

Response Guide to Shoplifting from Stores and Businesses



Prioritize personal and public safety when reporting crime

How to Report

CALL POLICE 911

IF: Shoplifting **is in-progress**, just occurred, OR where suspect is in LPO custody

> **CALL RCMP NON-EMERGENCY** 250-762-3300

IF: Shoplifting occurred more than 30 minutes ago with video and/or suspect information available

ONLINE at kelowna.ca/police

IF: Shoplifting occurred over 30 minutes ago with NO video or suspect information

Online reporting required for documentation & crime statistics

Part 1: Initial Report to Police

The following information is necessary for best police initial response

Name and address of your store?

Date and time of theft?

Description of the suspect? (if known)

- Number and gender of suspect(s)?
- □ Do you know who the suspect is? Name(s)? How do you know?
- □ Complexion / skin tone
- □ Approximate age
- □ Build: tall, short, heavy, thin, etc.
- ☐ Hair: colour, length, style, etc.
- ☐ Features: tattoos, facial hair, glasses, etc.

Description of suspect clothing? (if known)

- □ Colour and style of shirt or jacket
- □ Colour and style of pants or shorts
- □ Colour and style of shoes or sandals
- □ Other clothing: hat, jewelry, bag, etc.

What direction did suspect leave? (if known)

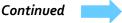
- ☐ Mode of transportation: by foot, bike or vehicle
- □ Colour, approx. year, make/model, description, and plate number of associated vehicle(s)
- □ Objects carried by the suspect, including weapons

Description of the items stolen? Value?

Does your store have video surveillance?

City of Kelowna 1435 Water Street Kelowna, BC V1Y 1J4

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Part 2: Following the Initial Police Report

To increase likelihood of charges, police require the following information

1. Video Surveillance

- □ Locate the suspect on your store's security camera system footage.
- □ Provide police with the full name, phone number and email address of the person who can access footage from the security camera system.
- Download video before the footage overwrites. Include footage of the suspect entering store, selecting items, walking through store, past cashiers, exiting store, and footage from exterior cameras if available.
- ☐ Ensure timestamp is visible on video. Include raw and mp4 video formats if possible.
- □ Compare the camera timestamp to real time. Note if the timestamp is different than the actual time and by how much.
- □ Also provide police with the full name, date of birth, phone number and email address of the person who downloads surveillance footage from the security camera system.

2. Compile a list of what was stolen

- □ Write a list of all items taken, including descriptions and values.
- ☐ Print a receipt showing the value of each item.
- □ Provide serial numbers for stolen items, if possible.

3. Your written witness statement

- □ Write down (or type out) what happened from when you first saw the suspect to when they left the store. Include the date and times.
- □ Did you follow them? What did you see?
- □ Did you see them conceal items? What did they do?
- □ What did they say to you? What did you say to them?
- □ Do you know who the suspect(s) are? How do you know?
- Include any other relevant information.
- Include your name, date of birth and phone number

