

RCC Loss Prevention Programs Update

Opportunities to Participate

- THE RCC MEMBER LP ADVISORY COUNCIL
- RCC NATIONAL LOSS PREVENTION TASKFORCE
- SUPPLY CHAIN SECURITY COMMITTEE
- CYBER SECURE COMMITTEE
- REGIONAL COMMITTEE MEETINGS IN MANITOBA, ALBERTA, ONTARIO AND QUEBEC



Home / Topics / Loss Prevention

Whether it is dealing with robbery, aggressive people, employee theft, electronic theft, or shoplifting, every retailer can protect their profits through proactively ensuring they have the right resources and training.

Retail Council of Canada offers retail-specific resources for loss prevention, operational excellence, and legal compliance. Connect with retail executives, audit practitioners and privacy lawyers to learn best practices, share ideas, and stay up-to-date on the latest industry news.

Check out the Hub

retailcouncil.org/community/loss-prevention/



Retail Crime Survey

A Business, Community and Safety Crisis

Retail Council of Canada (RCC) & Loss Prevention Research Council (LPRC)

The State of Retail Crime in Canada

- Retail crime has escalated into a **national crisis**, impacting profitability, safety, and consumer trust
- Theft is becoming **more violent**—76% of retailers report increased aggression from shoplifters
- **Organized Retail Crime (ORC) is growing**, exploiting weak enforcement and legal loopholes
- **Retailers are pulling out of high-crime areas**, locking high-theft products, or reducing hours
- Communities, jobs, and consumer safety continue to suffer



Financial Impact – Shrink Has Doubled since 2018

- Shrinkage has **doubled in five years**, reaching **\$9 billion annually (1.5% of total sales)**.
- Retailers are **investing in security**, but **costs are unsustainable** without stronger enforcement.



Organized Retail Crime – A Growing Threat

- ORC groups use **sophisticated tactics**, including:
 - **Cyber-facilitated fraud** (reselling stolen goods online)
 - **Return fraud** (manipulating return policies)
 - **Flash mob thefts** (coordinated looting events)
- **Top cities impacted:** Toronto, Mississauga, and Vancouver
- **121 weapons seized** in RCC-led retail blitz operations in 2024



Retail Crime Survey

Canada's Legal System is Falling Behind

- **Repeat offenders account for 17.7% of arrests** – many are arrested and released the same day
- **Crown prosecutors often decline charges**, frustrating retailers and law enforcement
- **Judges hesitate to convict**, even with strong evidence
- **Lack of a national crime reporting standard** weakens advocacy and enforcement



Retail Crime Survey

Retailers Are Fighting Back, But Need Support

- **41.7% of retailers increasing budgets** for AI surveillance, inventory tracking, and facial recognition
- **Many are rethinking store layouts, staffing, and security measures**, but solutions are costly
- **Retailers need government action** to address ORC, legal loopholes, and weak penalties



Retail Crime Survey

What Needs to Happen Now

- **Make crime prevention a C-Suite priority** – Align security investments with growing threats
- **Demand legal reform** – Support a national **Organized Retail Crime Act** with stronger penalties
- **Standardize crime tracking** – A national model will improve enforcement and advocacy
- **Strengthen public-private collaboration** – Law enforcement and policymakers must treat retail crime as an urgent issue



Crime Survey Report

Net Takeaways

The time for action is NOW.

