

Mutual retail collaboration on shoplifting remediation

Preventie en Veiligheid
Prévention & Sécurité

ECR update 14/03/2019

Participant members

BRICO


Carrefour

Bsk
Bershka


Groupe
Mestdagh


DELHAIZE

di beauty & care

fnac

H&M

Massimo Dutti
PERSONAL TAILORING
EST. 2004

ZARA

INDITEX

GALERIA INNO
DEPARTMENT STORE

MATCH

PULL & BEAR
ING COMPANY

NEW LOOK

Contact GB

ciaco

AD
DELHAIZE

Club
La Grande Librairie - Papeterie

 **market**
Groupe Mestdagh


PROFI

multimedia shop
MAGASIN DE JEUX-VIDÉO & CYBER CAFÉ


INTERMARCHÉ
Os Mosquitos

Champion


proxy
DELHAIZE

C&A

GRAND BAZAR
ANTWERP

veritas

DECATHLON

a.s.b.l. v.z.w.
prévention et sécurité  preventie en veiligheid
Lutte contre le vol en magasin — Bestrijding van winkeldiefstal

Classic regulatory situation

- Stealing is illegal but :
 - Although the police has to intervene, they often don't (other priorities)
 - Legal action required... the case is often dropped by the prosecution counsel..



- Root cause : lack of resources
- Result :

Shoplifting is not a very risky business



Public private collaboration

- Here is the deal:



- Private (Stores):

- Solves 90% of the theft cases without police intervention.
- Registers and ask only for prosecution when :
 - big catch (more then € 200)
 - Recidivist case (3x)
- Delivers ready, prepared case including proof in order to facilitate prosecution

Public private collaboration



- Public (police / Prosecution counsel):
 - Always intervention when asked (because in these cases it concerns aggression and/ or individuals without identification)
 - When the file is prepared and delivered properly to the prosecution counsel.
Case will never be dropped.

Primary Advantages



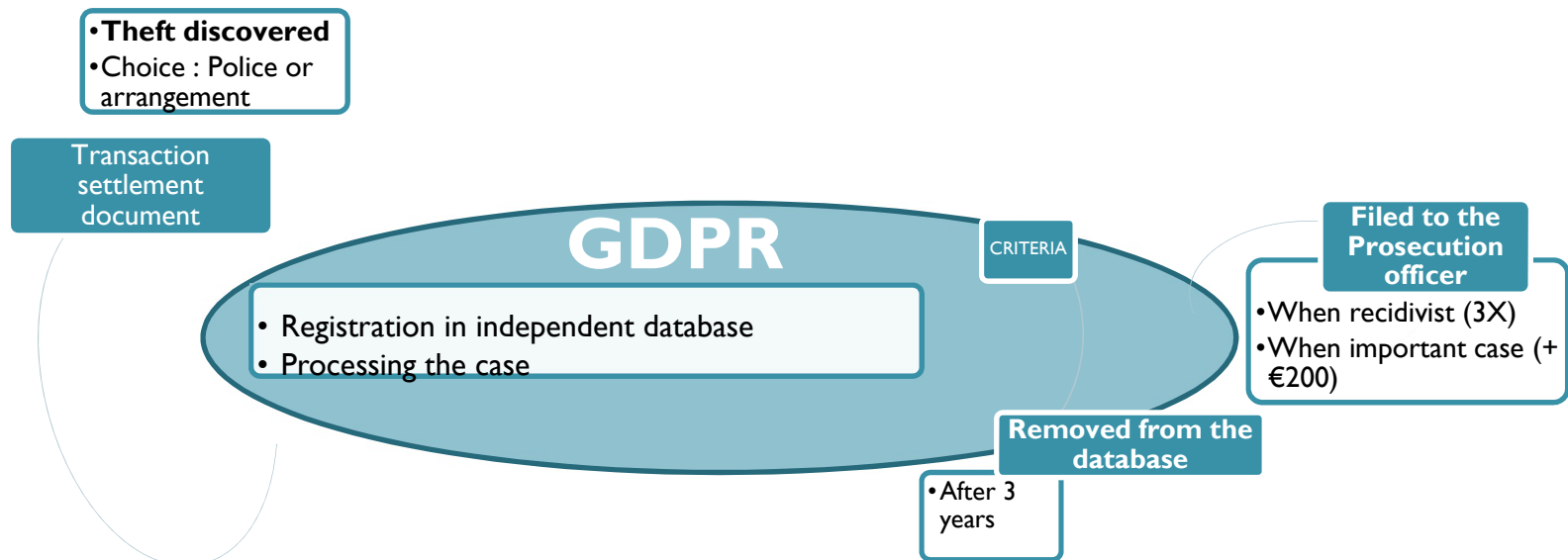
- **Police**: 90 % drop of interventions
Only real “problematic cases” are now on their radar
- **Prosecution officer**:
90 % drop of cases
Nice; simple cases prepared, limited investigations needed.



◦ **Retailers**:

Liberty to have a “moderate” approach. (avoiding to criminalize customers you don’t want to criminalize)
Assurance to be able to count on the public services when really needed.

Basic principles



Some key figures

- Yearly rate : 10 000 cases
- Recidivist ratio: 20 %
- Cost on average : 1/3 covered by voluntary contribution (Carrefour : 60% covered by voluntary contribution)
- GDPR complaints : 0 in 30 years

