson, School Architecture and the Built Environment, KTH**

- **Andreas Hedlund, The Swedish Retail and Wholesale Council (Handelsrådet)**

- **Per Geijer, Swedish Trade Federation (Svensk Handel)**
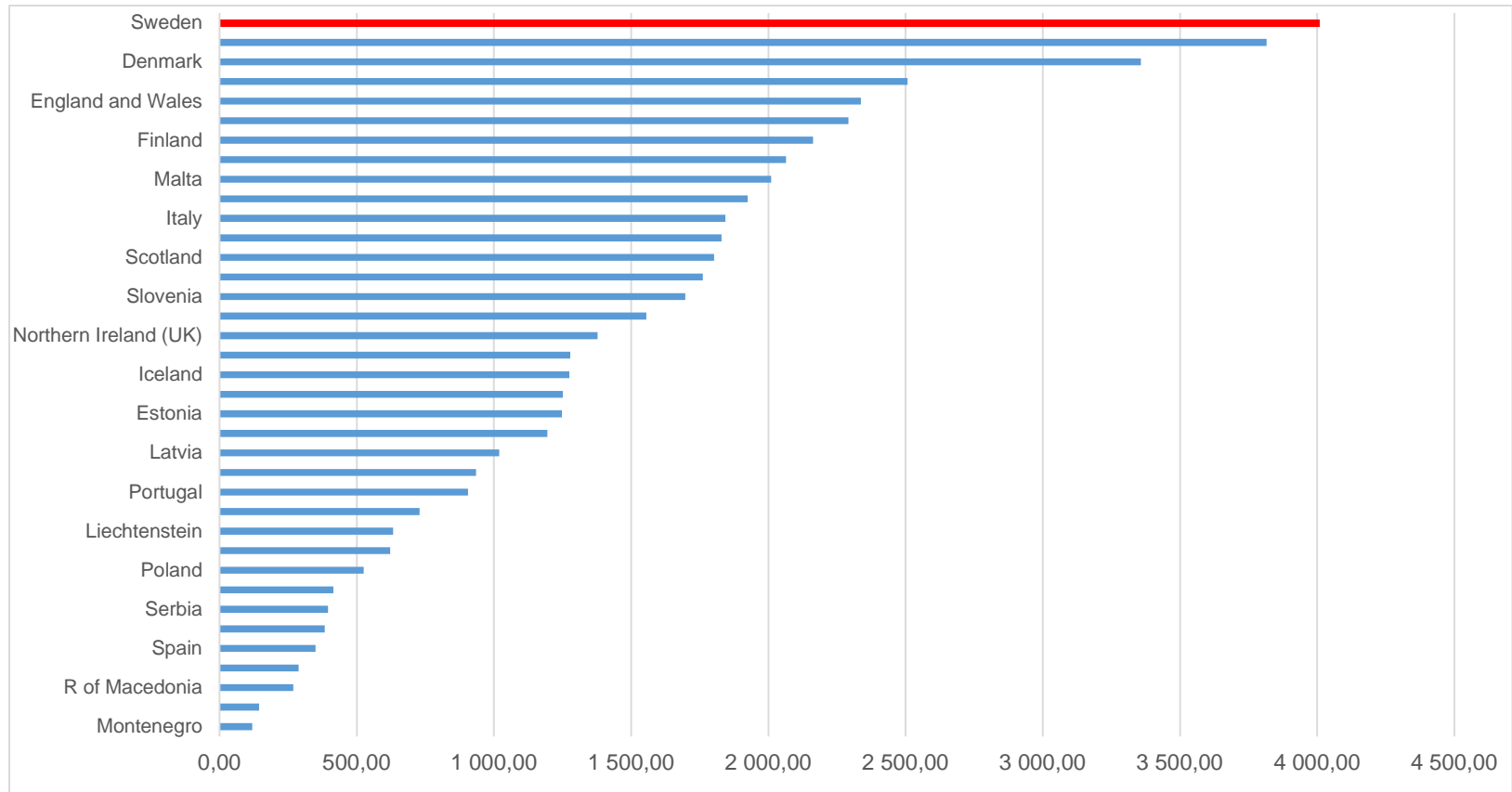
Per Geijer

**Head of Security
The Swedish Trade Federation**

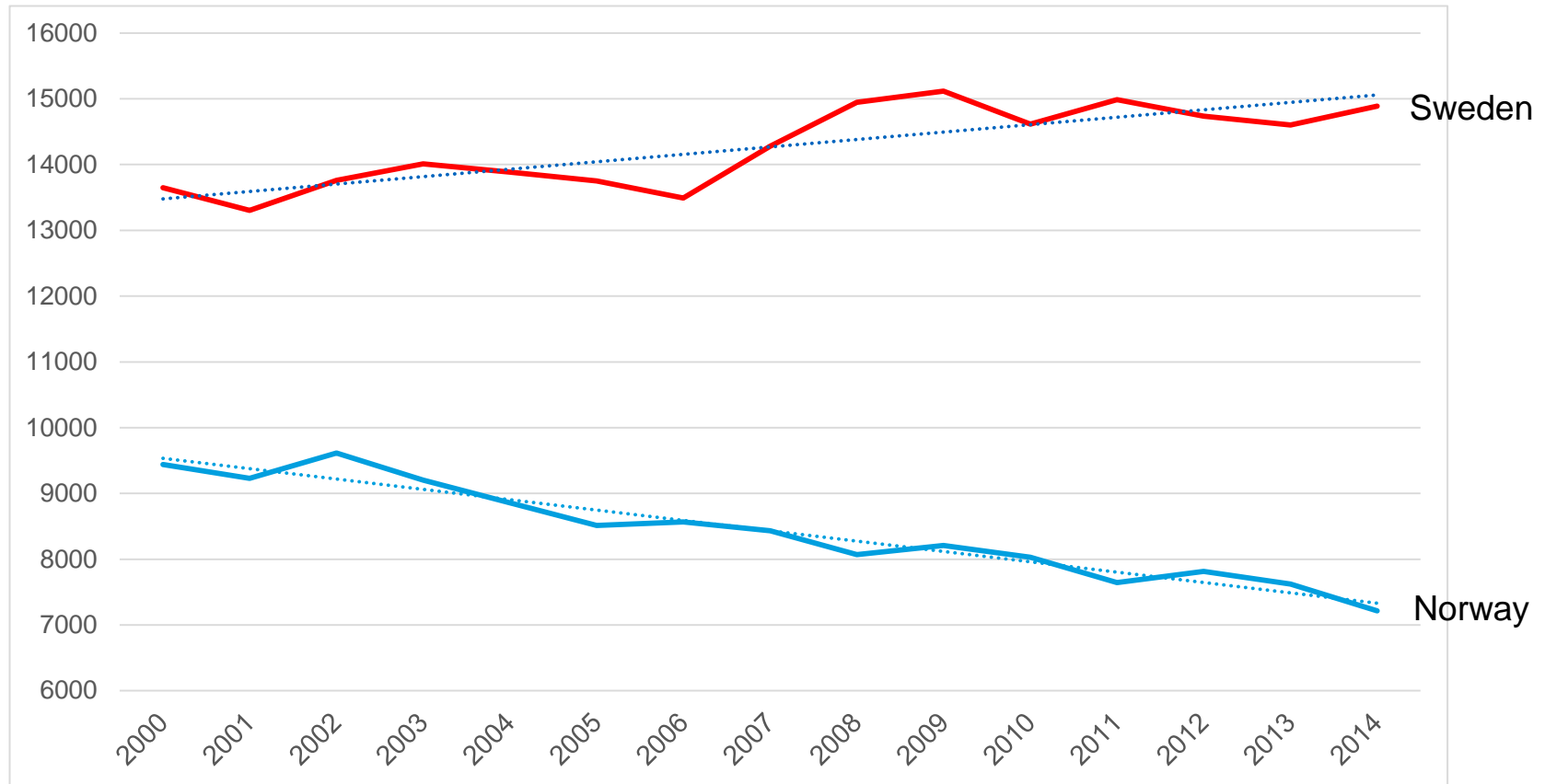Retail thefts reach aprox. 4.6 billion Swedish kronor each year

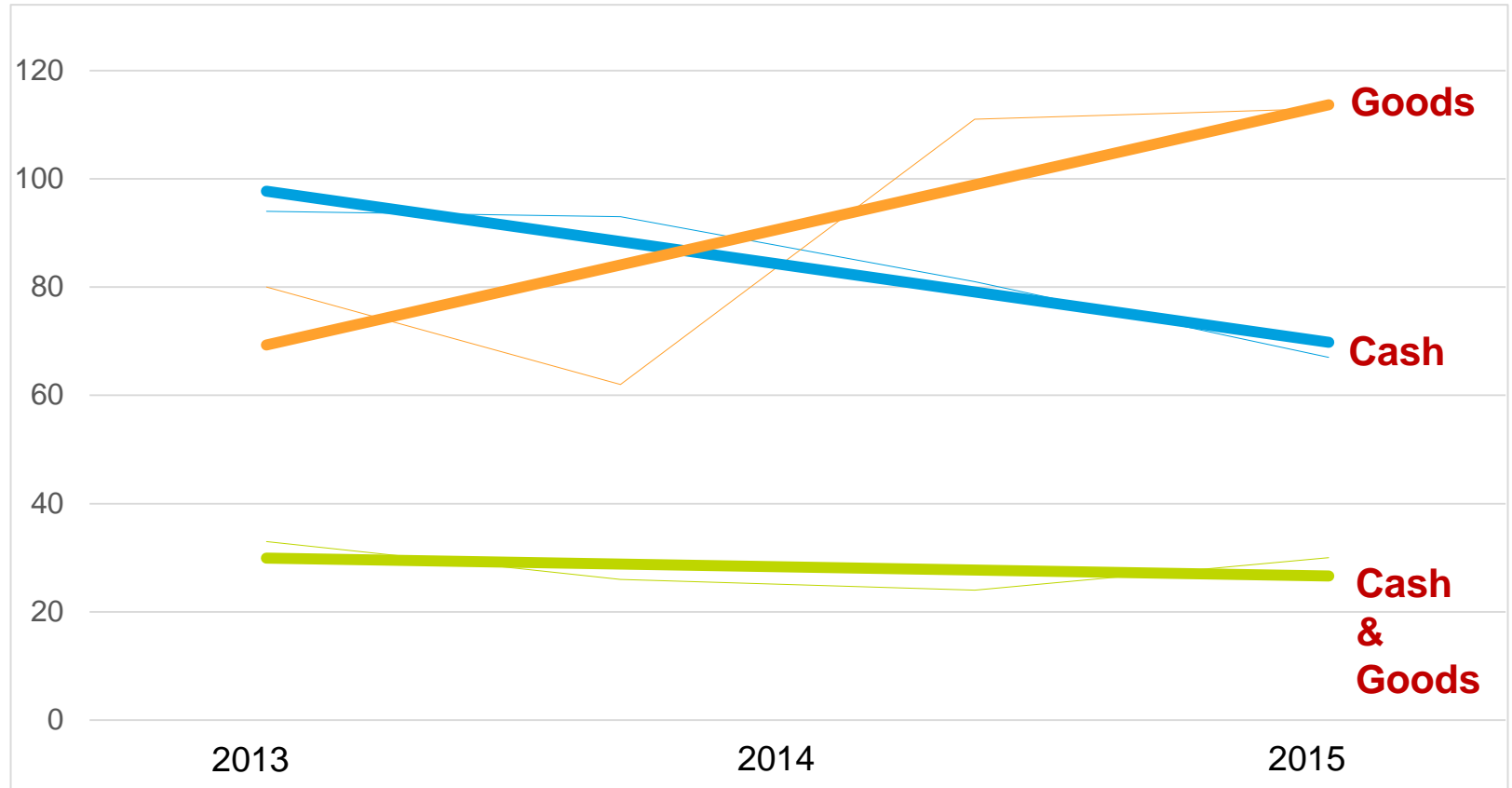Every 15th second there is a theft comitted in a Swedish store

Reported thefts per 100 000 inhabitants

Reported crimes (total) per 100 000 inhabitants

Retail robberies in Sweden 2013-2015

International Trends in Retail Crime and Prevention Practices

Professor Joshua Bamfield
Director, Centre for Retail Research

Loss Prevention, Its Purpose and Discontents

- **The Loss Prevention Approach**
  - **Protect assets**
  - **Protect people**
  - **Protect the brand**
- **Traditional approach now replaced by Costs- and Risk- Approach**
  - **Minimising losses – but tradeoffs (costs, customer confidence)**
  - **Controlling crime prevention (CP) costs**
  - **It's part of profit growth**
- **Risk management of 'new' issues and continued management of old issues**
  - **New: Organised retail crime, refunds, ecommerce, terrorism/violence**
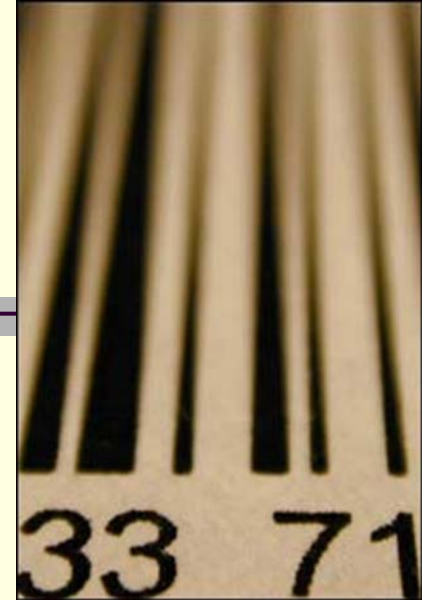
The 'Shrinkage' Problem

1. **Shrinkage methodological issues. It's a target cost-reduction rather than an absolute.**

2 **2015 figures: North America = $36.8 bn**

Europe = $40.9 bn (10 countries)

[source: Global Retail Theft Barometer, 2014-15]

3 **Shrink Trends - 1.45% (2011) fallen to 1.23% (2014-15)**

[all 23 countries]. Europe: fell 1.32% to 0.96% (10 countries)

North America: 1.49% to 1.38% (NRSS, Hollinger)

4 **Employee theft**

The New Retail Environment

1 <u>**Changing retail structure:**</u> **Price competition and reduced profitability. Rapid growth of category busters and ecommerce**

2 <u>**For crime prevention**</u> **– Fewer resources, Wider responsibilities, including cybercrime**

3 <u>**Growing eCommerce issues**</u> **– warehouse and delivery fraud, payment fraud, refund fraud, ….. 'clean' frauds, account takeover, mobile transactions.**

The New Institutional Loss Prevention

Approach

Cross functional

Systems and procedures, analysis and compliance

Focus – certain locations, products, systems and criminals

Risk management

Appropriate technology

Partnership with other retailers and agencies

Partnership

- **Partnerships**
  - With other retailers
  - With local crime initiatives
  - Nationally with central agencies
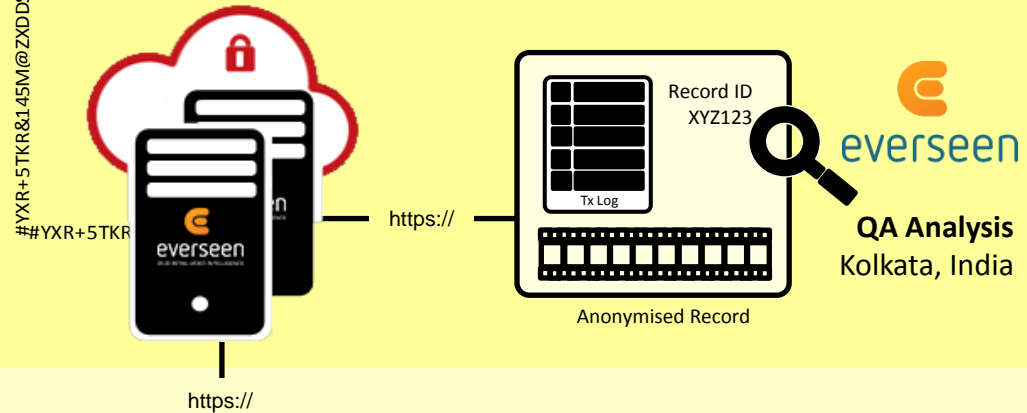
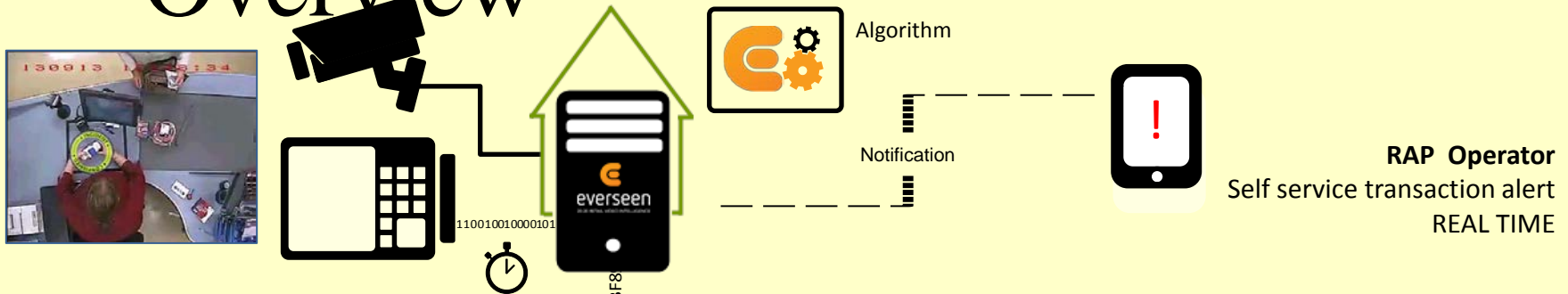- **Changing police attitudes**
  - Reporting offences to police
  - Discriminating between offenders
  - Collaboration on organised retail crime

Key Technology Trends

- **CCTV - trend to IP, HD but retailers have a heavy existing investment in analogue CCTV**

- **EAS – trend to protect higher risk items**

- **Datamining – by store, store group, product, loyalty card, employee etc to show how losses develop, alert CP, help investigators, show risky behaviour**

- **Renewed focus on Employee theft (in Europe anyway)**

- **Analytics including AI and CCTV – eg checkouts, self-service checkouts and mechanise datamining. Analytics also used for ecommerce.**

- **Powerful software provides services for HR, marketing, operations and finance.**

Operational

Overview

Algorithm

Notification

110010010000101

#YXR+5TKR&145M@ZXDDSF>834BF8

#YXR+5TKR

https://

https://

RAP Operator
Self service transaction alert
REAL TIME

Record ID
XYZ123

Tx Log

QA Analysis
Kolkata, India

Anonymised Record

Asset Protection
Case Management

Client Portal

- Detection success rate of 90%
- Automated detection & analysis of suspicious transactions
  - Proactive notification of suspicious activity
- Video and transaction data time synchronisation
- Case data anonymised based on access permissions
  - Embedded quality control
  - Online case management
- Case records published within 24 hours

Main Loss Prevention Methods

	Average*
EAS systems	75%
EAS > 50% of goods **	*43%*
CCTV	74%
Guards	66%
Alarm monitoring	59%
Doorseals	55%
GPS/ electronic logistics	52%
Analytics	51%
Exception reports	41%
Advanced access control	39%
Motion detectors	23%

* Average of F, D, UK, USA, I and NL

Centre for Retail Research, Nottingham

Retail Changes also cut Losses

- **Rollout of Chip and PIN**
- **Reduced role of cash in making payments**
- **Online banking – helps control ecommerce fraud**
- **Customer self-checkout – curbs shrinkage**
- **Shrinking national chains – cut high-shrink stores**

Market changes
- **Technological change – fewer DVDs and CDs, lower cost**
- **Many laptops = cheaper, less desirable – increased targeting accessories, headphones,**
- **Have hipster beards reduced theft of Gillette products?**

eCommerce Crime

- **Internationalisation of shoplifting**

- **UK retail fraud cost €263 mn in 2014-15**
  - **Payment card 57%**   **(BRC, 2016)**
  - **Refund fraud (36%)**
  - **Account credit (5%)**
  - **Voucher/gift card (2%)**

- **Costs of cyberfraud around 0.85% to 1.07% (n=30)**
  - **Costs of reviewing orders (46% an issue)**
  - **Identifying fraud by retail channel (45%)**
  - **Fraud detection driving away customers (37%)**

Centre for Retail Research, Nottingham

Conclusions

- Loss prevention – becomes service for other departments
- Takes over audit, compliance, checks at local level
- Part of the LP capital investment will increasingly be shared with marketing, operations and IT.
- Employee theft and fraud: many more resources
- Link with eCommerce has yet to be defined
- Partnership, information exchange and joint projects will be increasingly important for ORC, diversion schemes, countering violence, and urban terrorism.
- Cybercrime stimulating new types of problem needing joint action: issues such as cost of decision-making, mobile retailing, coupons, refunds, cross-border sales, deliveries etc.

Thank You

Prof Joshua Bamfield

Centre for Retail Research

Nottingham

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www.retailresearch.org

Twitter: cristobel75

Is self-checkout criminogenic?

The machines have turned Britain into a nation of shoplifters

We may fear machines taking over and destroying us all, but so far what we've got is supermarket self-checkouts irritating us into committing criminal acts

Rhiannon Lucy Cosslett
theguardian.com, Thursday 30 January 2014 22.55 AEST
Jump to comments (934)

A supermarket self checkout. Photograph: Micha Theiner/Rex

Remember when, in 17somethingorother, Napoleon described England as a nation of shopkeepers? Of course you don't, you didn't exist, and it

SWIPERS

Seemingly

Well-

Intentioned

Patrons

Engaging in

Routine

Shoplifting

CHARACTERISTICS

The top 5 reasons people gave for stealing items from self-service checkouts were:

1. Gave up trying to scan something that wouldn't register – 57%
2. Less likely to get caught – 51%
3. The machine is easy to fool – 47%
4. Didn't have enough money – 32%
5. At the time I didn't realise it hadn't scanned – 6%

The top 5 The top items people admit stealing from self service checkouts:

1. Fruit & vegetables – 67%
2. Bakery – 41%
3. Confectionary – 32%
4. Toiletries

Source: The Telegraph 'Shoppers steal billions through self service tills', Jan 2014

Typology of SWIPERS

	Motivation	Characteristics
ACCIDENTAL	Shopper accidentally transacts an incorrect price for goods and the theft is non-intentional.	Genuine mistake, and one that the SWIPER may or may not come to be aware of. However, upon realising how easy it was, a proportion will knowingly engage in the behaviour again.

Typology of SWIPERS

	Motivation	Characteristics
SWITCHERS	The shopper pays a reduced price by 'cheating' the machine	The MO of Switchers is discount theft. This can be achieved by switching labels, selecting cheaper items on the screen, manipulating the scales or inputting an incorrect size (e.g. small instead of large salad bowl). Offenders see this as 'cheating' rather than stealing, largely due to the fact that they pay something for the item.

Typology of SWIPERS

	Motivation	**Characteristics**
COMPENSATORS	The shopper compensates themselves for having to transact the sale, a slow process, problem with the purchase, or feels ideologically motivated by perceived reduction in employment or large profitmaking corporations.	Theft occurs due to the shopper being required to transact the sale themselves, lack of service or a long wait. In addition, some Compensators are ideologically motivated, viewing the automated machines as contributing to unemployment and poor customer service.

Typology of SWIPERS

	Motivation	Characteristics
IRRITATED/FRUSTRATED	The shopper encounters difficulty with the machines or is impeded in their ability to complete the transaction (e.g. requiring authorization for age-related products) and theft occurs to speed up the transaction or to make a point.	SWIPERS falling into this category are similar to the Compensators, but the key difference is that those who become frustrated are initially intending to pay for the goods and steal due to the difficulties encountered. May be motivated only occasionally in response to a particular event.

Typology of SWIPERS

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Pleasure-seeking / hedonic shoppers

'Seeing theft as pleasurable helps us to understand why it is that shoplifting is not solely the preserve of economically and socially disadvantaged groups. Aberrant hedonic shoppers are often middle class and clearly not stealing for subsistence. These middle-class debaucheries can be explained, to some degree, by the pleasure elicited from transgression and/or bargain hunting. Furthermore, amongst this cohort there are pre-packaged rationalizations ready to slip off the tongue, and perhaps even a secondary wave of pleasure in divulging the intricacies of a transgression well executed.'

(Taylor, 2016a: 10)

Mobile technologies in retail

Mobile commerce
Refers to E-commerce conducted over a mobile device, covering all facets of facilitating a purchase via a mobile device. For example, Paypal.

Mobile payment acceptance
Any solution that enables a merchant to accept card-based payments by converting a mobile device (can be retailer or customer owned) into a POS system.

Mobile wallets
Mobile applications that serve as a substitute for a traditional wallet (with bank cards) and can be used directly for transactions, using NFC or cloud-based apps. Can store loyalty cards & personal information in addition to payment.

Worldwide mobile payments volume is projected to grow from US$163.1 billion in 2012 to US$721.4 billion in 2017 (Projected that mobile payments volume worldwide will mushroom from $60 billion in 2012 to $545 billion in 2015.

(Taylor, 2016b)

Reconfiguring the customer journey

Linear customer journey in traditional POS

Browse	→	Select	→	Scan	→	Pay	→	Validate
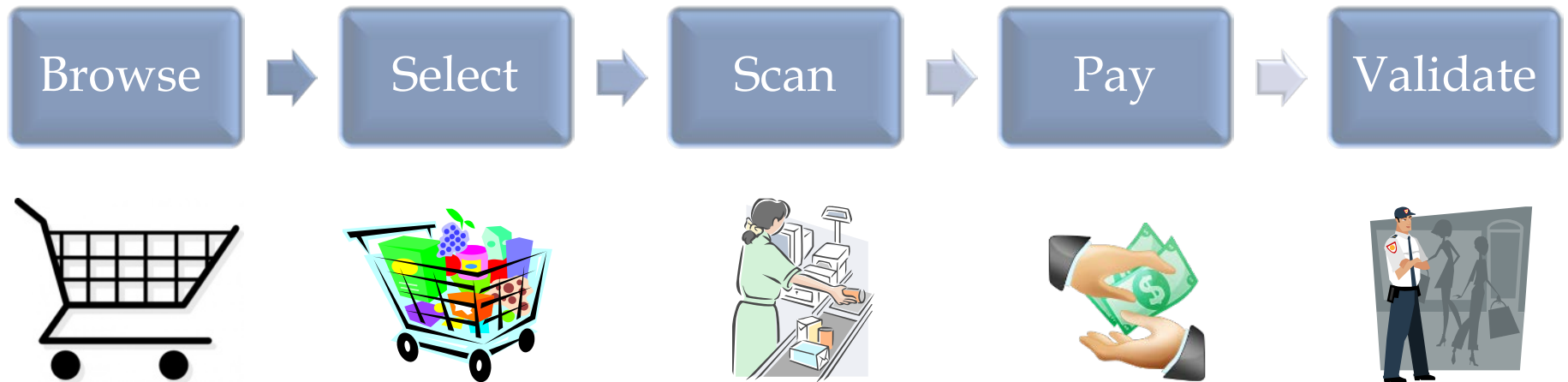
Taylor, 2014

Mobile POS – vulnerabilities and risks

Main Shrinkage considerations
- External theft
- Internal technological and process issues

M-Commerce and fraudulent activity
- Shoulder surfing
- Repudiation fraud by subscribers
- Fraudulent coupons
- Malicious apps (malware)
- Insider fraudulent attacks
- Card not present

Additional risks
- Brand protection and consumer confidence
- Privacy and data protection

Thank you!

References

Taylor, E. (2014) *Staying Ahead of the Game; Mobile Technologies in Retail*. Efficient Consumer Response Australasia.

Taylor, E. (2016a) 'Supermarket Self-Checkouts and Retail Theft: The Curious Case of the SWIPERS'. *Criminology and Criminal Justice; An International Journal*

Taylor, E. (2016b) 'Mobile Payment Technologies in Retail; A Review of Potential Benefits and Risks'. *International Journal of Retail and Distribution Management,* Vol. 44 (2): 159-177

"Retail Crime in Australia: A Case Study Approach Exploring Theft and Crime Prevention in Perth, Western Australia".

RETAIL CRIME: INTERNATIONAL EVIDENCE & PREVENTION
Stockholm's International Seminar (Royal Institute of Technology)
15th September 2016, Room L1, DrottningKristinasvag30.
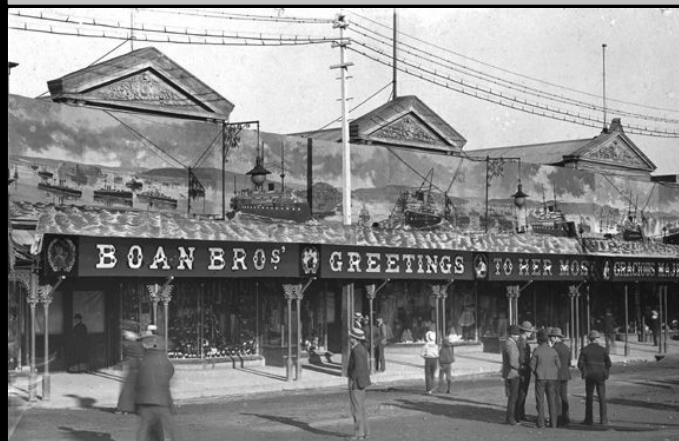
Paul Cozens

**Curtin University
(Perth, Western Australia)**
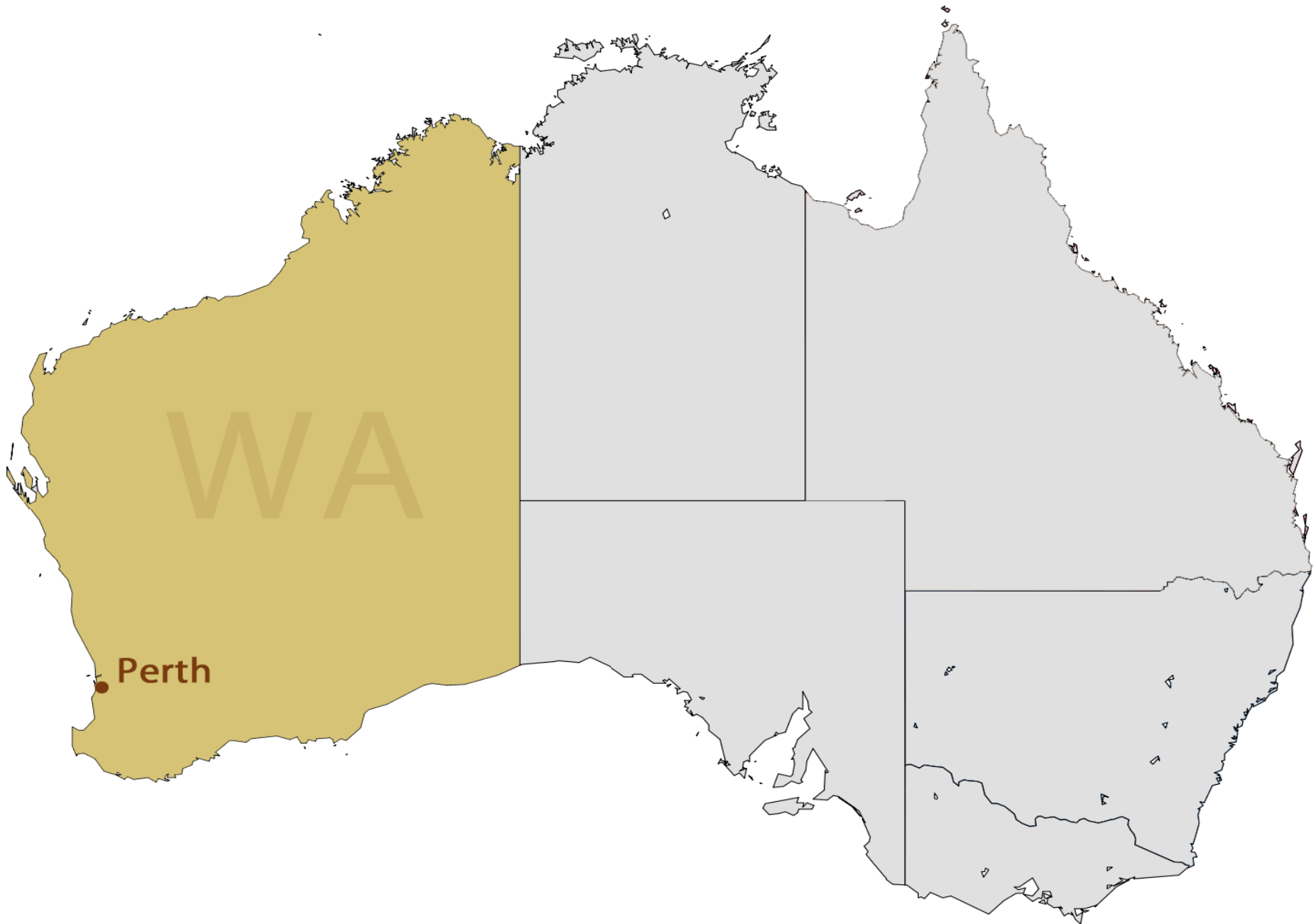
Introduction

- In Australia, the actual extent of retail theft or shoplifting remains largely unknown.

- The Australian Institute of Criminology has estimated that there were 1.3 million incidents of shop thefts in 2011 amounting to property losses of around $91 million dollars (Smith *et al.*, 2014).

- The Australian Retailers Association estimate retail theft costs over $4 billion per annum (Centre for Retail Research, 2009).

- One of the trends in the research is that there are a number of situational factors which can encourage or facilitate shoplifting (Morgan *et al.*, 2012).

A review of the literature is outside the scope of this presentation but the chapter will highlight research in the following areas, which has guided this research project:

- CRAVED products
- Guardianship / staff-related strategies
- Store layout / interior design strategies
- Security / target hardening techniques (e.g. CCTV, EAS)
- Lighting
- Scale – and small v large stores

Introduction

This presentation explores retail crime in Australia.

It presents research findings from surveys / in-depth interviews with a sample of 6 retail stores in Perth, Western Australia.

The research explores experiences of shoplifting and crime prevention through environmental design (CPTED) / situational crime prevention (SCP).

The research tests the relevance of the CRAVED concept (Clarke, 1999) by investigating to what extent shoplifted goods are more concealable, removable, available, valuable, enjoyable and disposable than other goods less frequently stolen.

Introduction – Shoplifting is a Global Issue

Legend: Shoplifters, Employees, Internal Error, Supplier / Vendors

Region	Shoplifters	Employees	Internal Error	Supplier / Vendors
North America	35,8	44,1	15,9	4,2
Latin America	33,2	42,6	16,6	7,5
Middle East / Africa	37,2	36,2	18	8,6
Asia Pacific	53,3	22,7	17,2	6,8
Europe	47,7	30,2	16,1	6
Overall Average	43,2	35	16,2	5,6
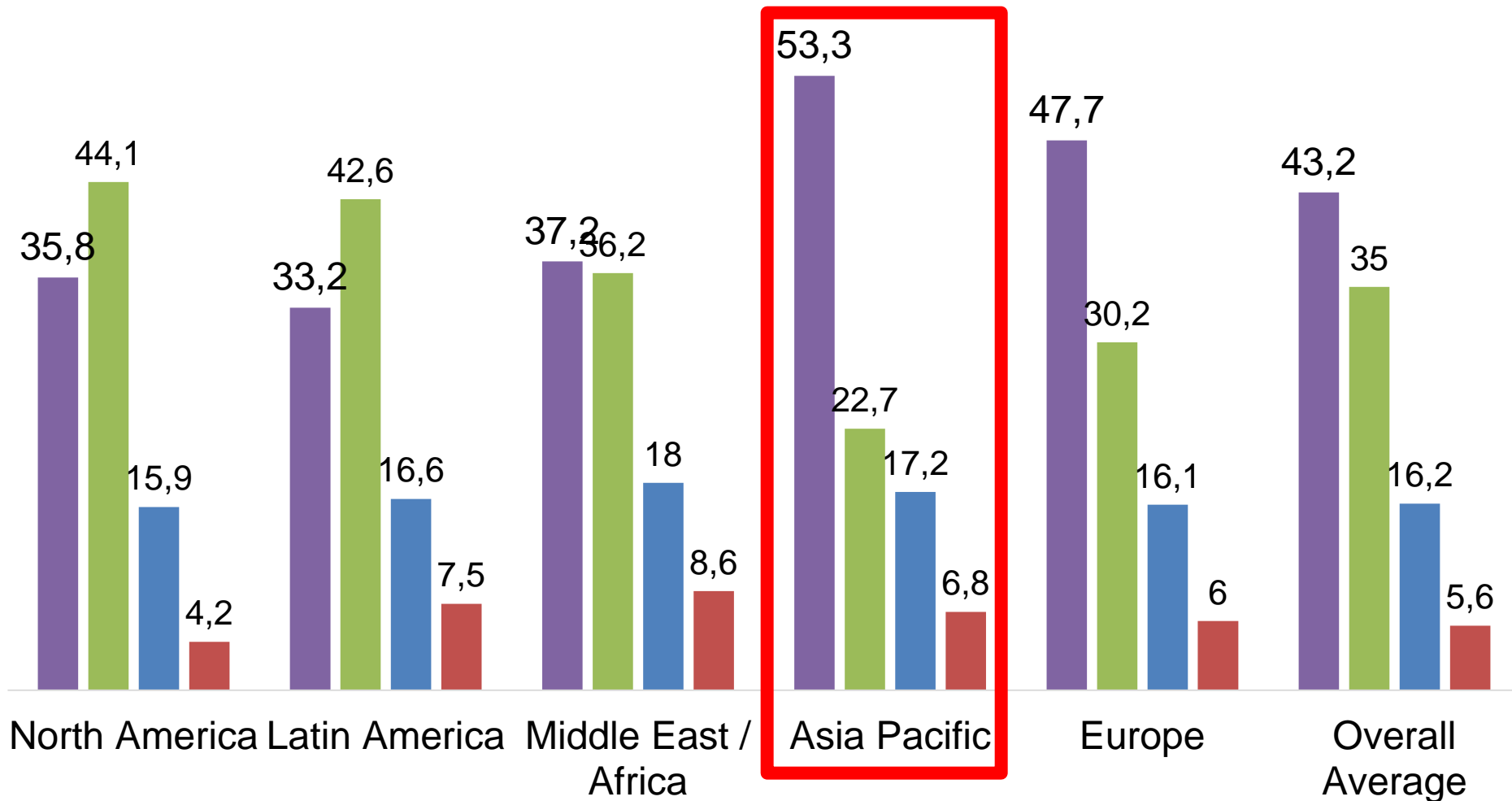
% Sources of Global Retail Shrinkage

Bamfield (2013)

Curtin University

Introduction – Shoplifting is an Australian Issue
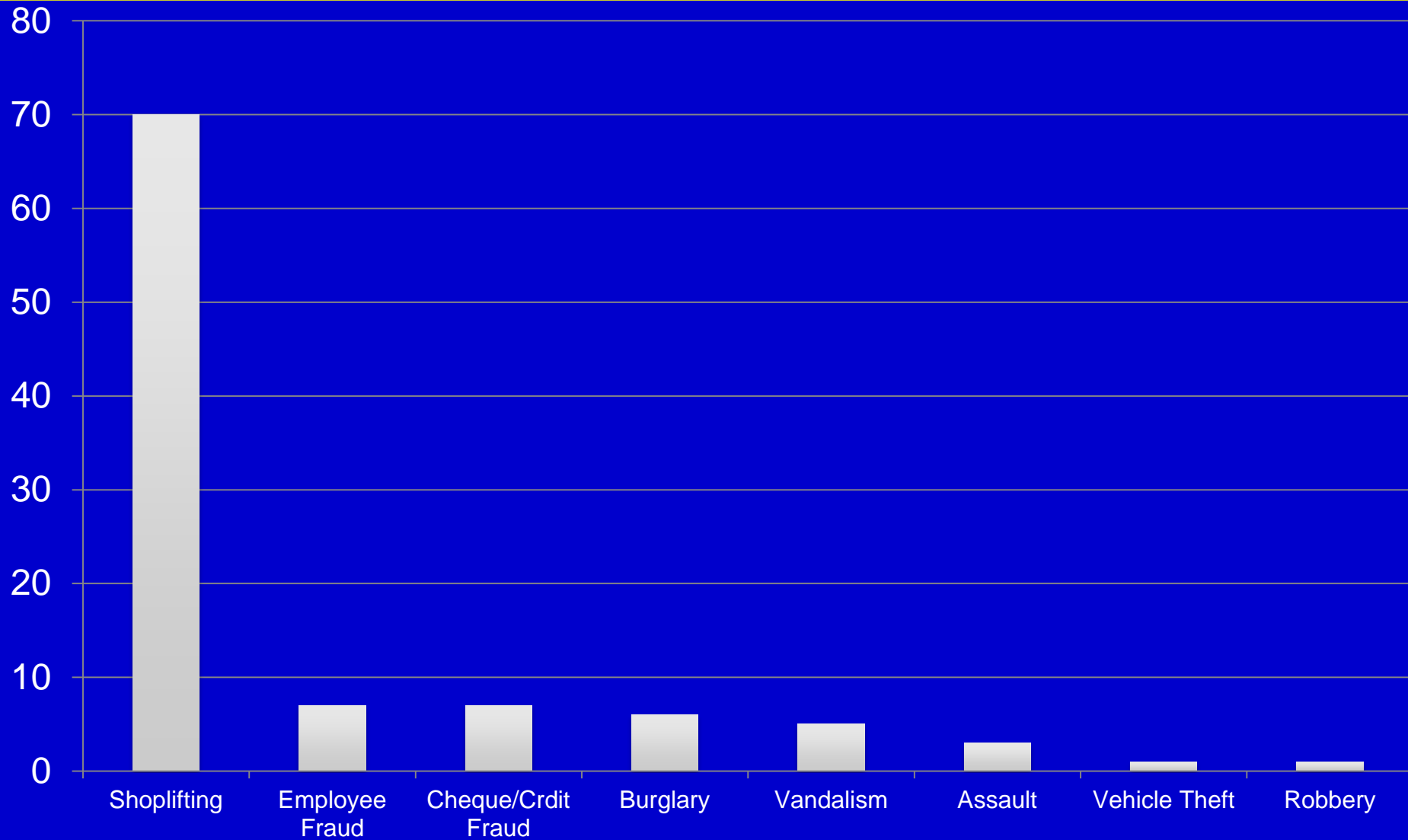
Percentage of Crimes Experienced by Australian Retailers

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Shoplifting in Australia

The Australian Bureau of Statistics' (ABS, 2011, p52) category of 'theft and related offences' is defined as; "the unlawful taking or obtaining of money or goods, not involving the use of force, threat of force or violence, coercion or deception, with the intent to permanently or temporarily deprive the owner or possessor of the use of money or goods obtained unlawfully".

It includes theft of goods, other than motor vehicles, by avoiding payment for the goods. It includes shoplifting, theft by employees of retail premises and theft from factory retail outlets (ABS, 2011).

Shoplifting in Western Australia

In Western Australia (WA), Clare and Ferrante (2007) observed how few studies have been conducted in the area of retail crime.

They also note only one in five (20%) of incidents of shoplifting were reported to police (Taylor, 2002).

The findings reported by Clare and Ferrante (2007) appear to be the most recent academic study of retail crime in WA.

Curtin University

Shoplifting in Western Australia

There were 19,000 retail-related stealing offences reported to WA Police from July 2004 to June 2005.

This represented 198,000 items of stolen property valued at around $5.7 million and most (76%) offences occurred in the Perth metropolitan area.

Clare and Ferrante (2007)

Curtin University

Shoplifting in Western Australia

The top ten categories of goods stolen from retail premises in terms of quantities of goods (%)
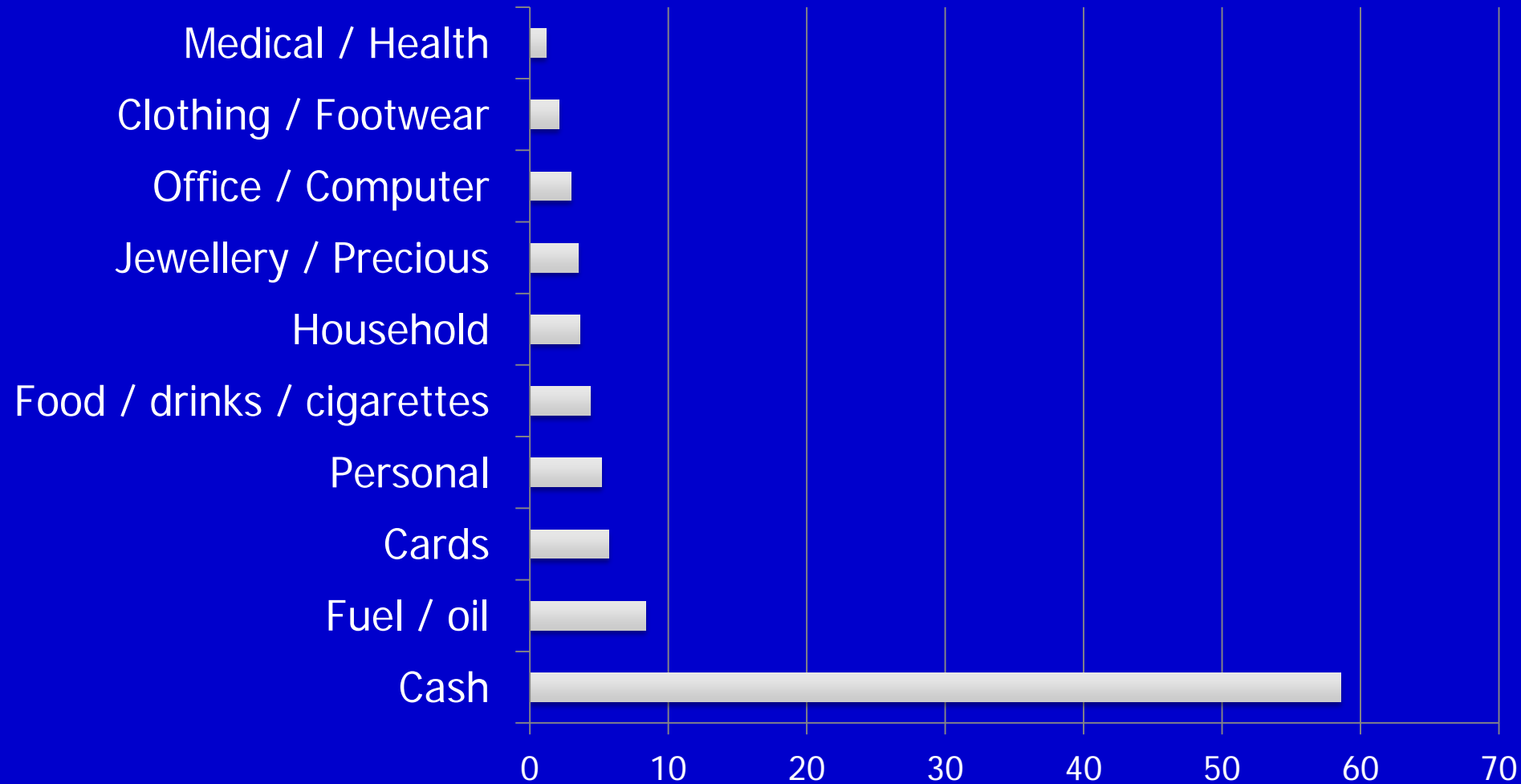
Clare and Ferrante (2007)

Curtin University

Shoplifting in Western Australia

The top ten categories of goods stolen from retail premises in terms of value of goods (%).

Bicycle
Vehicle Parts / Access
Fuel / oil
Clothing / Footwear
Personal
Phone / Communication
Office / Computer
Jewellery / Precious
Cash
Household

0   5   10   15   20   25   30
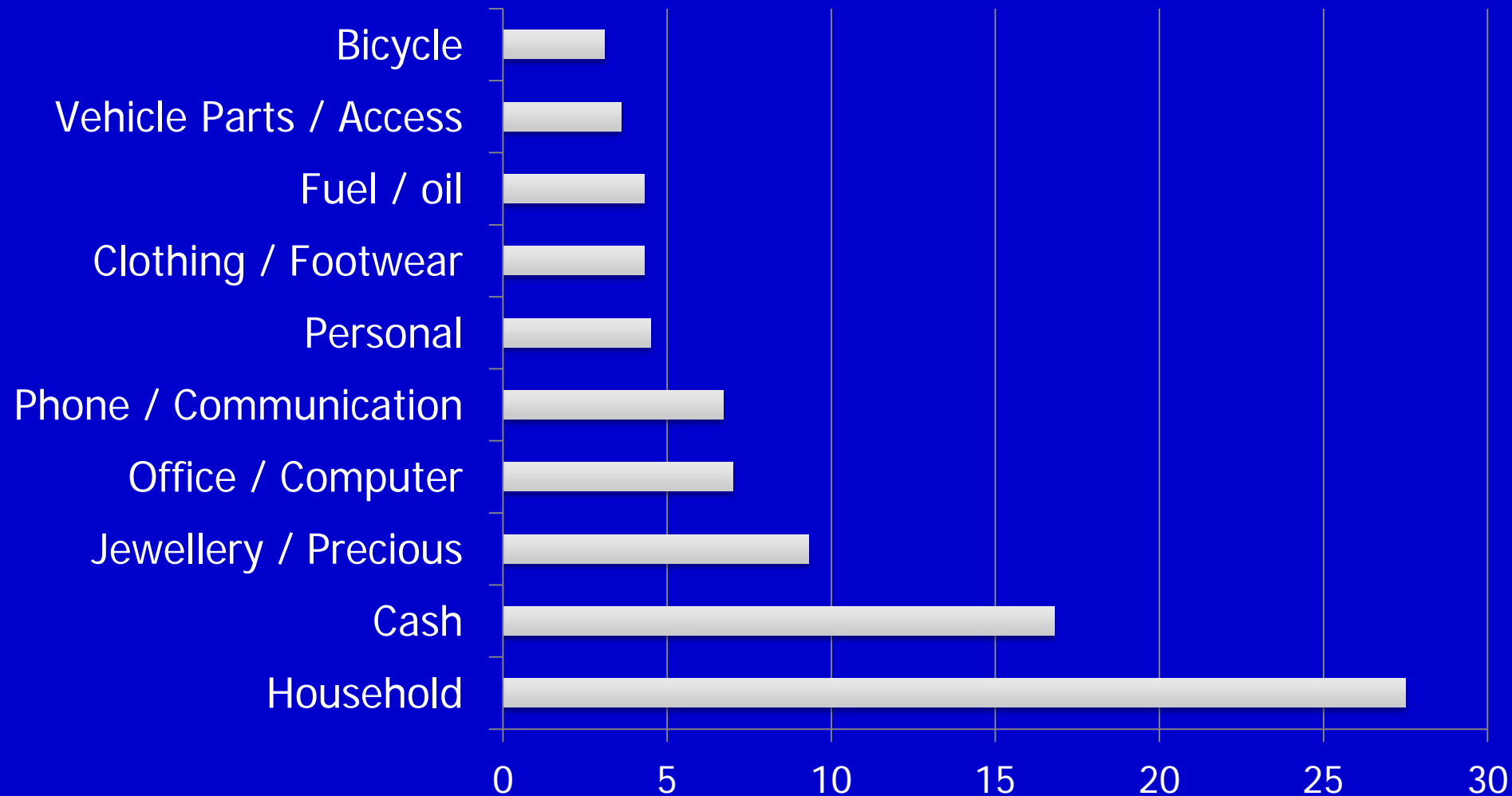
Shoplifting in Western Australia

More recently, it was reported that police had launched crackdowns in two large shopping centres in Perth.

Here, undercover operations and high-profile uniformed patrols, resulted in the apprehension of more than thirty-five alleged shoplifters (Knowles, 2016).

Curtin University

This exploratory research is based on a small sample of six small retail outlets in Perth (all with less than 3 staff).

The questionnaire survey and interview themes were grounded on the literature.

Three of the stores had only one staff member present in the store, the other three stores used between 1 and 3 staff members depending on how busy the store was.

Curtin University

All the stores were in locations where research suggests shoplifting is higher.

All the stores fronted onto the street, were located in a busy location, close to highways with escape routes, and were near schools and relatively economically deprived areas (Clarke and Petrossian, 2013).

30 surveys were distributed to retail outlets meeting these criteria and 6 were completed, representing a response rate of 20%.

Curtin University

The surveys explored retail losses / incidents of theft, CRAVED products stolen (relative to the products sold in each outlet), and the security techniques and design practices used by each retailer.

Interviewees were encouraged to share the experiences and stories about shoplifting in their stores and those relating to design, layout and security are briefly discussed.

Curtin University

The six small retailers included;

1. DVD store
2. Liquor store (no drive through)
3. Women's clothing and accessory store
4. Clothing / jewelry store
5. Store selling flowers, plants and gifts
6. A larger general store

They ranged in size from around 50m^2 to 300m^2 shopping floor-space.

Quantitative and qualitative analysis.

Shoplifting in Western Australia – The Research

Store Number	Goods sold	Floor Space m^2	% losses per year	Number of incidents in the past year
1.	Clothing and jewelry	52	0	0
2.	Flowers, plants and gifts	52	<1% (around $500)	3
3.	All types of alcohol	230	<1%	10
4.	Women's clothing and accessories	60	<1%	1
5.	DVDs, Blu-ray discs, ice cream, chocolate, crisps.	200	3%	Unknown – but about 20 per year are 'caught'.
6.	Food, drinks, cooking, cleaning and shaving products, cigarettes	300	<3%	Unknown but 12 caught on CCTV

The sample of six small retailers did not report high levels of theft from their stores over the last year, and estimates for % losses were low, ranging from <1% to <3%. This measures reasonably favorably against reported average % losses of around 3% (Knowles, 2016).

Shoplifting in Western Australia – The Research

Store Number	CRAVED (hot) Products	Products NOT targeted
1.	Expensive dresses	Jewelry located in secured display in front of counter.
2.	Expensive face cream and nick-knacks	Flowers never seem to be targeted
3.	Jim Beam and coke mix, cider and six-packs of beer closest to the entrance	Spirits located in secured display at the rear of the shop.
4.	Expensive dresses	Jewelry located in secured display in front of counter.
5.	DVDs, ice creams, drinks	None stated
6.	Panadol / aspirin, cigarettes / razors (grab and run), hair products (e.g. dye)	Fruit and vegetables

The products stolen were items, which, could be considered to be CRAVED, relative to other items in each shop. Items, which were not commonly stolen, tended to less expensive or harder to dispose of, or they were well-secured, being more difficult to remove and less available for a potential shoplifter.

Curtin University

Shoplifting in Western Australia – The Research

Security / Design techniques	Yes	No	Average Perceived Effectiveness (1-5) (if used)
Store layout (e.g. location of till, product aisles / shelving to promote visibility and flow of movement)	6	0	5
Natural surveillance (e.g. creating lines of site using layout so employees can see across the store)	6	0	5
Maintenance (e.g. creating a clean, well-maintained and organised store)	6	0	5
Security shutters on the exterior of the shop	2	4	5
Formal surveillance using security staff	1	5	5
Mirrors to highlight specific parts of the store	1	5	5
Item accessibility in the store (e.g. move item to a more 'secure' location)	4	2	4.8
Use of a bell / noise when someone enters the store	4	2	4.8
Fixture design (e.g. use of wall-units, display cabinets and shelving to promote surveillance of products throughout the store)	5	1	4.6
Maintaining visibility with the street by limiting the amount of advertising / marketing or goods in the windows overlooking the street	2	4	4.5

The security / design techniques perceived to be most effective (ranked 5) include; store layout, natural surveillance and maintenance. All stores stated they used these.

Curtin University

Employee positioning in store (e.g. staff are specifically positioned to promote surveillance of the stores products)	5	1	4.4
Access control (e.g. monitoring entry and exit points in the store)	4	2	4.3
Target hardening (e.g. using locks, cases, chords or reinforced materials to physically prevent the removal of specific products).	3	3	4.3
Signage to highlight shoplifters will be prosecuted	1	5	4
Effective lighting levels to promote visibility of products	6	0	3.8
Clear aisle ways to promote movement and circulation	5	1	3.6
Formal surveillance using closed-circuit television (CCTV)	4	2	3.5
Security tagging of products (e.g. electronic article surveillance or ink tags)	1	5	3
Territoriality (e.g. clearly defining different areas within the store)	1	5	3
Packaging (e.g. wrapping / packaging products into larger boxes to make them harder to steal)	0	6	N/A

Strategies which perceived to be less effective were CCTV (used by 4 stores, ranked 3.5), security tagging (used by only one store, ranked 3) and territoriality (used by 1 store and ranked 3).

Curtin University

Three retailers agreed to be interviewed in more detailed after they completed the survey questionnaire.

The size of the stores, nature of the goods sold and the cost implications of respective security / design measures were frequently cited as main reasons for not using particular measures.

Retailer 3 (alcohol) has traded in the same location for 10 years Over the years, the expensive spirits have been placed under lock and key and the design of the store appears to promote surveillance in most locations.

However, high displays in some parts of the store impede visibility. The manager was aware of this and installed mirrors so staff could see these areas and installed CCTV cameras.

Following a continuous targeting of wine casks, the retailer decided to remove this item from the store and not to sell it any more.

Sometimes brazen thefts occurs when someone enters the store and takes as much liquor as they can and leaves – in spite of staff / CCTV.

Curtin University

Retailer 4 (women's cloths and jewelry) discussed in detail, changes she had made to her store over the last 20 years – where she had *'learned from her mistakes'*.

She removed two 1.5m high shelves and a 1.8m high glass display replacing with fixtures which were lower and did not impede visibility and lighting throughout the store was improved.

Mirrors installed on the ceilings helped the store-owner to see where all the customers were.

Jewelry items were placed in locked displays in front of the counter. For this retailer*, 'opportunity is the key'* and she was always trying to balance security with the convenience and needs of customers.

Curtin University

Retailer 4 (women's cloths and jewelry) continued …

Losses before the re-design were in the thousands ($600.00 in one day) but after the store layout was redesigned and light was improved, losses significantly reduced.

Retailer 4 was highly supported of store layout and the promotion of visibility throughout the store, commenting:

"Shoplifting is very minimal in my store. I attribute this to the wide and open design, a lack of 'black spots' and paying attention to all customers in the store".

Curtin University

Retailer 5 (DVD store) had been at their location for 20 years reporting losses of around 3%. The most stolen items were predictably, DVDs, but certain types were most vulnerable.

Films about indigenous culture were stolen far more frequently than others. The store layout does promote visibility, but many DVD shelves are 1.8m high – and limit surveillance.

The owner does have EAS sensing gates, but noted that offenders enter the shop with what he calls *'shoplifting bags'* (bags lined with foil). They now have a policy to check bags before suspected offenders enter the store.

Curtin University

Retailer 5 (DVD store) does have CCTV and posts photos of offenders on a notice board in the store.

He said he was a franchise, and was limited in what he could do to redesign the store.

Over the years he has moved display units and ice cream / drinks vending machines to remove hiding places and increase visibility.

He lamented at what he considered was a continuing failure to prosecute offenders who are caught, either by CCTV cameras, the EAS system or by vigilant members of staff.

Curtin University

Most of these small six stores tended to rely on stored layout and design and guardianship by staff, rather then expensive security / technology.

Most have some understanding of the importance of surveillance and visibility and redesigned their stores to promote visibility, usually following incidents of theft.

None mentioned that they had any retail training about store layout and all mentioned that they were *'learning by doing'.*

Curtin University

Within each store, managers/ owners were well aware of the most targeted goods – and these tended to posses many CRAVED characteristics.

Often, goods identified as being CRAVED were either placed in more secure / visible locations or they were completely removed from the store.

There was some understanding / use of CPTED / SCP but it seems driven by the experience of theft itself, not training.

Curtin University

It is suggested that the findings from this small exploratory survey do provide some interesting insights and the methodology could be usefully applied to a larger sample of retail stores.

Specifically further research could explore;

- Training of retail staff in very small stores.
- CRAVED goods across more specialised retailers.
- Site-specific analysis of store layout / thefts in very small stores.

Thank you!

Paul Cozens
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Why?

- Do we really know what they think?
- Does experience equal understanding?
- If we are to understand.....
- Challenge to evolve
- Information gap
- Practitioner v Offender

Domestic Burglary

- Collaboration – Huddersfield University
- Burglary
- Prolific Offenders
- 1to1
- 16 photographs
- No prompting – just talk!

Shoplifting

- Initial stages
- Format
- Considerations/Attractions
- Alignment to CPTED?
- *"In an offenders world….."*
- Balance to be found

What the offenders say.....

I'll get 50% of the ticket price.....

You don't walk out of a pub with a boat load of meat.....

I've got 3 or 4 'car booters'.....

It's easy to get rid of the coffee.....

First stop is the taxi rank.....

Someone knocked on my door selling.....

What the offenders say…..

The 'fitting' routine is a winner…..

Decent shoplifters have a hole…..

I'm not a sofa surfing 'crack head'…..

I used to buy de-taggers…..

Some people will know a guard…..

It's like cat and mouse now…..

What the offenders say…..

The guard comes out of his office…..

Those cardboard cut out 'bobbies'…..

I'd hate it if stuff was on the…..

They put the TV's next to the door…..

I was concerned about CCTV, but…..

In store tagging is rubbish…..

EXCEL
where excellence begins...

WEST YORKSHIRE POLICE

What the offenders say…..

I see myself as a bit of a…..

It's not as if I've…..

I would care if a granny got…..

People are always having babies…..

They're multi-million pound…..

There's no victim is there…..

Outcomes

- Challenge the 'principles'
- Effective prevention
- Training
- Designing out crime
- *'It takes a thief…..'*
- Innovation…..

EXCEL
where excellence begins...

WEST YORKSHIRE POLICE

Bottle Grip
ANTI SWIPE DEVICE

This product is designed simply to **emphasise the movement** of removing a product off a shelf.
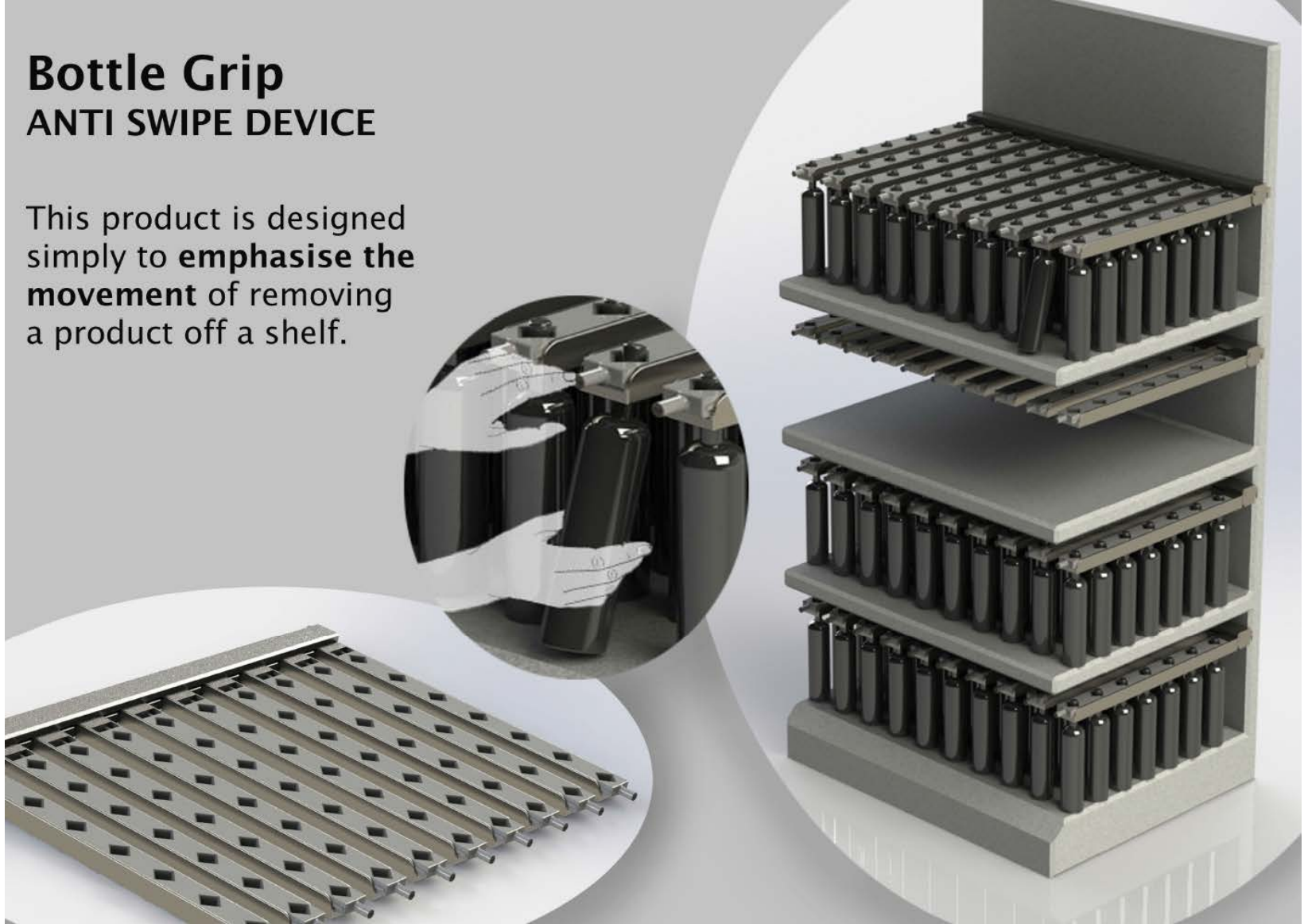
In summary…..

The problem you've got is that we just think like 'normal' people, but 'normal' people don't think like us…….

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Shopping and Crime: A Micro-geographic Analysis in Tel Aviv-Jaffa

Prof. David Weisburd
George Mason University and Hebrew University
Mr. Shai Amram
Ms. Maor Shay B-O
The Hebrew University of Jerusalem

The Criminology of Place and Shopping Crime

- There has been a growing interest in the concentration and distribution of crime at micro geographic units of analysis.

- That interest has led to a series of consistent findings:
  - The Law of Crime Concentration at places (crime hot spots)
  - The stability of crime concentrations over time
  - The within area variability (street by street variability) of crime and crime hot spots.

- Our interest was in identifying whether these findings would be replicated looking specifically at shopping crime.

The Study Site and Data

Tel Aviv-Jaffa

- Tel Aviv -Jaffa is the major metropolitan center in Israel.

- The city is the focal point of the larger Tel Aviv Metropolitan Area, which contains over 3.7 million residents, 42% of the country's population.

- Only 35% of the workers live in the city, the rest are commuters.

- The city is 25th on the Global Financial Centers Index (GFCI).

Details

- Municipality Jurisdiction (2013): 52 km² (Jerusalem 126 km², Haifa 69 km²) with a density of 8,100 persons per km².

- 13,060 valid street segments (We exclude streets type: Bridge, Ramp, Highway and streets with no code)

- Length 13km, Width 2.5 – 2.7 km Until Road 20 (Netivei Ayalon)
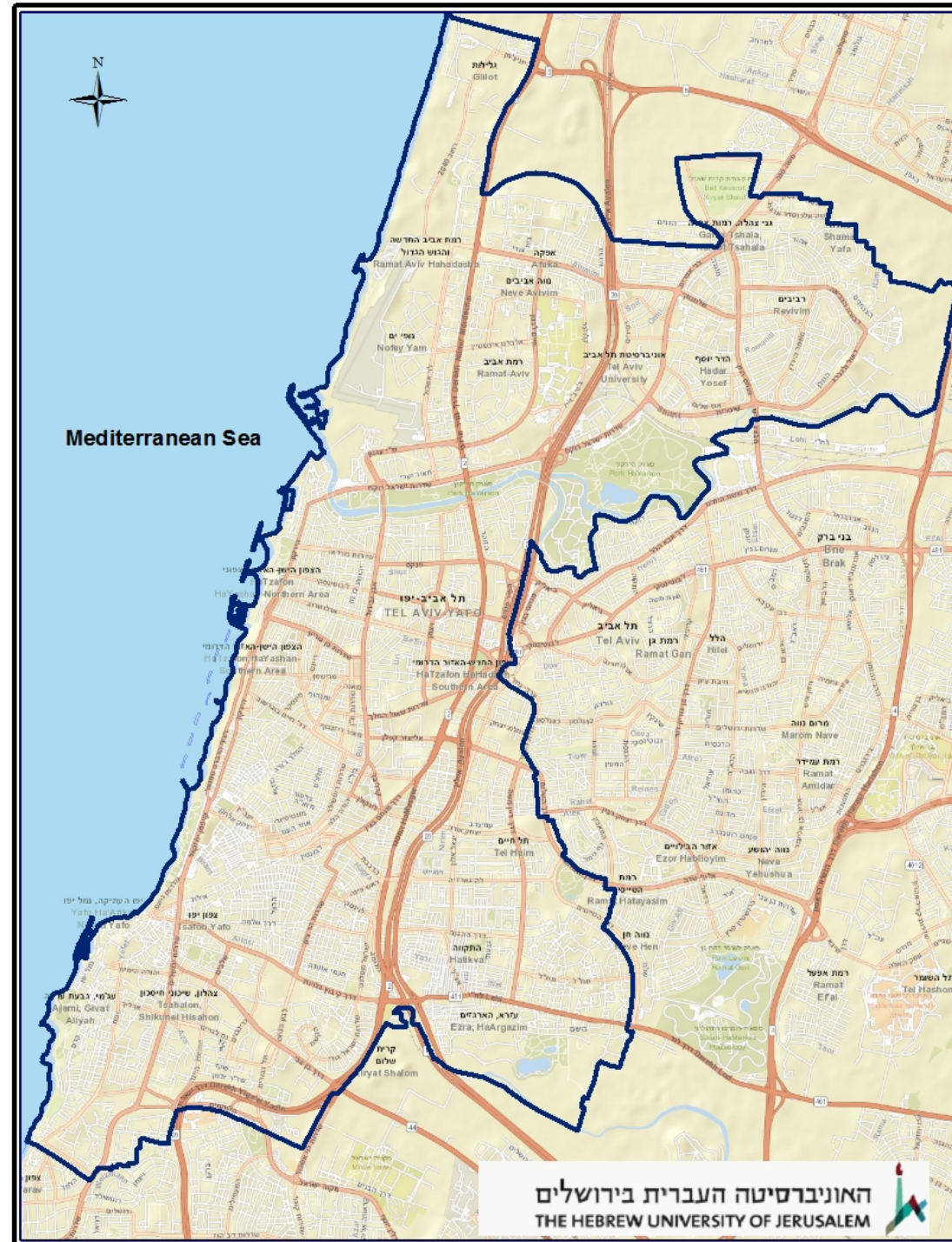
The Data

- Two sets of data*:*
  - *Property Crime* that occurs in Malls and Shops, between the years 1990 and 2010.
  - *All crime* that occurs in Malls and Shops, between 1/1/1990 and the 22/11/2010.
  - We are able to identify shopping crime by a code in the crime data that identifies when a crime has occurred in a mall or shop. We do not have data on shops and malls with 0 crimes over the 20 year period.
    - Using land use data we estimate that we are missing only 23 streets with potential shops on them.

- Total crime offences - 913, 942, Geocoded- 705,801 (77%).

- Total crime offences at shops, shopping centers and malls- 49, 755, Geocoded- 31,880 (64%).

- Total property crime at shops, shopping centers and malls- 32, 721, Geocoded- 20,364 (62%).

Annual Crime Trend
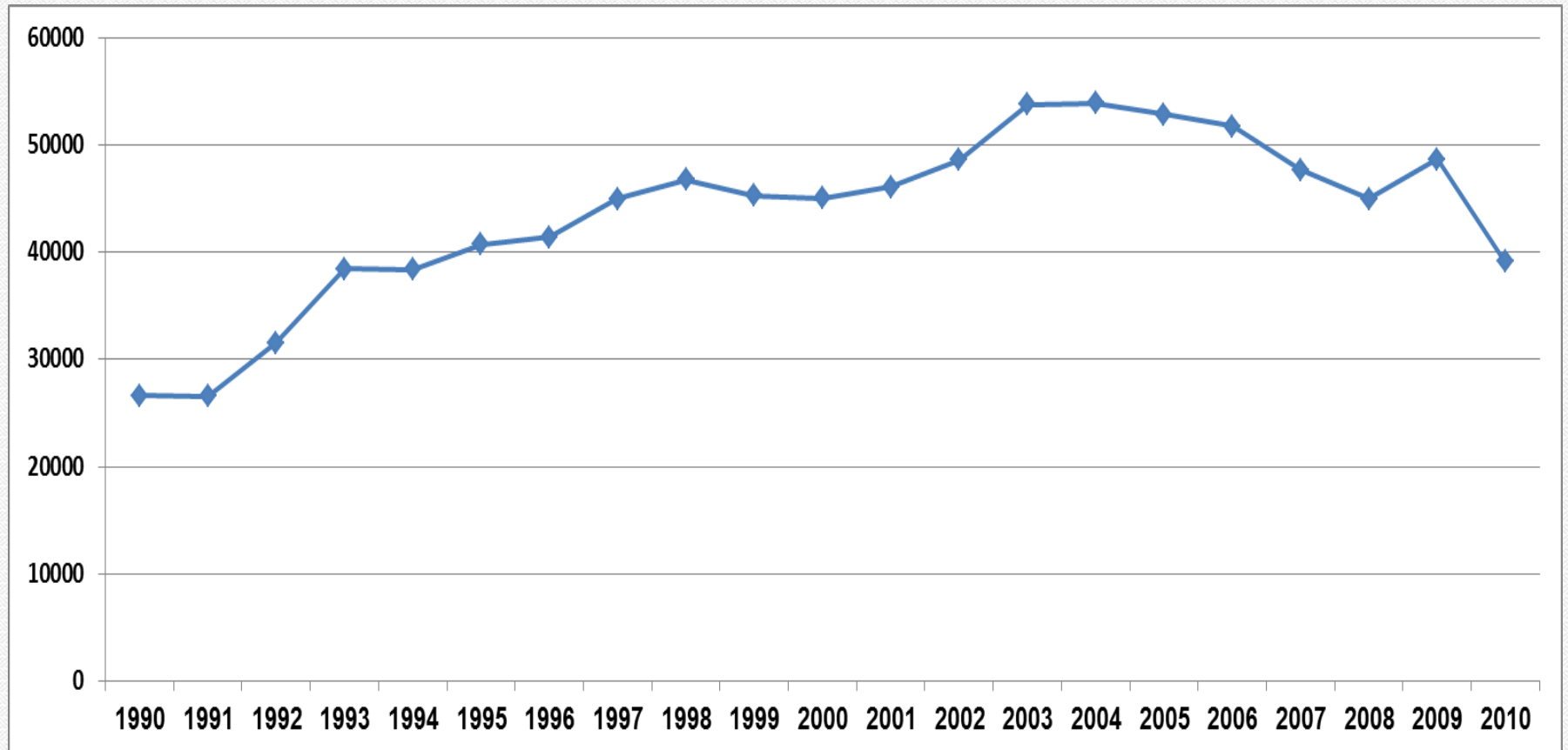
Annual Property Crime Trend
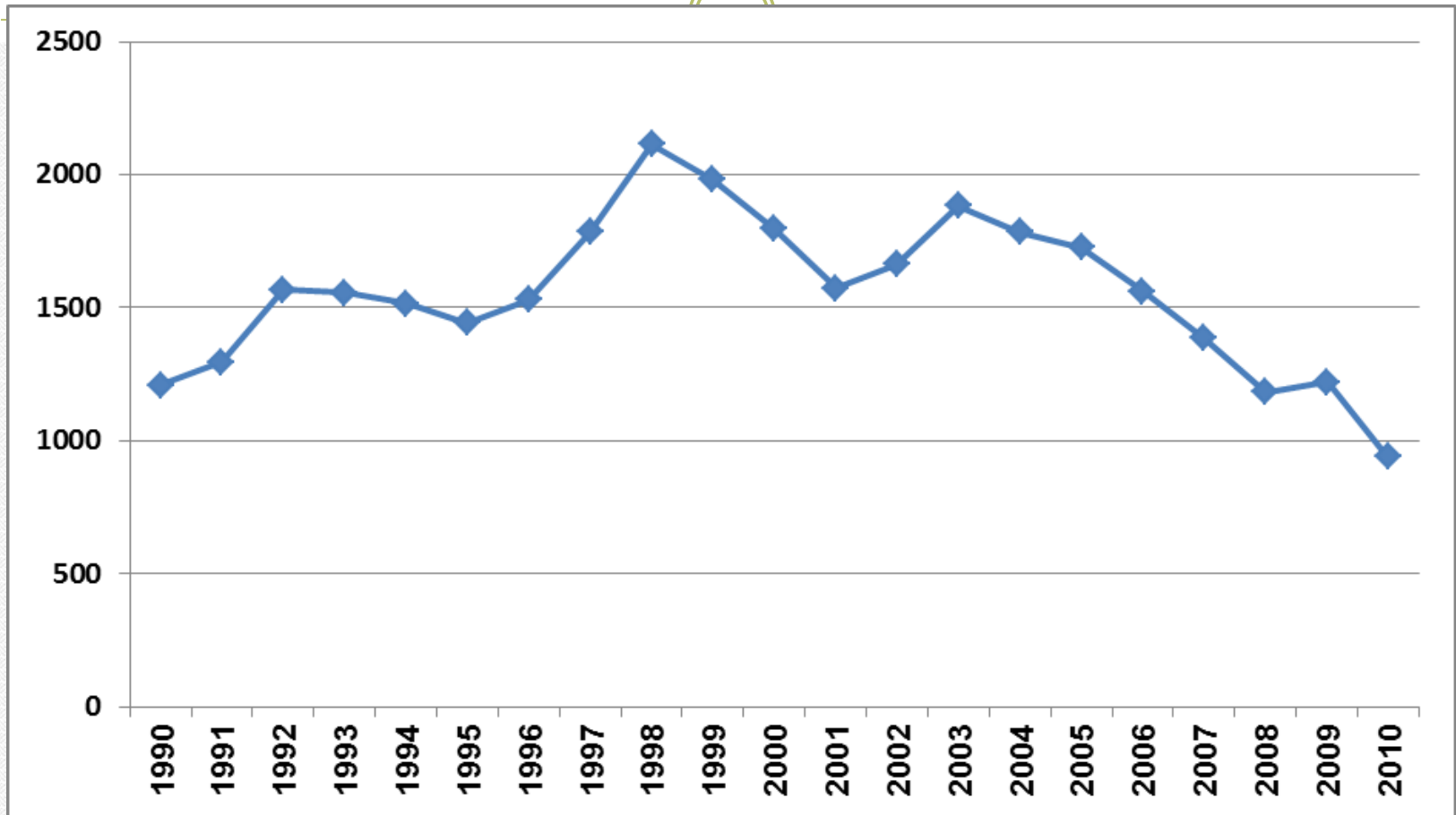
Crime by Week Day and By Month

- The busiest month is January.
- The busiest week day is Friday.
- Saturday is the slowest day because of the Sabbath.
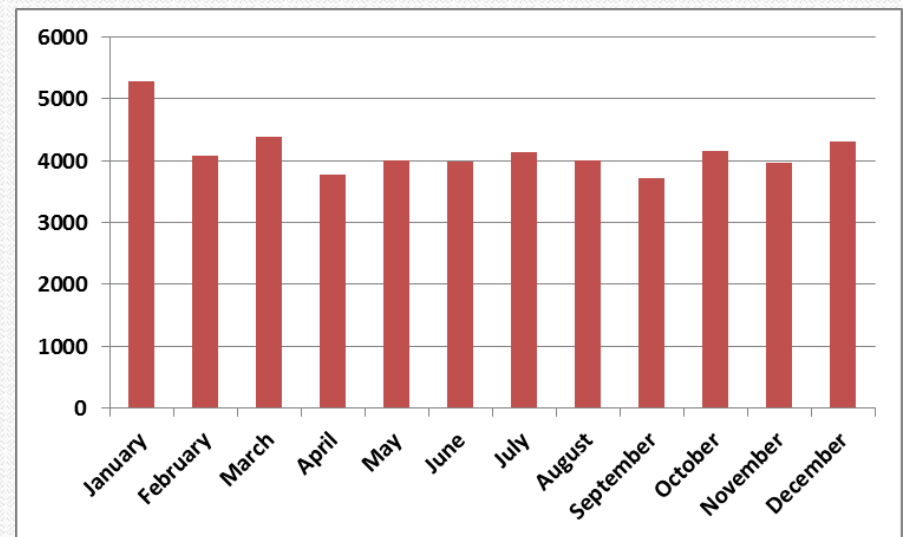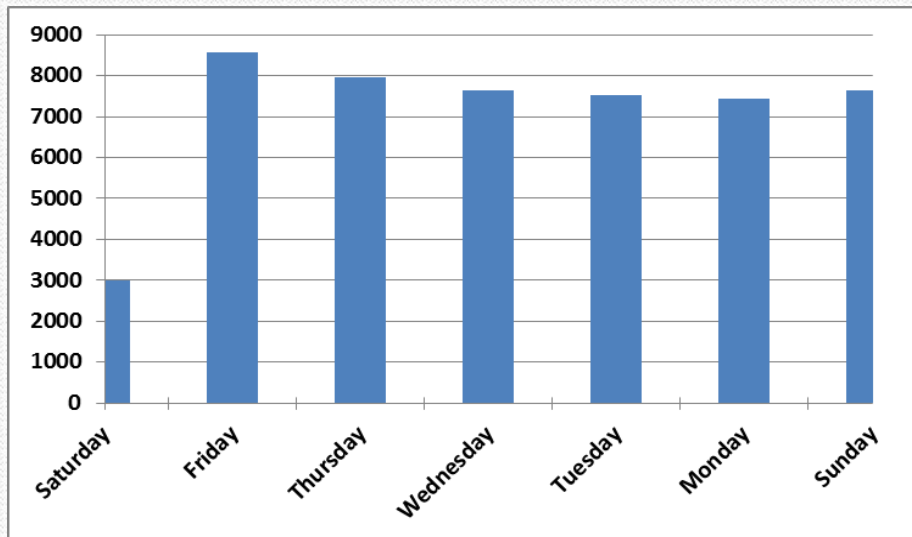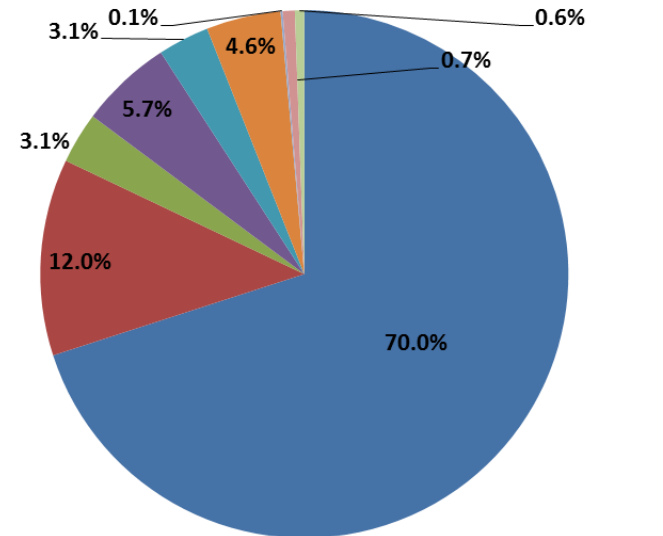
Annual Property Crime Offences by Place Type
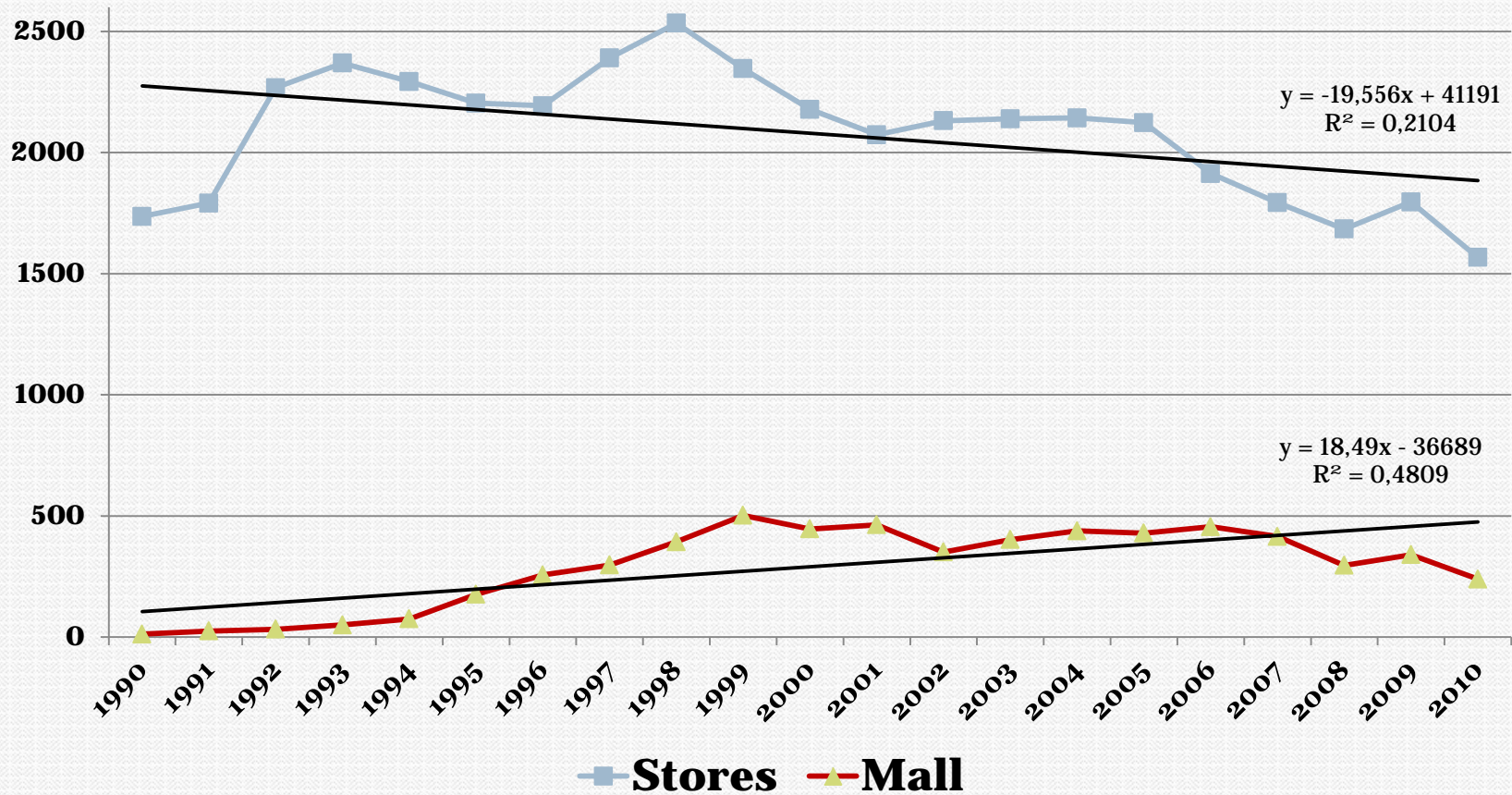
Similar Distributions of Crime

Percent of Crime Incident in Stores

Property Crime, Public order, Fraud, Offences Against Body, Other Offences, Morals Offences, Economic Crime, Sex Crimes, Security

2.7%, 1.1%, 0.2%, 0.3%, 3.9%, 5.8%, 7.2%, 13.4%, 65.1%

Percent of Crime Incident in Malls

Property Crime, Public order, Fraud, Offences Against Body, Other Offences, Morals Offences, Economic Crime, Sex Crimes, Security

3.1%, 0.1%, 0.6%, 0.7%, 3.1%, 5.7%, 4.6%, 12.0%, 70.0%
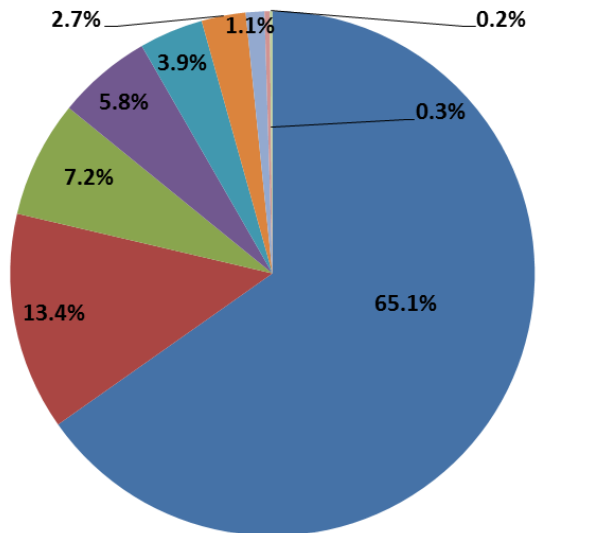
Does the Law of Crime Concentration Apply to Shopping Crime?

WE ATTACHED EVERY SHOP AND MALL TO A STREET SEGMENT (BOTH BLOCK FACES, INTERSECTION TO INTERSECTION)

ALL CRIME EVENTS ARE CODED BY THE POLICE TO STREET SEGMENTS

4,443 STREET SEGMENTS OUT OF 13,060 VALID SEGMENTS IN TEL AVIV HAVE SHOPPING CRIME

The Law of Crime Concentration in Larger Cities

Figure 3. The Law of Crime Concentration in Large Cities
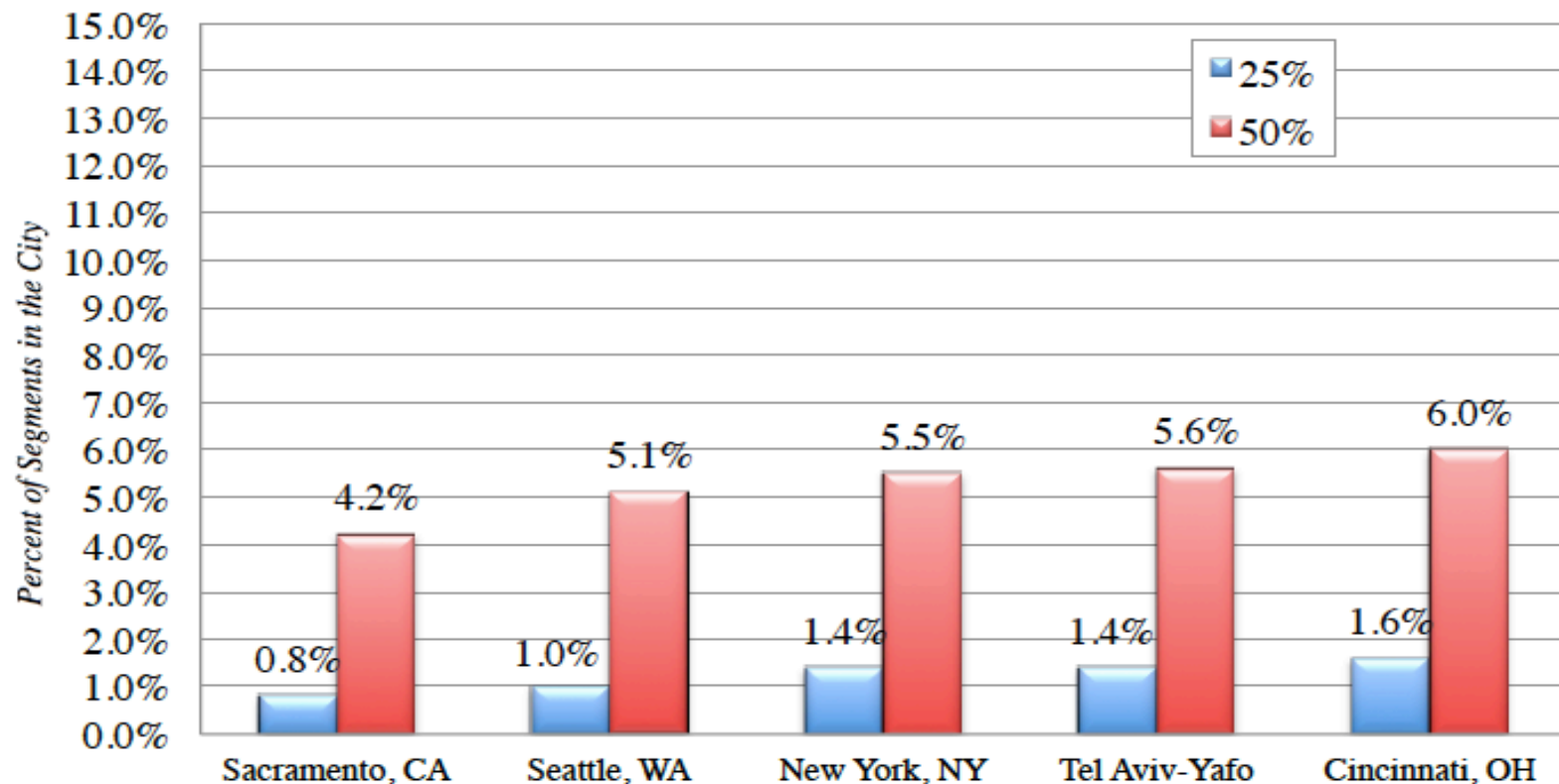
David Weisburd, The law of crime concentration and the criminology of place. *Criminology 53*(2), 133-157, 2015.

Shopping Crime Concentrations at Street Segments
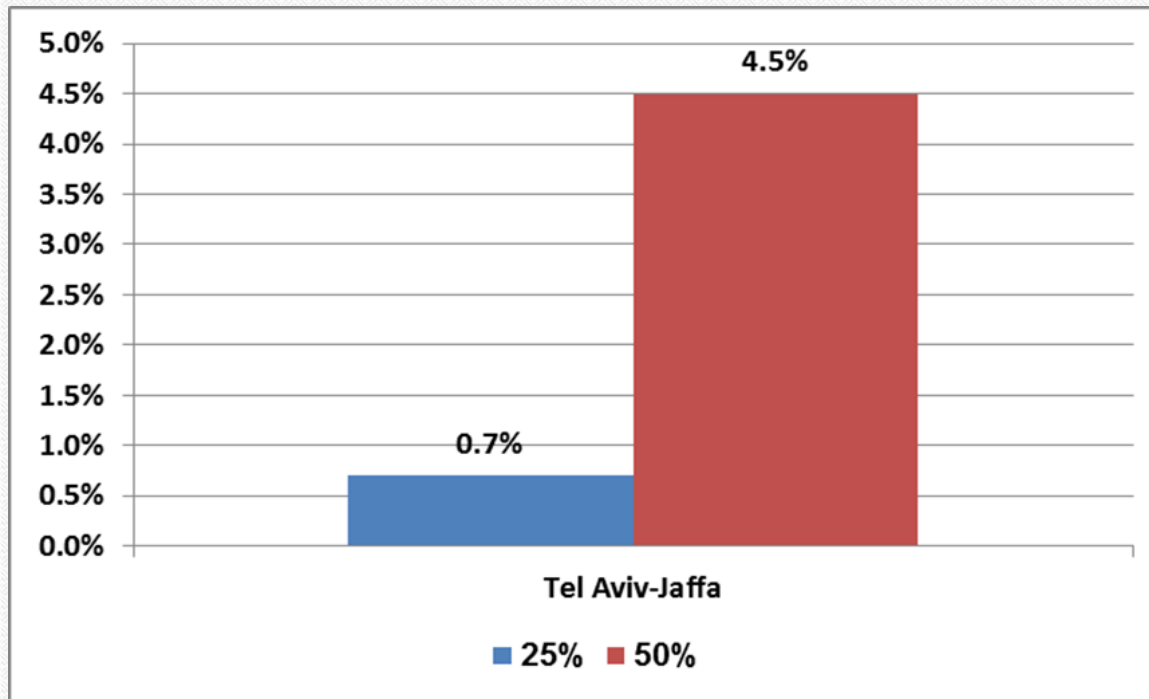
Are Crime Concentrations Stable Over Time?

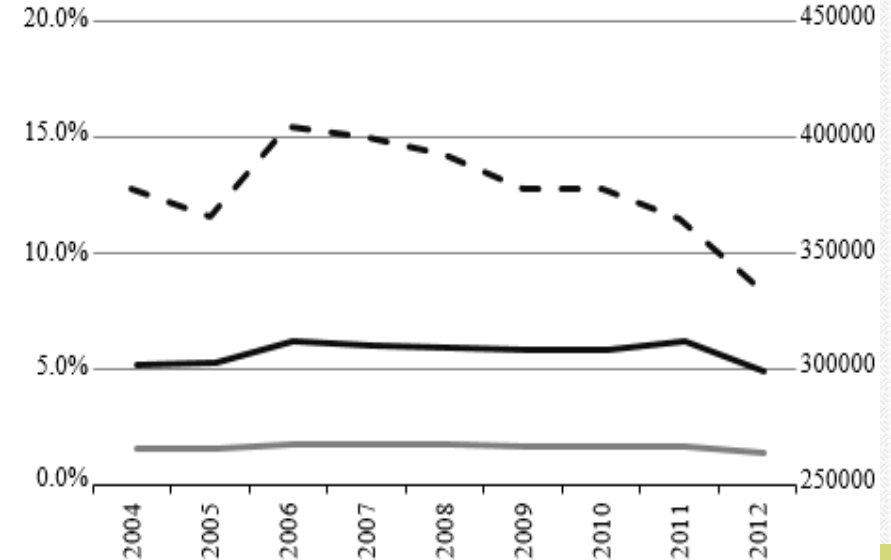# The Law of Crime Concentration over Time (and Crime Incidents)
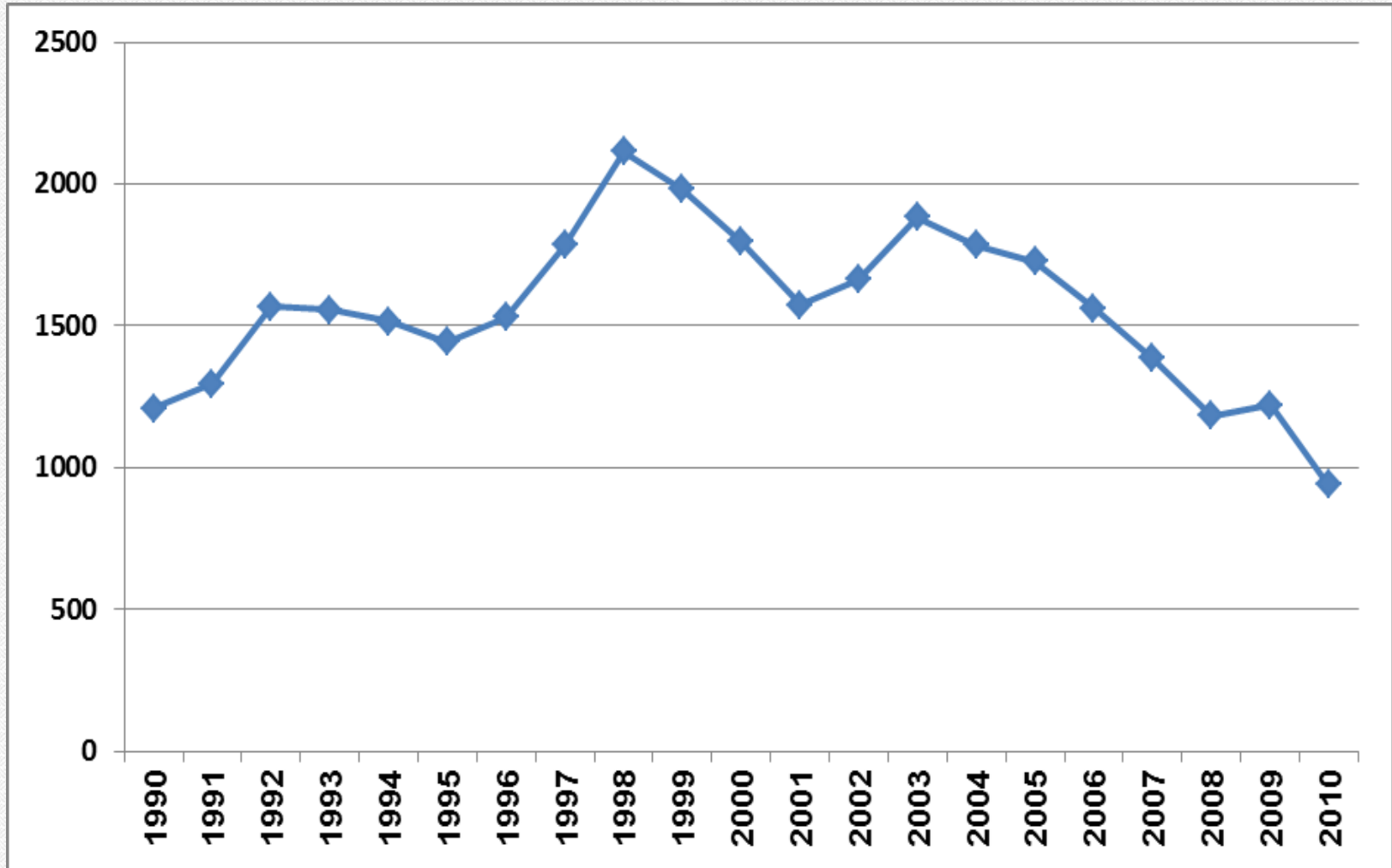

Tel Aviv-Yafo
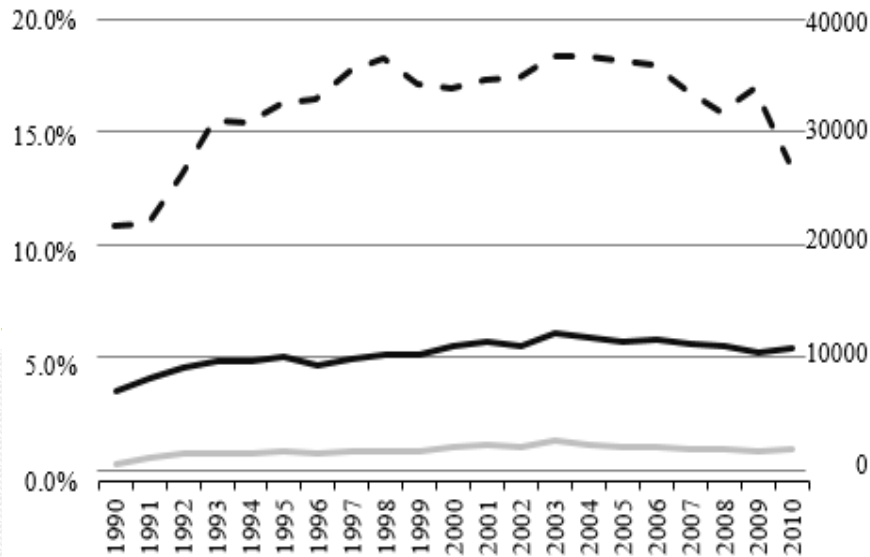
Seattle, WA
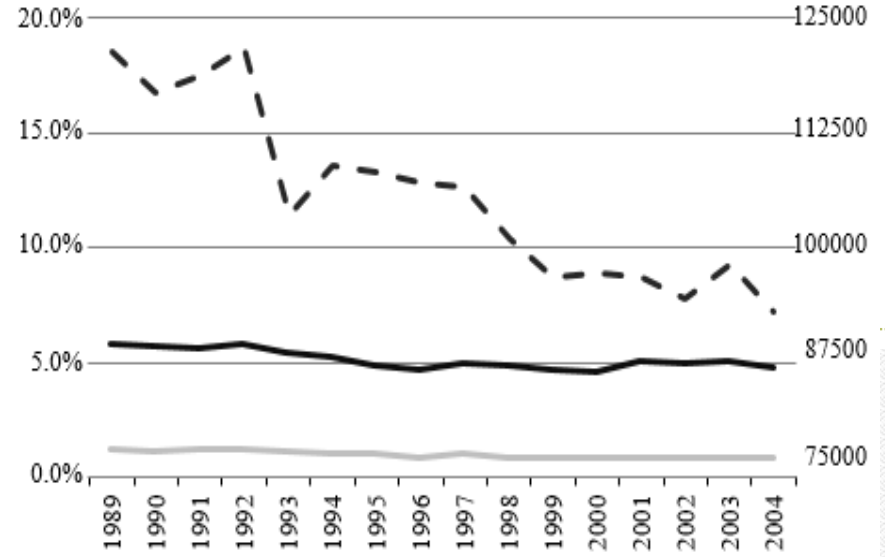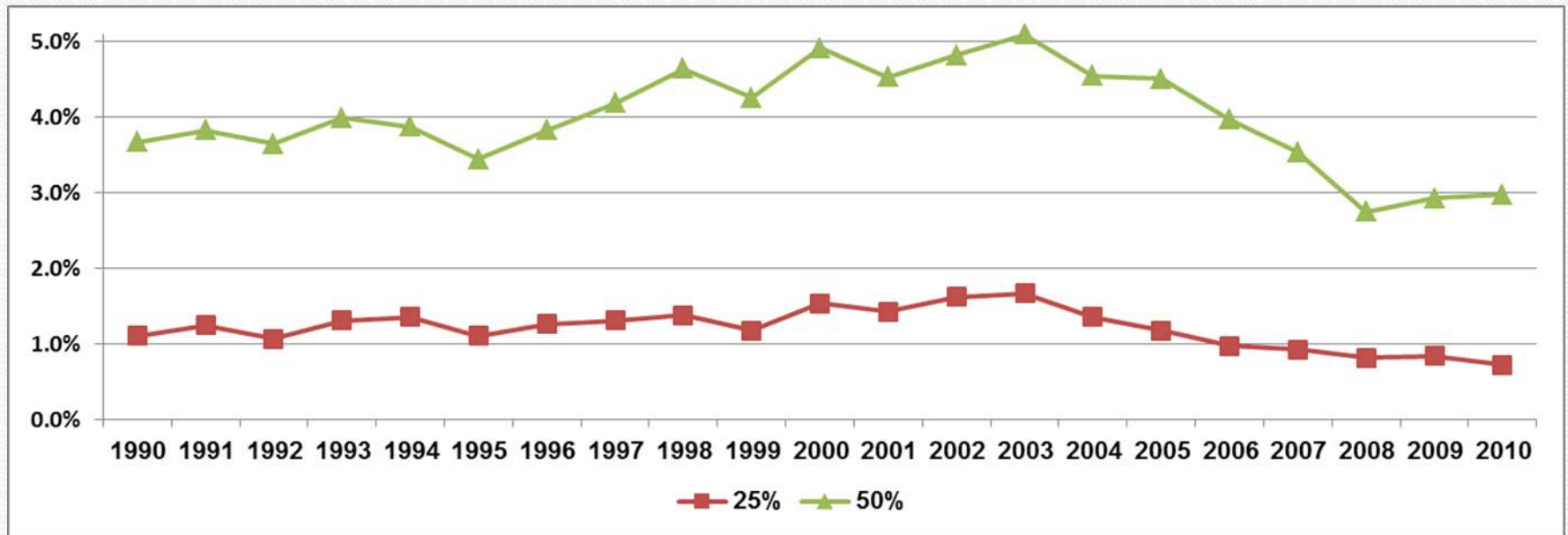
Brooklyn Park, MN
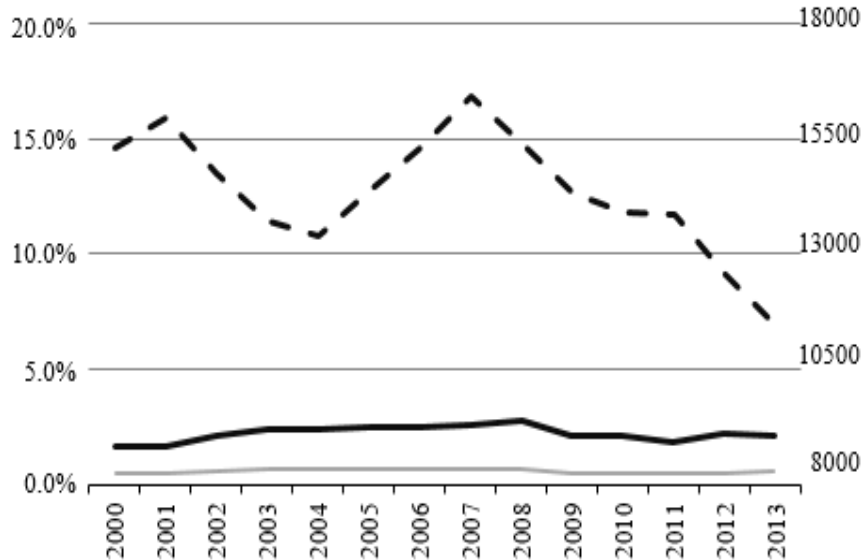
New York, NY

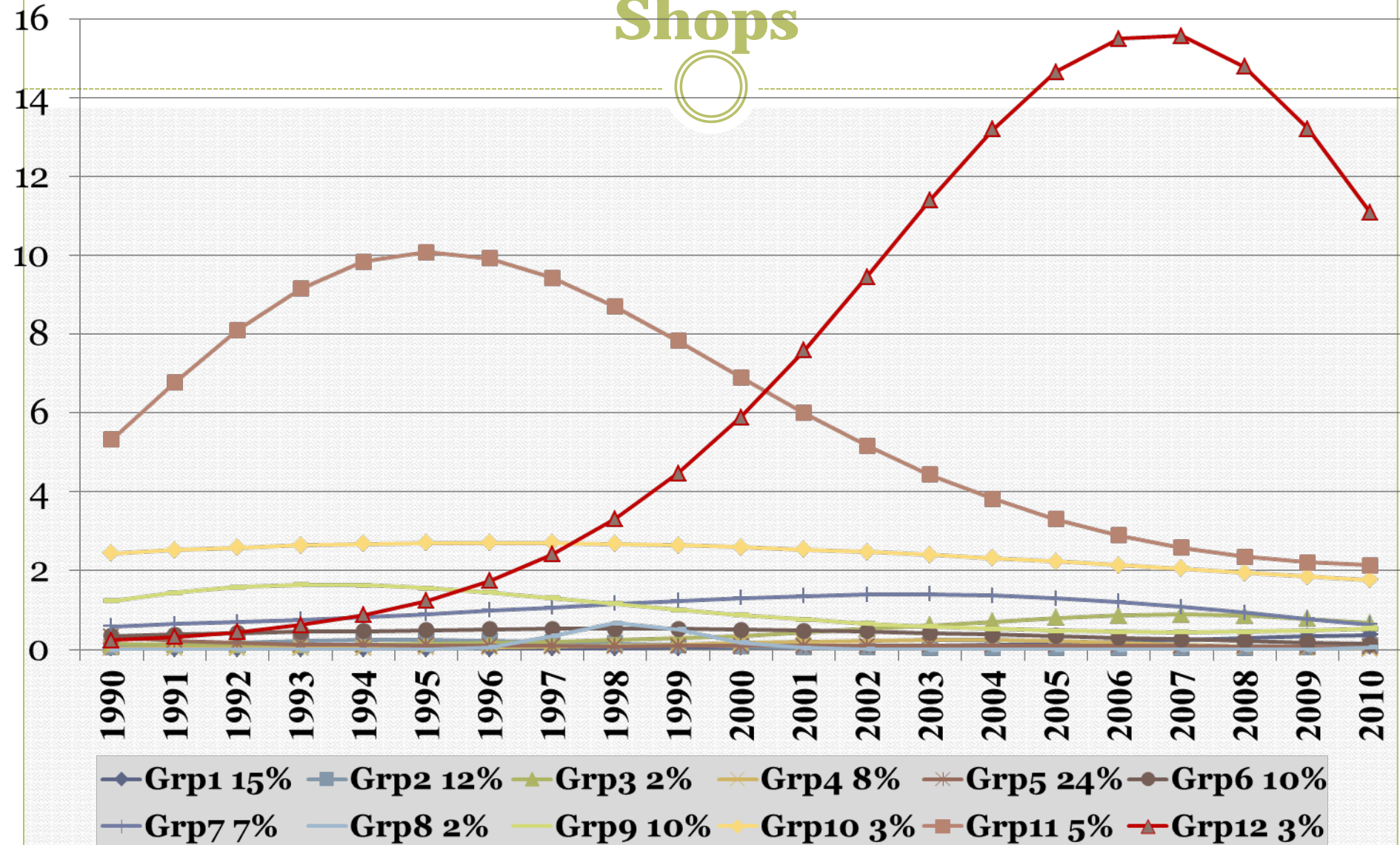50% Concentration — 25% Concentration — Number of Crime Incidents

Annual Property Crime Trend

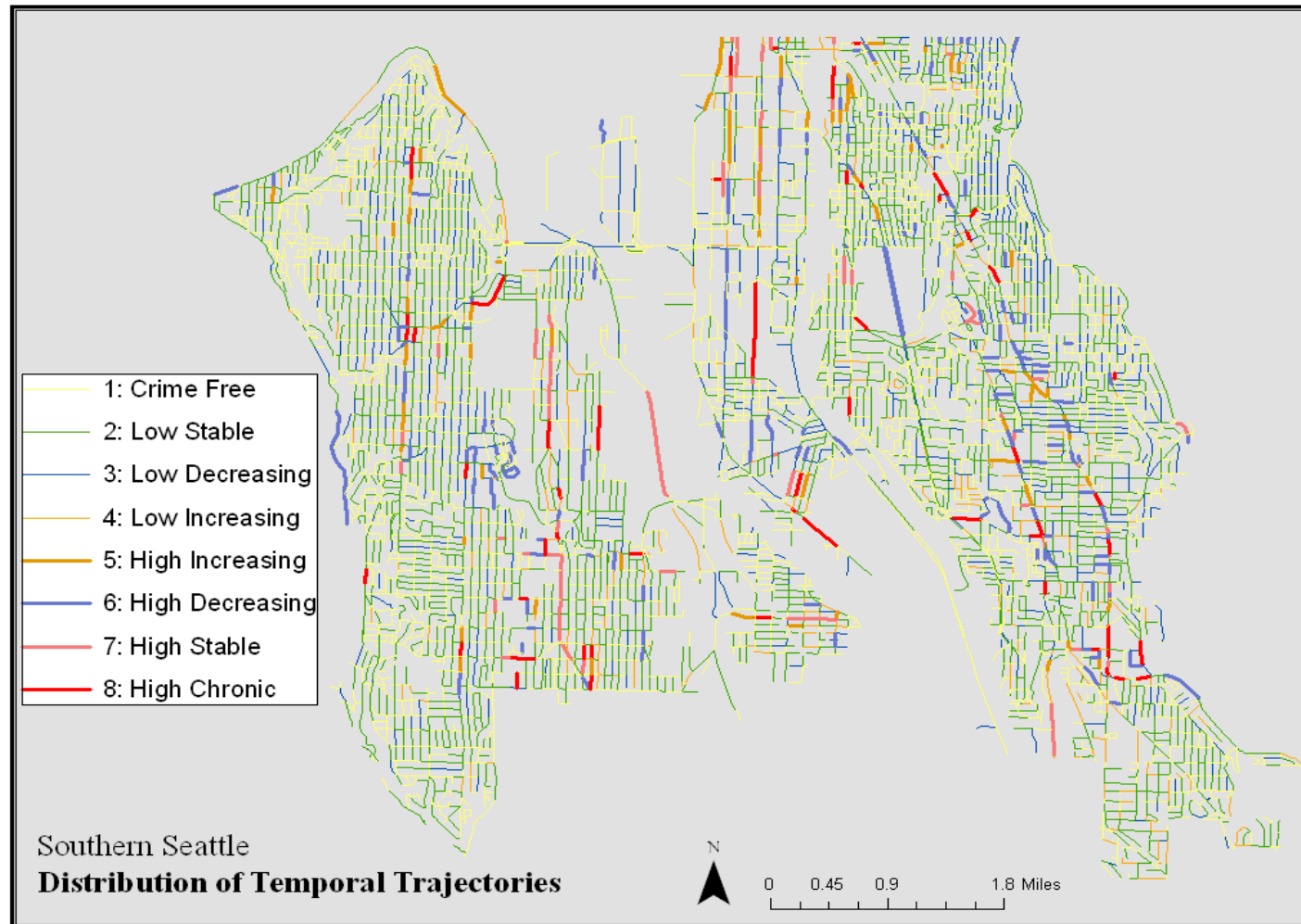# Property Crime Concentrations Over Time

Property Crime Trajectories At Malls and Shops

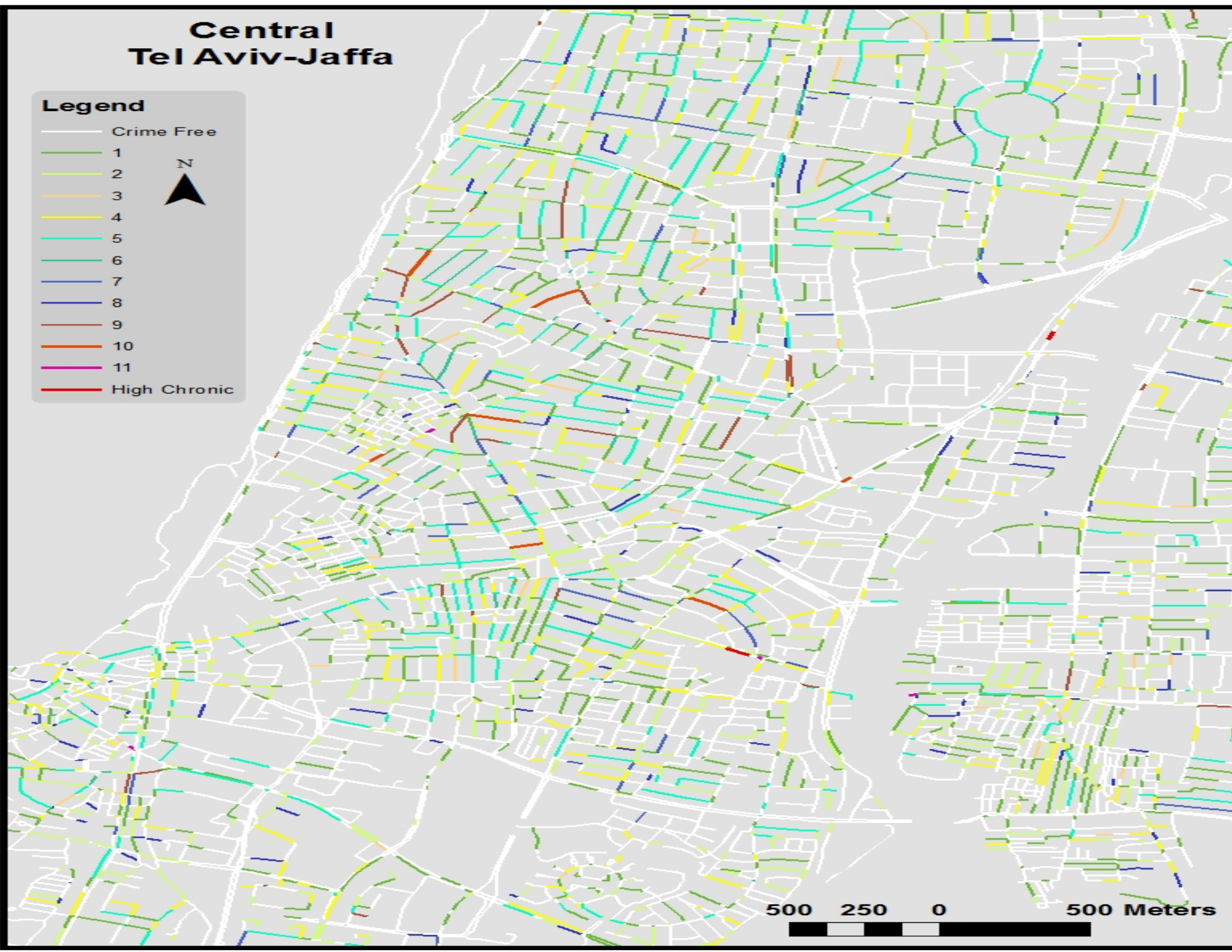# IS THERE STRONG VARIABILITY WITHIN AREAS

Street by Street Variability: Much of the Action of the Crime Problem Would be Lost by Studying Communities

Southern Seattle
Distribution of Temporal Trajectories

Weisburd, Groff and Yang (2014, Oxford University Press). *The Criminology of Place*

Central Tel Aviv-Jaffa

Legend
- Crime Free
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10
- 11
- High Chronic

N

500 250 0 500 Meters

Conclusions

- **The Law of Crime Concentration at Places seems to apply fairly well to shopping crime.**
  - A very small number of streets with shops and malls produce most of the shopping crime.
  - The policy implication, as in policing more generally, is to focus in on high crime places.
- **While most places are stable across time (as with crime generally), there are sharply increasing and decreasing trends.**
  - These appear to be related to the development of malls in the city.
  - Police and policy makers need to recognize the criminogenic role of shopping malls in the production of crime.

Conclusions Continued

- There is a good deal of street by street variability in the city following data on crime more generally.
  - Police have to move away from neighborhood conceptions of crime in dealing with shopping crime.