

The Impact OF RETAIL THEFT & VIOLENCE

2024

NRF National
Retail
Federation

 **LPRC**
LOSS PREVENTION RESEARCH COUNCIL

Sensormatic
by Johnson Controls

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An Open Letter from LP Executives

The retail industry continues to deal with a significant increase in theft and violence, presenting a major challenge for businesses of all sizes and types. Organized retail crime, which involves the coordinated distribution and selling of stolen goods, is making the situation even worse. These crimes not only affect retailers financially but also put employees' and customers' safety at risk.

Retailers are working hard to provide a safe and secure shopping environment, despite the daily occurrence of shoplifting and the threat of violence against their employees and customers. However, this is not a problem that retailers alone can solve.

The **National Retail Federation** and the **Loss Prevention Research Council** are leading advocacy, research and engagement efforts to address this epidemic of theft and loss on behalf of the industry.

"The Impact of Retail Theft & Violence" examines how theft, violence and their impact have changed since the pre-COVID era, as well as the measures that retailers are taking to combat today's retail crime landscape. Much of the spike in retail theft today is based on greed, not need. ORC plays a key role in what retailers and consumers are currently experiencing in retail stores. Retailers have implemented a number of security measures – many to the detriment of the shopping experience – to protect merchandise from theft and to keep their employees and customers safe.

This report aims to provide insight from the retailer perspective to:

- **Educate the public on the state of play of retail theft;**
- **Clarify misconceptions involving the current landscape of retail theft, violence and organized retail crime groups;**
- **Highlight the security measures and associated costs retailers have taken to maintain a safe and secure retail environment; and**
- **Provide steps for retailers and other stakeholders to consider to reduce violence, theft and loss.**

Retail plays a crucial role in the U.S. economy and local communities, providing essential goods like food, medicine and clothing, as well as jobs, tax revenue and community support. It is important for us as a nation to protect the retail economy and, more importantly, uphold the trust and integrity of the retail industry by providing a safe and secure shopping environment.

David Johnston

VP, Asset Protection & Retail Operations, NRF

Read Hayes, P.H.D

Executive Director, LPRC

Survey Statistics and Methodology

The survey was conducted online among senior loss prevention and security executives in the retail industry June 10 through July 12. The study contains results from mid-size to large retailers across 164 retail brands, which accounted for \$1.52 trillion in annual sales in 2023 or 30% of total retail sales. The brands represent a variety of retail sectors including specialty and luxury retail, home improvement, mass merchandise, grocery and pharmacy.

- **Apparel, accessories and footwear (41.7%)**
- **Entertainment and recreation (1.4%)**
- **Food, drug, health and beauty (13.9%)**
- **General merchandise (11.1%)**
- **Home and garden (9.7%)**
- **Specialty/other (22.2%)**



An Industry **Perspective**

I'd like to personally thank NRF and LPRC for putting together this year's report. It is vital that we continue to evaluate and understand critical issues in our industry, and I can think of none more important than theft and violence; it impacts our employees, our customers and — as we are all consumers — our own families.

The data clearly highlights that retail theft and violence, while not new, continue to evolve and grow. It is our job as an industry to not just adapt in real time but to get a step ahead. To do so takes a three-pronged approach, as we have witnessed at Sensormatic. With 94% of retail respondents to this report believing that a federal ORC law is required to address the challenges with professional thieves, it is imperative that we continue to work together to drive legislative change, as we are doing with the Combating Organized Retail Crime Act.

Secondly, that teamwork must continue into the field. Retailers and solution providers must work together to build and drive technology that goes beyond thwarting theft in the moment to predicting it so we can proactively lower the chance of violence by mitigating crime. Neither party can conquer this feat alone.

Lastly, we must all continue to join forces with associations like NRF that are leading the charge on all fronts to future-proof retail.

The team at Sensormatic and I are grateful for the opportunity to serve our industry, to learn from each one of you who is in this fight, and to pave the way for a better future and a better retail. The only way we can do that is together.

Let's fight on.

Best,

Tony D'Onofrio

President, Sensormatic Solutions

Recognizing a Changed Retail Theft Landscape

Historically, shoplifting was viewed primarily as a crime driven by need or based on opportunity. Individuals enter a store, select items of personal use like food, clothing or personal hygiene, conceal the items and attempt to leave the store unnoticed by store employees. Some incidents may have involved those afflicted or addicted, with others stealing items to quickly sell for cash. Even incidents like “smash-and-grabs” or “mob thefts” occurred occasionally, for example in the form of a burglary during non-operating hours or looting during civil unrest. Retailers for the most part were able to mitigate the impact of these incidents, placing appropriate security measures to help prevent and deter loss.

Over the past several years, however, there has been a visible change in the landscape of retail theft in terms of the frequency, scope and types of theft that occur.

Retail criminals are evolving. As retail has evolved, so have retail criminals. Over half of respondents report that ORC shoplifting, shoplifting, ecommerce theft, repeat offenders, and buy online, pick up in store fraud, buy online, return in store fraud and return fraud are all more of a concern than they were a year ago.

Percent who say the following types of theft or crime events have become *more* of a concern in the last year:

ORC shoplifting 76%	Internal theft 44%
Shoplifting 71%	Smash-and-grab 40%
Ecommerce theft and fraud 68%	ORC burglaries 38%
Repeat offenders 66%	Mob theft 36%
BOPIS/BORIS fraud 57%	Juvenile offender 35%
Return fraud 57%	Burglary 23%
Cargo theft 44%	Robbery 20%

Shoplifting incidents are on the rise. Retailers surveyed experienced a 93% increase in the average number of shoplifting incidents per year in 2023 versus 2019 and a 90% increase in dollar loss due to shoplifting during that same time period. And the rise in shoplifting has continued past the pandemic. From 2022 to 2023, retailers surveyed saw a 26% increase in shoplifting incidents on average.

Shoplifting has become a problem many retailers face on a daily basis. Those surveyed experienced an average of 177 shoplifting incidents per day in 2023, but that can go up to over 1,000 depending on the retail sector.

In recent years, retailers and consumers have borne witness to changes in retail theft tactics, methods and behaviors, including:

- **Number of frequent or repeat offenders**
- **Higher frequency of thefts overall**
- **Quantity of merchandise stolen per theft event**
- **Targeted merchandise**
- **Open and brazen acts of thefts**
- **Increased use of cybercrimes and fraud tactics to commit thefts**
- **Increased violence, threat of violence and use of weapons to deter apprehension**



The type of shoplifter is changing. Sixty-two percent of respondents say that two to three individuals working together to steal multiple items is more of a concern than it was a year ago, followed by individuals who shoplift several items at once (58%), often indiscriminately. Another 47% have seen an increase in groups of more than three individuals working together to steal multiple items.

Percent who say the following types of theft or crime are *more* of a concern than they were a year ago



Underlying all of this is the ongoing challenge posed by organized retail crime: More than three-quarters (76%) of those surveyed say that ORC shoplifting has grown as a concern in the last year. Unlike need-driven shoplifting, ORC typically involves a criminal enterprise employing a group of individuals who steal large quantities of merchandise from a number of stores and a fencing operation that converts the stolen goods into cash.

“Organized retail crime activity begins with the initial act of stealing merchandise or goods from retail stores, the supply chain and online environments. Many of these thefts and crimes involve an organization buying the stolen goods and selling them back into the retail environment or direct to consumers.”

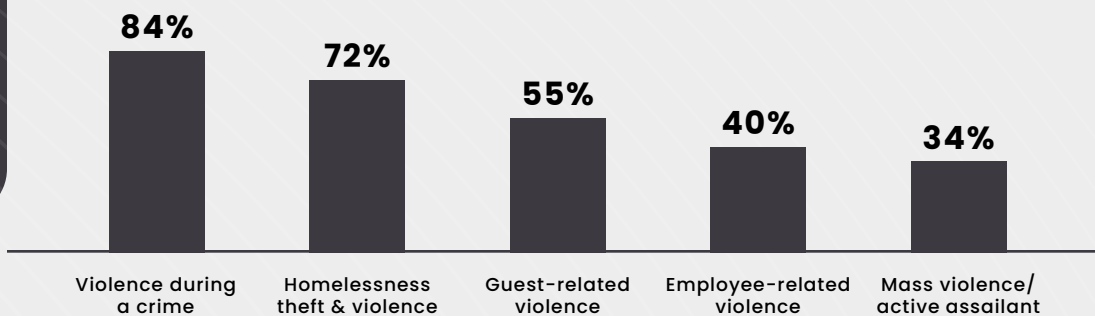
– David Johnston
NRF Vice President of Asset Protection and Retail Operations

Violence Remains a Priority Concern

In addition to the increased frequency in shoplifting events and the change in the types of shoplifting, retailers are also dealing with the growing threat of violence:

- 73% of those surveyed say that shoplifters are exhibiting more violence and aggression than they were a year ago and 91% say that shoplifters are exhibiting more violence and aggression compared with 2019.
- 84% say that violence during a crime has become more of a concern in the last year.

Percent who say the following types of violent events have become *more of a concern* than they were a year ago



- Between 2022 and 2023, retailers that track these incidents specifically saw a 42% increase in shoplifting incidents that involved threats or acts of violence and a 39% increase in incidents involving the threat, display or use of a weapon.

Retailers, increasingly, must account for the potential for violence, whether during the commission of a crime, active assailant threat or acts associated with individuals disrupting their business environment.

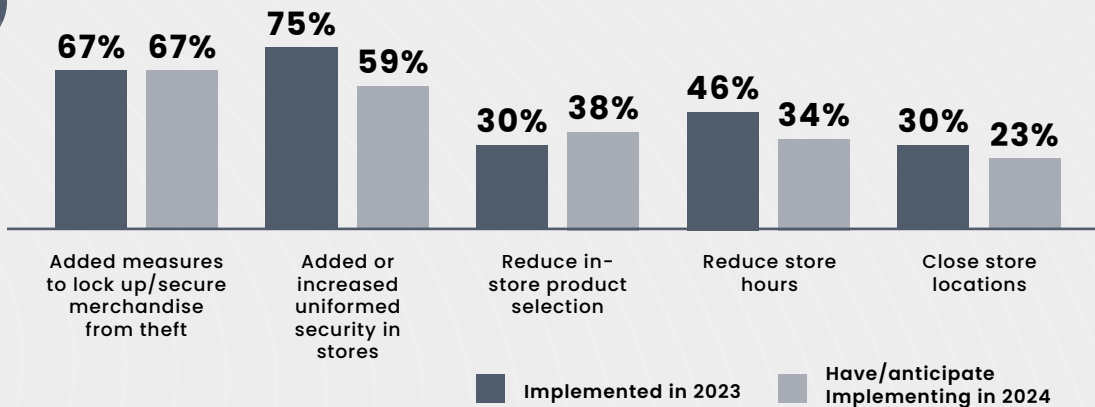
Retailer Response to Increasing Theft and Violence

Keeping people safe and product secure in an environment of daily theft occurrences requires retailers to take specific measures, such as adjusting store policies, altering product availability and adding additional security measures.

Retailers recognize that changes to a store environment may impact the shopping experience. Seventy-six percent of respondents say the rise in violence-related theft and incidents have forced them to implement measures that negatively impact the customer experience.

Retailers have implemented a number of safety and security measures, including adding or increasing uniformed security or law enforcement presence in stores and adding measures to secure merchandise from theft.

Top Safety and Security Measures



Theft and violence can make it challenging to recruit and retain talent.

Ninety-three percent of respondents agreed that the rise of violence-related theft and incidents has made it harder to hire and retain store employees in certain areas or regions of the country. Sixty-nine percent agreed that it even made it harder to hire and retain in areas or regions where violence is less of an issue.

93% of retailers agree that the rise in violence-related theft and incidents has made it harder to recruit and retain store employees in certain areas and regions.

Retailers continue to limit those who are authorized to approach or apprehend shoplifters due to the risk of violence and safety of their employees.

Groups authorized to stop, approach or apprehend shoplifters:

	2022	2023	2024
No employees are authorized	38%	41%	42%
In-store loss prevention/asset protection staff	57%	59%	35%
Off-duty or detailed law enforcement officer	–	33%	24%
Store management only	–	–	15%
Contract security personnel	–	9%	6%
Non-management store personnel	19%	12%	4%



Retailers increase employee training against theft and violence.

Compared with their last fiscal year, 71% of retailers surveyed have increased their budgets to support employee training related to workplace violence. Sixty-two percent of respondents increased their budgets that same fiscal year on training employees to prevent loss.

Protecting Product comes at a Cost

Security requires a layered approach, adaptive to individual retail environments, sectors and segments. This approach may include internal and external resources, as well as physical security measures and technology. Factors such as the type of product sold, store format and overall risk environment all come into play. Retailers may prioritize certain high-risk locations or high-theft product categories. Security is not a one-size-fits-all approach.

When asked how they've implemented different security measures across their stores, respondents' answers demonstrate how much usage of these security solutions can vary – by sector as well as by individual store location.

In calendar year 2023, what percentage of total store locations used the following security measures to protect employees, customers or products?

Security Measure	0%	1-24%	25-49%	50-74%	75-99%	100%
Uniformed security or law enforcement	6%	84%	None	6%	2%	2%
Merchandise-locking cases, cages or hooks	22%	30%	7%	7%	11%	24%
Electronic article surveillance, ink, spider wraps or other item theft deterrence tags	28%	15%	None	4%	9%	44%
Removal of specific product from sales floor	35%	48%	4%	2%	None	11%
Inventory identification (RFID, digital ID)	64%	16%	4%	9%	2%	4%
Shopping cart locks, receipt checking or exit gates	71%	25%	None	2%	2%	None
Self-checkout item scanning detection or identification	84%	5%	5%	None	5%	2%

Due to rounding, columns may not sum to 100.

The utilization of certain security measures is not one-size-fits-all. A few examples of variances include:

- **Grocers, mass merchants or other larger retailers may utilize pushout or shopping cart technologies to prevent individuals from stealing shopping carts filled with unpaid merchandise.**
- **Jewelers may secure items with locked cases and security officers.**
- **Apparel retailers may tag their merchandise with electronic article security stickers or hard tags.**
- **Those selling electronics may remove small items from the sales floor, lock up items or implement a wired security alarm.**

Product protection involves a “layered approach” using various measures across different products based on recorded loss, incident history and likelihood of theft.

The decision to lock up products is also based on a variety of factors. For years, consumers have become familiar with certain products like small electronics, jewelry, designer goods and high-priced merchandise being locked and secured. In more recent years, due to the change in the theft landscape, retailers have secured a wider range of products.

Survey respondents were asked which products, if any, their company kept locked as a result of theft. That list includes:

- Small handheld electronics (cell phones, cameras, etc.)
- Designer handbags
- Cosmetics, beauty goods and fragrances
- Over-the-counter medications
- Infant formula
- Cigarettes and tobacco products
- Razors
- Power tools and various work/home improvement equipment
- Liquor
- Laundry detergent
- High-end appliances and home goods (e.g., vacuum cleaners)
- Batteries
- Pregnancy tests and contraceptives
- Personal hygiene products
- Oral care products
- Laptops/tablets
- Energy drinks and non-alcoholic beverages
- Designer clothes
- Denim clothes
- Jewelry
- Video games, DVDs, Blu-rays and visual media
- Ink toner cartridges
- Grab-and-go food items
- Baby clothes and children’s toys

PHYSICAL SECURITY MEASURES AND TECHNOLOGY

Technology budgets are growing. Compared with their last fiscal year, 61% of respondents have increased their budgets in support of technology software and solutions, while 52% have increased capital allocation for LP equipment.

The use of security measures has increased in the last four years. Even though retailers may not implement certain security measures across all locations or product lines, the usage of these measures has certainly increased in recent years. Those that physically lock up or secure products report that they have increased these methods due to increased theft, crime and violence. Similarly, those that use shopping cart locks, receipt checking or exit gates – which only applies to certain retail sectors or store formats – report that usage of these measures has grown since 2019.

Percent who say that usage of the following security measures has increased since 2019 due to the levels of theft, crime and violence (among those who use such measures):

Merchandise-locking cages, cases or hooks	69%
EAS, ink, spider wraps or other item theft deterrence tags	42%
Removal of specific product from sales floor	66%
Inventory identification (RFID, digital ID)	53%
Shopping cart locks, receipt checking or exit gates	53%
Self-checkout item scanning detection or identification	50%

PERSONNEL

Retailers increase internal resources to prevent and address loss.

Since 2019, over 64% of survey respondents have created or added positions or roles within their asset protection or loss prevention teams in response to increases in theft, violence or loss. From 2022 to 2023, 39% increased their internal payroll for asset protection or loss prevention, with 42% maintaining similar payroll budgets.

Third-party security officers help augment overall security needs.

Third-party security or off-duty law enforcement officers also provide a level of deterrence. Forty-two percent of retailers surveyed increased their budgets for third-party security in the last year alone. This goes up among retailers that had been outsourcing security since before the pandemic. Seventy percent of those that used third-party security in 2023 had increased their usage of this resource since 2019.



Navigating a Changing Landscape

Retail is woven into the fabric of the communities it serves. Increasing theft and loss doesn't solely impact the retailer; it impacts the community and its citizens. Rising crime strains the retailer's workforce and the community's law enforcement.

Retail apprehensions and arrests have increased in the last four years.

On average, retailers in our sample apprehended 64% more shoplifters in 2023 compared with 2019. And, on average, retailers surveyed saw an 83% increase in the number of shoplifting arrests in 2023 compared with 2019.

Retail theft remains underreported to law enforcement. Although retailers reported a rise in apprehensions and arrests in 2023, the majority of theft incidents were unreported according to survey respondents: 65% of respondents reported less than half of theft incidents to law enforcement. And only 20% reported more than three-quarters of theft incidents.

Limited law enforcement response, issues such as the dollar value of items stolen or felony threshold laws are common deterrence for reporting a theft. The top reasons retailers do not report their cases are lack of law enforcement response (62%) or the dollar loss is too low or it's below the felony threshold (56%).

Even if incidents are reported, they often face challenges for prosecution. Seventy-seven percent of respondents said that limited law enforcement resources were a challenge in investigations and prosecuting retail theft and fraud, while others cited lack of aggregated theft laws (53%) and felony threshold laws (53%).



The challenges with law enforcement crime data on retail theft and organized retail crime:

Both retailers and law enforcement agencies are challenged with data accuracy on retail theft. The retail industry does not have a unified industry database collecting retail crime data. Additionally, not all retailers have the resources or capabilities to collect and track retail theft and crimes.

Law enforcement relies on the FBI Uniformed Crime Reporting Program, comprised of the National Incident-Based Reporting System or the Summary Reporting System. Even with a coordinated resource and database, several limitations exist in the accuracy of the FBI UCR Program.

- **Not all law enforcement agencies report into the FBI UCR Program.**
- **Retailers (victims) do not report all retail crimes to law enforcement.**
- **Law enforcement agencies may not classify shoplifting as a separate crime and may report retail crimes under the general category of larceny (which includes all types of theft).**
- **Theft incidents that co-occur with other serious crimes (weapons, drugs, assault) may be reported as the more serious crime — omitting the crime of theft from submission.**
- **Neither retailers nor law enforcement have a definitive means of identifying and capturing organized retail crime incidents — ORC is not an actual crime available for measurement in the UCR Program.**

At present, neither the retail community nor law enforcement have a definitive means of capturing retail thefts and organized retail crime.

Organized Retail Crime

Organized retail crime can be a challenge to understand, as it is not a singular event or crime. It is also not limited to isolated acts of retail theft like shoplifting but can extend to crimes beyond a retail store environment. In a written statement to the U.S. House of Representatives Committee on Homeland Security Subcommittee on Counterterrorism, Law Enforcement and Intelligence in 2023, NRF explained ORC as,

“... theft or fraud activities conducted with the intent to convert illegally obtained merchandise, cargo, cash or cash equivalents into personal financial gain. It also must involve theft or fraud of multiple quantities, conducted in concert by two or more people. ORC typically involves multiple occurrences and may occur across several stores and jurisdictions.”

Identifying an ORC incident can be difficult, as it often begins under the guise of crimes like shoplifting, burglaries or fraud. Determining a connection to ORC often involves lengthy investigations to identify a connection between the initial thefts and the criminal organization. ORC investigations most often require coordination between retailers and law enforcement, and in many cases multiple retailers and law enforcement agencies. As a result, isolating the exact impact or loss associated with ORC is a well-documented challenge. However, there are underlying indicators that point to the ongoing threat of ORC.

How people steal is a viable indicator. Fifty-eight percent say that someone shoplifting multiple items (i.e., a shelf sweep) is more of a concern than a year ago. And 62% say a few people (two-three) shoplifting at the same time is more of a concern than a year ago. ORC groups rely on individuals committing large-scale or frequent acts of theft like shoplifting, smash-and-grabs or burglaries. Their retail thieves “supply” the group with the goods that flow through their criminal enterprise. ORC groups may employ their own thieves, often known as boosters, whose role is to steal goods. Some ORC groups prey on vulnerable individuals such as the unhoused or addicted to commit their thefts.

The broad range of items stolen is another indicator that theft is not for need. ORC groups operate in a structured or orchestrated effort. They direct, influence and enable others to commit retail thefts and fraud to acquire stolen goods. Then, through coordinated processes and business-like structure, they provide re-packaging, re-distribution and eventual sale of the product to the consumer. When asked to provide the top 10 products targeted by organized retail offenders, according to dollar value lost in fiscal 2022, over 233 responses were provided.

The top product categories include, in alphabetical order:

- Apparel (including denim)
- Appliances
- Beverage products (alcohol and energy drinks)
- Electronics and their accessories
- Food products (meat, candy, seafood)
- Fragrances
- Handbags and accessories
- Health and beauty products
- Jewelry (including gold and gems)
- Laundry products
- Over-the-counter medications
- Personal care products
- Power tools and hardware

ORC is a growing issue for retailers. Seventy-six percent say shoplifting connected to ORC is more of a concern than it was one year ago. Those that are able to track such incidents specifically saw a 57% increase on average in ORC incidents from 2022 to 2023.

ORC activity can happen anywhere. Respondents were asked to provide the top 10 cities/areas where their organization is most affected by organized retail crime. The top 10 locations in order from greatest to least are as follows:

2024 Rank	City/Area	2023 Rank
1	Los Angeles, CA	1
2	New York, NY	4
3	San Francisco / Oakland, CA	2
4	Houston, TX	3
5	Chicago, IL	8
6	Atlanta, GA	6
6	Miami, FL	10
8	Las Vegas, NV	-
9	Philadelphia, PA	-
9	Sacramento, CA	7

ORC goes beyond shoplifting and retail store-based theft

ORC activity is not limited to shoplifting or theft from retail locations. National media regularly showcases videos of large-scale thefts involving groups, smash-and-grab tactics and other highly visible acts of theft. However, ORC groups often engage in various thefts, frauds and crimes; some are less visible yet provide access to large quantities of goods, digital value and even personal identities. These other forms of ORC-related activity include:

- **Cargo and supply chain theft from transportation centers, containers, trucks, distribution centers and warehouses.**
- **Ecommerce thefts and frauds involving account takeovers, identity thefts and use of stolen credit, debit or gift cards to make fraudulent purchases to acquire goods.**
- **Fraudulent returns and refund schemes, loyalty fraud and false website personas or advertisements.**
- **Gift card frauds that include tampering, card swapping, phishing, vishing or phone scams for the purpose of acquiring digital stored value (i.e., gift card balance) to re-sell for proceeds or acquire goods.**

ORC groups engage in various criminal activity, seeking merchandise and goods that can be quickly sold online or by re-distributing goods back into the retail market.

Retailers view federal legislation as a necessity to effectively combat organized retail crime. Nearly all (94%) respondents believe federal legislation is needed to effectively combat organized retail crime. The two most cited reasons for this are to help with multi-agency/ cross-jurisdictional cooperation and prevent future incidents through deterrence and punishment.

Protecting the Retail Industry: A Whole-Community Approach

Retailers continue to grapple with theft and violence impacting the industry and the communities it serves, the people it employs and the customers who rely on it for daily products and services. Combating organized retail crime is not solely a retail problem to solve. It requires a whole-community approach. Beyond the retail industry, legislators and community leaders, law enforcement and prosecutors, and the consumer can all take actions to keep retail safe and secure. The following includes actions NRF believes will make an impact against the current state of retail theft, violence and organized retail crime.

LEGISLATORS

Recent investigations have identified the vastness of some organized retail crime groups that conduct their thefts and re-distribute their stolen goods and proceeds across state lines and even beyond U.S. borders. Local and state law enforcement remain challenged by cross-jurisdictional investigations and strained resources to investigate national and transnational groups. And current laws for prosecuting organized retail crime groups remain outdated or non-existent.

- **Federal lawmakers can pass the Combating Organized Retail Crime Act.** Passing this legislation will increase coordination between federal, state and local law enforcement agencies by establishing a federal Organized Retail Crime Coordination Center with additional measures to prosecute organized retail crime groups. Help support [NRF advocacy efforts by asking your state representative or senator to co-sponsor and pass CORCA.](#)
- **State lawmakers should review and amend current criminal statutes that relate to retail thefts and crimes.** Consider aggregation of thefts against repeat offenders who steal large amounts of goods or from multiple retailers. These individuals are often part of an ORC group, serving as “boosters.” Establish laws with stronger penalties and consequences for those establishing, operating and supporting ORC activity.

LAW ENFORCEMENT AND PROSECUTORS

Investigating and prosecuting ORC groups requires collaboration and engagement between retailers and law enforcement. Over 48 states are engaged in an [ORC association](#) dedicated to developing these relationships; far fewer states have established ORC taskforces to focus on the investigation and prosecution of ORC groups.

- **Consider establishing taskforces or seeking grants to support the fight against ORC.** Coordinate or combine resources with other agencies, and partner with retail asset protection teams that may be able to supplement or support portions of the investigation.
- **Continue to collaborate with retailers** to learn about the specific theft activity impacting their locations, provide guidance on how best to report and respond to incidents, and how to collaborate and build investigations against ORC groups.
- **Consider all available laws to prosecute those involved in repeat offenses, more serious retail crimes and organized crime activity.** Work with law enforcement to build cases that support appropriate criminal charges against those involved in organized retail crime. Support new laws that focus on organized retail criminals.

THE RETAIL INDUSTRY

Retailers have felt the brunt of higher theft, increasing violence and the impact of organized retail crime. The impact goes far beyond loss of goods or profit. However, retailers must improve certain efforts to support external stakeholders and continue to show the true impact of these issues.

- **Report incidents of theft and crime to law enforcement.** Law enforcement and community leaders must understand the true nature of crimes occurring in their jurisdiction. Retailers must report thefts and crime to law enforcement. Meet with local law enforcement leaders to discuss how best to report events that include theft and escalated threats or violence.
- **Maintain better internal data and share that data to support the industry.** Better data starts with individual retailers capturing internal data and then sharing the data with retail associations and stakeholders supporting their efforts.

THE CONSUMER

Educating the public about the concerns associated with purchasing stolen goods can reduce the total incidents of retail theft and the demand from ORC groups that prosper from an illegitimate resale environment.

- **Recognize potential stolen goods.** Purchasing goods (including gift cards) online or at a retail location below the common price point or discount percentage should raise concerns to consumers. Consumers can choose not to purchase these products and report suspicious sellers to retailers and law enforcement.
- **Protect the integrity and safety of retail goods.** Criminal groups have been known to alter or remove expiration dates on perishable products or actually change the composition of products like baby formula. Consumers should understand how to check for manipulation or tampering of expiration dates or consumable products. Buying these products outside of reputable retail brands should always bring caution.
- **Shopping online requires knowing the seller.** Online marketplaces are convenient and an increasing means of shopping for many consumers. Protect online marketplaces by educating consumers about how illicit sellers may be selling large quantities of products, specific brands that are not available outside of the retailer, or sellers who always have price points below retail prices. We are all consumers and can reduce the demand for stolen goods.

The level of theft and violence across the U.S. retail industry is one of great concern. It is important that we all, not only in our professional roles but also as consumers, seek solutions together to protect employees, customers and the integrity of our retail economy.

About

About the National Retail Federation

The National Retail Federation passionately advocates for the people, brands, policies and ideas that help retail thrive. From its headquarters in Washington, D.C., NRF empowers the industry that powers the economy. Retail is the nation's largest private-sector employer, contributing \$5.3 trillion to annual GDP and supporting more than one in four U.S. jobs — 55 million working Americans. For over a century, NRF has been a voice for every retailer and every retail job, educating, inspiring and communicating the powerful impact retail has on local communities and global economies. [NRF.com](https://www.nrf.com)

About the Loss Prevention Research Council

The Loss Prevention Research Council was founded in 2000 by leading retailers and Dr. Read Hayes in an effort to support the evidence-based needs of loss prevention decision-makers. To date the LPRC has conducted over 300 real-world loss prevention research projects for retailers and partners.

The LPRC strives to provide comprehensive research, development opportunities, and collaborative spaces for our members that will enable the innovation of loss and crime control solutions.

About Sensormatic Solutions

Sensormatic Solutions, the leading global retail solutions portfolio of Johnson Controls, powers safe, secure and seamless retail experiences. For more than 50 years, the brand has been at the forefront of the industry's fast-moving technology adoption, redefining retail operations on a global scale and turning insights into actions. Sensormatic Solutions delivers an interconnected ecosystem of loss prevention, inventory intelligence and traffic insight solutions, along with our services and partners to enable retailers worldwide to innovate and elevate with precision, connecting data-driven outcomes that shape retail's future.

Glossary of Industry Terms

Apprehension

Any incident where a retailer stops an individual suspect for a crime (theft of goods, violence against an individual, etc.) at the retail location.

Arrest

Any incident where law enforcement makes an arrest or citation against the suspect for a crime (theft of goods, violence against an individual, etc.).

BOPIS / BORIS fraud

BOPIS (buy online, pick up in store) and BORIS (buy online, return in store) fraud pertains to any type of fraudulent activity associated with those two purchase and delivery channels.

Burglary or break-ins

An event where individual(s) enter a store during non-operating hours for the purpose of stealing goods or cash. See “ORC burglaries or break-ins” for a similar event supporting organized retail crime activities.

Cargo theft

Reported and recorded incidents where merchandise is stolen prior to its arrival and inventory into a retail location somewhere along the supply chain.

Delivery fraud

An event where an individual who is not the intended recipient of goods or packages acquires such goods or packages through a method of fraud.

Ecommerce theft and fraud

Any type of fraud/theft that occurs through an online shopping environment or platform.

Employee-related violence

Any kind of violent event in a retail environment that involves an employee.

Guest-related violence

Any kind of violent event in a retail environment that involves a guest.

Homelessness-involved business disruptions

When normal business activities are impacted due to an individual who, through knowledge or information by the retailer, is known to be unhoused.

Homelessness theft and violence

An act of theft or violence committed by an individual who, through knowledge or information by the retailer, is known to be unhoused.

Internal theft

An act of theft or fraud committed by a retail employee against their company or colluding with others to commit an act of theft or fraud.

Juvenile offender events

All shoplifting and larceny events by an individual who, through knowledge or information by the retailer, is known to be under the age of 18 or appropriate legal state age of an adult.

Mass violence/active assailant

These events focus on violence (generally deadly force) directed toward multiple people.

Mob theft or multiple person grab-and-run thefts

Larceny events where multiple people enter a retail location during operating hours and openly remove large amounts of merchandise in a mob-like fashion.

ORC burglaries or break-ins (merchandise-related)

A burglary or break-in event, occurring during non-operating hours, which through investigation classified that the perpetrators may have been part of an organized retail group.

ORC shoplifting events

Larceny or theft events at a retail location that, by the learnings, knowledge and information of the retailer, are viewed as an act involving an organized retail crime group.

Repeat offender events

Criminal events that take place against a single retail brand where it is determined that the same individual frequently is committing these crimes.

Return fraud

This type of fraud occurs when an individual misuses the refund and/or return process associated with a purchase, often associated with the illegitimate acquisition of products or goods during a retail crime. This can include, but is not limited to, claiming a refund without returning the product and using fake receipts as part of a return.

Robbery

An event where an individual uses fear, a threat or an actual act of violence (with or without a weapon) for the purpose of stealing money or goods from a retail store.

Smash-and-grab theft events

These are larceny events that take place during operating hours where perpetrators vandalize, destroy or break displays or measures to secure the merchandise.

Shoplifting (excluding ORC events)

The removal of a product and/or goods from a retail location without paying for them.

Violence during a crime

The threat or actual act of violence by an individual against another person that occurs during the commission of a crime (e.g., shoplifting).