

Chief Mayer,

About a year ago we began to see a significant increase in Organized Retail Crime across the Michigan Market. With the increase in shoplifting activity, we also experienced an increase in crimes against our associates including; threats, assaults, and attempts to intimidate. One of the most significant concerns was our location at the Somerset Collection. We saw a substantial increase in our reported external loss-up 154% over 2014. Our physical inventory results also showed that the store was over 7% shrink and reporting losses of \$ 5,327.00 per week (double the national average). The store was placed on a special company program to address the abnormal shrink rate. At that time, we began working closely with Officer Tim Garcher.

Officer Garcher quickly helped us to identify several ORC groups that were specifically targeting our store. We shared information with him about suspected offenders/ trends and he immediately took action. Officer Garcher then completed several surveillances of our store. He arrested multiple professional "ORC Boosters" week after week. He also made arrests when these Boosters would threaten our associates and managers. Officer Garcher also helped to identify and investigate several situations involving employee theft and embezzlement. Officer Garcher spent time helping to train our associates and build their awareness around external theft/ ORC. The recoveries from Officer Garcher's investigations were staggering. He would often return multiple bags full of merchandise. He identified several credit card fraud operations that were targeting Victoria's Secret stores. Our partnership with Officer Garcher has been very beneficial to our stores. Last week, we learned that the shrink rate at VSS 707-Somerset Collection was now a 1.62%, which is the best shrink result that store has ever had. It is a 73% shrink dollar improvement versus their result from one year ago. Our safety incidents involving associates are now down 92% versus LY. Credit Card Fraud is down 82%. We very much appreciate our partnership with Officer Garcher and could not have achieved these results without him!

Ben Landau

Area Loss Prevention Manager
L Brands Loss Prevention | Victoria's Secret



POLICE OFFICER TIM GARCHER

TIM - THANK YOU FOR DOING SUCH A GREAT JOB WITH REDUCING THE IMPACT OF ORGANIZED RETAIL CRIME GROUPS ON VICTORIA SECRETS. THIS IS AN IMPRESSIVE REDUCTION IN LOSS DUE TO THEFT. IT IS ALSO A GREAT EXAMPLE OF TROY PD WORKING WITH PARTNERS TO REDUCE CRIME.

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