



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

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

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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?

Continued



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

