Organized Retail Crime in Italy

Key findings

► The study has been conducted by **Crime&tech**, spin-off company of Università Cattolica del Sacro Cuore – Transcrime Research Center (Milan, Italy), in collaboration with the association "**Laboratorio per la Sicurezza**" (Milan, Italy). It is aimed at analyzing the occurrence and characteristics of **Organized Retail Crime** in Italy;

► Data has been gathered through an anonymous **questionnaire** circulated among a sample of retailers and service providers which operate in retail stores and large supermarket chains;

► **ORC** is a **complex** phenomenon and **several criminal activities**, *modi operandi,* and **perpetrators** must be considered;

► ORC is **widespread** in Italy and affects various **product markets**. 85% of respondents registered ORC incidents. **These incidents occurred throughout Italy**, but the most affected regions were Lombardy, Lazio, Piedmont and Campania;

► **ORC's impact is relevant** both in terms of economic losses and workers' safety. 64% of respondents declared that the **value** of stolen goods is usually **higher** than that of an average transaction, while 68% registered ORC incidents as characterized by **violent behaviour**;

► 85% of respondents want to intervene with **specific countermeasures to address ORC**. However, many of them (58%) report a lack of dedicated resources to combat this problem. In addition, the answers given do not provide a uniform picture of the **type of countermeasures** that should be adopted;

► The number of ORC episodes has **decreased** since the beginning of the lockdown and the introduction of social distancing measures **against COVID-19**;

► However, 74% of respondents believe that ORC's behaviours will adapt to the **new post-pandemic situation**. It is possible to hypothesize a rise in crimes related to **online shopping** due to the shift of consumers' habits towards new sales channels, and the subsequent increased **product movement**;

► The survey emphasized **relevant differences between the information provided by retailers and security services providers**. This might highlight some inefficiencies in the flow of information between the various stakeholders operating in the retail security environment;

► Retailers and service providers should take the following steps to **effectively counteract** the ORC threat:

- **Improve data collection procedures** to track the ORC phenomenon and its evolution;
- **Increase analysis capabilities** through the adoption of instruments that can provide clear results and drive effective intervention strategies;
- **Promote information sharing** among different actors to facilitate the adoption of shared countermeasures.