

Operation Retail – Retailer briefing

- Industry surveys report that retailers report between 8%-16% of their crime and are looking at ways to increase reporting.
- Currently, Shoplifting equates to about 10% of total crime currently recorded by the Metropolitan Police Service (MPS)
- Operation Retail is the MPS streamlined process to after the event, "simple shoplifting" reports and has been created to reduce time spent attempting to obtain evidence. The process is the same across the Metropolitan Police area which allows for greater understanding
- The process must only be used when a shoplifting has occurred, and the offender is no longer on scene
- The process must not be used when other offences have occurred such as violence, threats, assault or hate crime
- Before Op Retail, it was common for it to take up to 21 days for Police for to request evidence from Retailers. This is now often within 24 hours of reporting
- Before Op Retail, evidence return from retailers was about 5%. It has now increased to over 15% and is increasing

Op Retail – The process

- This process is to be followed when a "Simple Shoplifting" occurs (no violence, threats or hate crime) and the offender(s) are no longer present.
- Crime reported using 101 or met.police.uk. Please ensure you provide a valid email address. This email **MUST** be for someone able to provide evidence of the offence. Many retailers now have a centralised email address for evidence requests, if yours does please provide it along with any details of any witnesses who are present and can provide evidence of the offence.
- A crime report is then created by Police based on the information provided. A further call back may be conducted by Police if further information is required.
- At this point, you will receive two emails. The first is a standard email sent to all victims of crime. A second email will include the Op Retail pack. This email will include details of the offence date, time, and location plus include a blank statement (MG11) and a link to Box, which is a Police Evidence storage software to upload evidence of the offence. This link is valid for 28 days. Please upload any relevant information evidence into Box such as BWV, Business Impact Statement or any other relevant material.

Op Retail – The process

- Within Box, please upload CCTV files in their original format (no recording of footage on a phones for example) in 10-minute clips. If the footage is longer than 10 minutes, please provide it in two files.
- Please also provide any Body Worn Video (BWV), a still image of the offender(s) and a completed Police Statement (MG11) as part of your submission.
- Once evidence is received by Police, the investigation will be screened to a local officer who will assess the evidence and investigate as necessary including the use of facial recognition. Please be aware: **No evidence, no investigation**
- If Retailers only want to Police to be aware of the crime but don't want an investigation to take place, they simply need not return the evidence

Instructions/FAQ's

This is an example Only!



Below are some frequently asked questions

Why the evidence pack?

To enable the investigation to be more time efficient for all parties involved.

Previously, after a report was taken the process would have been to assign the report to an officer who would have to attend to obtain the required documents. These officers also have to answer the 999/101 calls as well as deal with arrests and other investigations they hold. We often found that when officers did attend, the relevant staff member wasn't present or CCTV couldn't be provided by them. By using these packs retailers can complete this in their own time and return to us remotely by using the secure link sent.

It also allows us to focus on your prolific shoplifters and the ones who are causing the most harm. If you are being targeted by the same person then please mention this when you report the crime. We will then work with you to build a case against them and endeavour to prevent them from returning to your store.

Can an officer attend and take the CCTV/Statement?

Generally, no. As we need to be more efficient with the officers we have available we do not routinely send officers to reports of shopliftings (where a suspect is not present). The pack was designed to negate the need for an officer to attend. If you are having issues with this however, please do get in touch as we will do what we can to assist.

Why is CCTV needed? Why is a statement needed?

CCTV serves two purposes. Firstly it is a record of the offence being committed and it allows us to try to identify the suspect/s involved. A statement is needed, again, for two reasons. To officially record what has happened, been stolen and to document the chain of evidence.

What CCTV do you need? What if I don't have CCTV? They're wearing a mask, should I still send the footage?

Generally, from the moment the suspect first appears on cameras until they leave and all time in-between, NOT just when they enter/exit for example. This is so that the best images for ID and the full offence are captured. It also helps prove or disprove any defence a suspect may give. If you don't have CCTV we will need a statement from someone who witnessed the offence and can describe or help identify the suspect. Without this we will be unable to investigate further. We are also well aware that face coverings can make identification difficult. If you believe an identification can still be made from the footage, send it in. If not, or you are unsure please get in touch.

The pro-forma statement doesn't quite apply. What should I do?

The statement is written so as to apply to as many situations as possible. Inevitably there will be times when this won't apply to your specific situation such as if a suspect has committed multiple offences. Please contact us if this is the case and we will do what we can to assist.

I have footage from more than one incident. What should I do?

You can place all your footage onto the one link, however the statement provided must reflect this. If returning CCTV for multiple reports/dates/incidents etc, please ensure all relevant crime reports are recorded in your statement.

I can't upload footage from the CCTV system, what do I do?

Assuming you would normally provide police with a DVD or USB stick, do this but then put this footage into an internet connected device and then use the provided link to upload this footage and the statement.



Dear Sir/Madam,

Regarding your recent crime report.

To investigate the report we require any CCTV, Body worn video evidence you have and a statement from you. This process has been developed so your evidence can be provided without the need for an officer to attend and can be returned expeditiously rather than waiting for collection.

Attached is a pro-forma (fill-in-the-blanks) statement. CCTV footage MUST be sent to us using a secure sharing platform maintained by us (Box). Please note that the link will remain active for 7 working days.

Once you have saved your footage, we require the statement and the footage (including a still of the offenders if possible) to be uploaded to the secure web link provided below. We will not accept physical hard drives or disks. If needed take the footage from your CCTV recorder and put it onto a computer with internet access, you can then use the link we provide to upload it to our secure portal.

Your investigation will not be progressed unless we hear back from you.

Once CCTV and statements have been returned to us we will endeavour to identify the suspect/s involved and build a case against them.

Please be aware there is no requirement for Police to complete paperwork for you.

Returning the documentation will be confirmation that you are willing to support a police investigation, attend court and give evidence if requested to do so. Please do not complete and return the documents if you are not willing to do this.

To remind you the details you have provided us is **Date Time** at **LOCATION**

The link to upload your footage and statement is www.met.police.uk . You MUST NOT print and write on the statement, this is to be filled in digitally.

CCTV NEEDS TO BE IN ITS ORIGINAL FORMAT

We **CANNOT** accept footage that has, for example, been recorded from a monitor with a mobile phone.

- Footage recorded like this can misrepresent events, is lower in quality and can omit essential detail due to brightness/angle/dirt or smudges on screens.
- Technical differences between the screen and the camera can lead to loss of quality and/or obscured footage.
- Footage recorded in such a way lacks the original metadata or system information which affects the integrity of the exhibit.
- There may be potential data protection related issues of sensitive data being stored on a personal device that was used to record the footage.
- Any device used to record in this way may need to be seized as an exhibit to ensure continuity of evidence.

When sending footage please send no more than the required timeframe and in any case no more than 10 minutes unless exceptional circumstances apply.

NO CLEAR FACIAL IMAGE?

Unfortunately if CCTV doesn't offer a clear image then we may not be able to investigate further.

If you believe an ID can be obtained from the footage (e.g. due to clarity or other factors such as vehicle registrations, unique clothing etc) please let us know.



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MORE
TRUST

LESS
CRIME

HIGH
STANDARDS

Pro-forma MG11

Required for every incident

OFFICIAL – SENSITIVE
[WHEN COMPLETE]

MG11

WITNESS STATEMENT

Criminal Procedure Rules, r 16. 2; Criminal Justice Act 1967, s. 9; Magistrates' Courts Act 1980, s.5B

Statement of: [Redacted] Date: [Redacted] / [Redacted] / [Redacted]
Occupation: [Redacted] Over 18? Over 18

I am the above named person. I am employed as [Redacted] [Job Title]
at [Redacted] [Company & Address]
I have worked here for [Redacted] [Length of time employed]

I was contacted by police in relation to CCTV for an incident that occurred on [Redacted] / [Redacted] / [Redacted]
The time of this incident was [Redacted] : [Redacted] - [Redacted] : [Redacted] [Date/Time]

This was an incident of [i.e. Shoplifting]

This is what happened (if not present enter "N/A") [Describe what you saw]
NB only if you were present

[Redacted]

I have reviewed the CCTV of this incident and this shows:- [Describe what is seen]

[Redacted]

The time and date shown on CCTV are [Redacted] / [Redacted] / [Redacted] - [Redacted] : [Redacted] - [Redacted] : [Redacted] [Date/Time]

I would describe the suspect(s) in this incident as:- [Include approximate age / ethnicity / build / hair (colour & length) / clothing / items carried / distinguishing features:]

[Redacted]

These suspects known to me [If so, explain who and how]

N/A

My view obstructed and the distance away was [Redacted]

OFFICIAL – SENSITIVE
[WHEN COMPLETE]

MG11

Continuation:

The following items were stolen and their respective values are:- [Enter as 'Item - £ Value']

[Redacted]

The total value of items stolen was £ [Redacted]

I have extracted the CCTV footage covering this incident from our CCTV recording device and provided it to police on the secure digital link sent to me and I exhibit this footage as my exhibit [Redacted]/01.

Has a receipt been printed? Yes No
(if yes)

[For your exhibit number please enter your initials followed by /01 i.e. John Michael Smith with be JMS/01]

Additionally a receipt has also been printed totalling the costs of the items stolen, I have taken a picture of this and uploaded it to the secure portal, I exhibit this as [Redacted]/02

As an employee of the above venue, I confirm that I gave nobody permission to take any property belonging to the above venue.

This statement signed by me is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false, or do not believe to be true.

Digital witness signature: [Redacted]
Type your name

Date: [Redacted] / [Redacted] / [Redacted]

Upload Link (Box)

When following the upload link this is what you will see



**METROPOLITAN
POLICE**

Crime Number

Upload files *



Drag and drop files

Select files



**METROPOLITAN
POLICE**

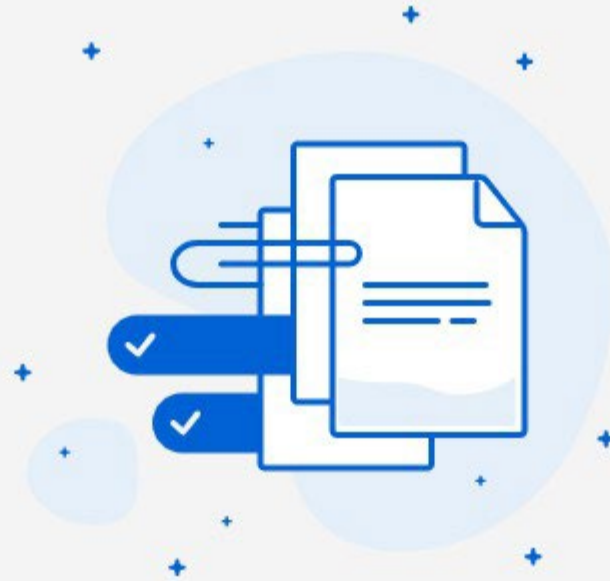
**MORE
TRUST**

**LESS
CRIME**

**HIGH
STANDARDS**

When you have uploaded your evidence you will see this screen

Success! Your file has been submitted.



Key Messages

- **Please report your crime, we don't know unless you tell us**
- **The Op Retail process is only for after the event (suspect has left) shoplifting**
- **The Op Retail Process is automatic - you do not need to do anything differently but understanding the process is useful - especially if you are the person supplying the evidence**
- **If your company has a central email address for evidence supply, please tell us this when reporting. This is very important. The email requesting the footage will only go to the email which is provided to Police.**
- **Please remember, action may be being taken by Police without it being visible or obvious as evidence requests and investigation happens in the background**
- **Please do not wait to report. Please report as soon as possible and report incident on each crime report. Do not report multiple instances on one report**

FAQs

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Please contact us if this is the case and we will do what we can to assist.

I have footage from more than one incident. What should I do?

You must only provide the footage for this incident, please ensure each individual crime has been reported and upload the evidence for each one separately. We can link offenders at a later stage.

I can't upload footage from the CCTV system, what do I do?

Assuming you would normally provide police with a DVD or USB stick, do this but then put this footage into an internet connected device and then use the provided link to upload this footage and the statement. There are a number of options, you could even use a USB convertor for a mobile device.