



WASHINGTON RETAIL
ASSOCIATION

AWC

Public Safety

Retail Theft

Organized Retail Crime

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1

What is Organized Retail Crime?



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2

How Big is the Problem?

Retail theft and ORC: Long-term problems with explosive growth

- **54%** of small businesses experienced increase in theft
- Nearly a **\$100 billion** problem nationally
- **\$2.7 billion** annual retail theft in Washington State

Source: National Retail Association Security Survey, RILA



3

So Why Does This Matter?

- **Costly resources are needed to protect employees and customers**
- **Impacts on employee mental health**
- **Consumers and business owners are absorbing the costs**



4

Working Together to Address the Issues

A Multi-Pronged Approach

1. Telling the story
2. Passage of the national *Integrity, Notification, and Fairness in Online Retail Marketplaces for Consumers Act* (INFORM) – effective 6/27/23
3. Passing legislation to support law enforcement and fund the Attorney General's Internal ORC unit – 7/1/23

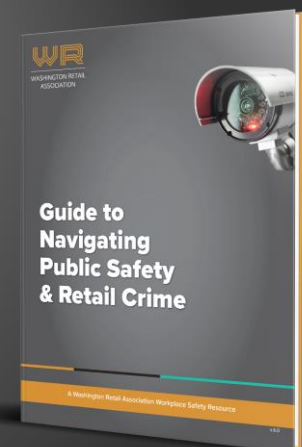


5

Working together to address the issues

A Multi-Pronged Approach (cont.)

4. Coordination with the Washington State Organized Retail Crime Association (WAORCA)
5. Partnership in Attorney General led Washington State ORC Task Force - next meeting 8/15/23
6. Providing resources for small and mid-sized retailers



6

Legislative

Missed opportunities

- **Police vehicle pursuits – property crimes**
- **Organized Retail Crime (ORC) enhancements**
- **Drug possession and use laws – Blake - Seattle**

Success

- **AG ORC Task Force funding - \$2.265 million**



7

Safety as a Top Priority

Safety actions for brick & mortar stores requires planning – the 4 “Ps”

- **Prepare**
- **Prevent**
- **Protect**
- **Post-crime**



8

Safety as a Top Priority

Prepare

- Stay informed and get involved
- Make law enforcement connections
- Internal communications
- Employee Safety Training Curriculum



9

Safety as a Top Priority

Prepare - continued

- Notice of no trespass, signage
- Training employees
 - Counterfeit cash
 - Regular safety meetings
 - Awareness



10

Safety as a Top Priority

Prevent

- Robbery prevention
- Security cameras and surveillance
- Prevention measures for employees
- Demotivation
 - Don't make theft easy



11

Safety as a Top Priority

Prevent - continued

- Preventing vehicular smash & grabs
 - Bollards
 - Rock-filled gabion seats
 - Crime Prevention Through Environmental Design: CPTED



12



13



14



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15



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16



17



18

Safety as a Top Priority

Protect

- Plans for crimes in process
- Employee and customer safety number 1
- Armed robbery considerations
 - Guns, knives, pepper and bear sprays



19

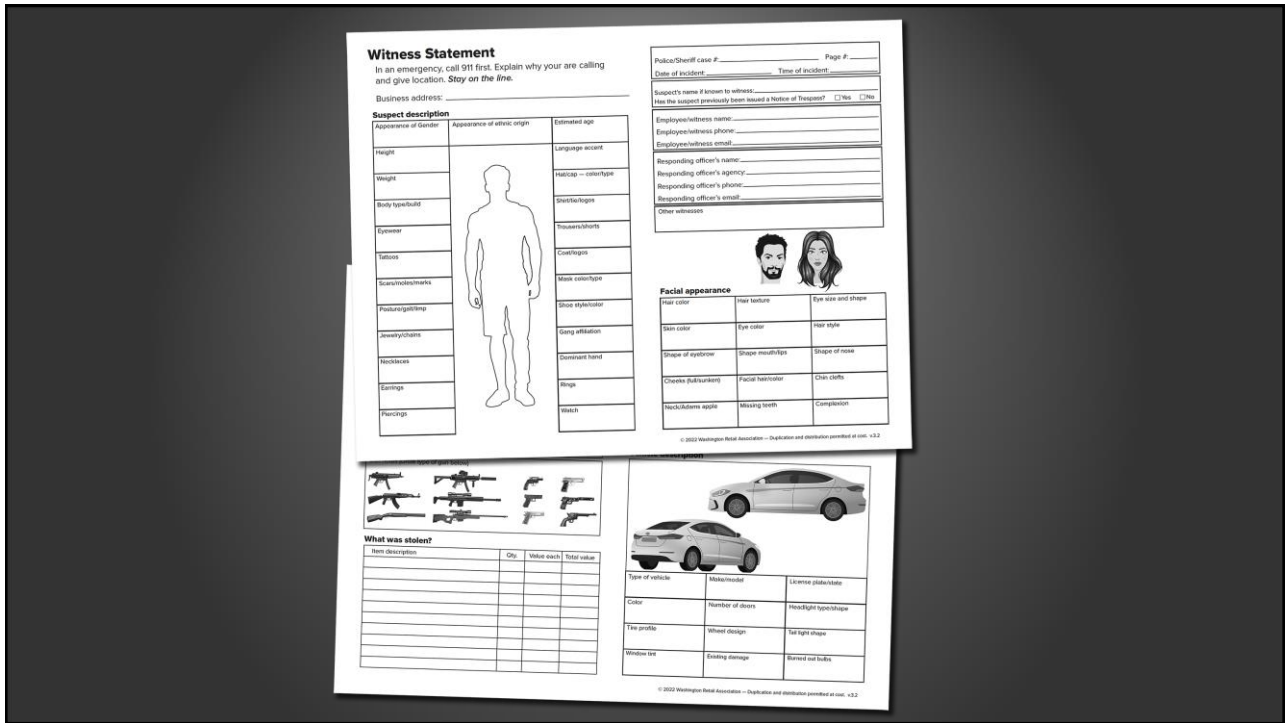
Safety as a Top Priority

Post-Crime

- Call 9-1-1 — Report!
- First aid
 - Pepper/bear spray - increases
- Witness Statements multiple languages



20




21

Safety as a Top Priority

Post-Crime - continued

- Making theft/ORC charges stick
- Surveillance footage
- Trespass notices
- Proof of amount stolen
- Employee care – number 1



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22

Safety as a Top Priority

- Artificial intelligence
- Locking product display cases
- Automatic License Plate Recognition
- Locking shopping cartwheels



23

Organized Retail Crime Task Force and Association –

Get involved and stay informed:

**WA AG ORC
Task Force**

**Next meeting August 15
– Seattle & Hybrid**

WAORCA
www.waorca.org



24

Thank You!

Questions?

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