






# LOSS PREVENTION SOLUTIONS

VIRA Insight is an industry leader in the design, development, fabrication, and installation of any built environment. VIRA's commitment to providing the finest in custom design, engineering, and manufacturing joined with our attention to detail and passion for innovation is how we deliver on our promises around the globe.

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# RETAIL THEFT IN A POST-COVID ENVIRONMENT

**\$61.7B**

reported lost by 22 of the largest retailers in 2019 due to theft, fraud, and other retail shrinkage.

## During COVID-19 retail theft became more necessity-driven & nuanced.

### MOTIVATED BY NEED

Shoppers transitioned from expected theft of electronics and more expensive items to necessities such as food, products for infants, and household commodities.

### ENABLED BY COVID PROTOCOLS

The prevalence of masks allowed for more anonymity from security footage and staff. Pandemic procedures forced employees to focus on enforcement of COVID protocols instead of theft prevention.

### CONCENTRATED INTO FEWER PURCHASES

Essential retailers were hit particularly hard, with shoplifting increasing by 8.6%. Additionally, the average cost of items stolen increased 13%, retailers reported (1).

## ACCOMPANIED BY MORE FREQUENT VIOLENCE

Retail fatalities increased by 5%, violent incidents by 14%, and nearly 60% of retailers claimed an increase in Organized Retail Crime violence and general criminal aggression during the pandemic. "Shoplifting is chronically underreported.... some store managers said they've stopped calling the police for small instances of shoplifting because it's not worth the time or resources" (The Washington Post).

## A LACK OF ACCOUNTABILITY FOR RETAIL THEFT WAS UNDERSCORED DURING THE PANDEMIC.

The problem has snowballed in San Francisco. Walgreens closed 17 stores in May of 2021, after "the scale of thefts had made business untenable." Additionally, CVS employees in the area were "instructed not to pursue suspected thieves because encounters had become too dangerous" (The New York Times).

## Retail Theft is an expensive problem

**\$719,548**

lost on average by retailers for every \$1 billion in sales as a result of organized retail crime.

**75%**

of companies reported an increase in Organized Retail Crime the past year, according to the National Retail Federation.

**2.9%**

of all retail theft losses are recovered by retailers, resulting in massive shrinkage.



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## As COVID eases, retail theft will not



### TRANSITION BACK TO ANTICIPATED ITEMS

As the economy and job market recover, retailers can expect shoplifters to shift their focus from necessities back to the products typically targeted such as designer items, high end beauty products, and electronics



### COVID AFTERMATH

As masks lose their ubiquity and social distancing becomes less of a priority, it will decrease distractions that shield shoplifters. However, retailers can anticipate increased foot traffic in non-essential stores.



### SELF-CHECKOUT SPURS SHRINKAGE

Retailers with self-checkout reported losses from 33% to 147% higher than stores without fixed self-checkout (5). The prevalence of self-checkout results in greater levels of loss, a trend likely to continue with the rise in contact-free shopping experiences.



### FOCUS ON INVESTMENT IN TECHNOLOGY

52% of retailers surveyed by NRF reported increased investment in technology and solutions that address risk from Organized Retail Crime (2). This technology will be integrated throughout the entire shopping experience to prevent loss.



### POTENTIAL CONTINUED BOLDNESS FROM SHOPLIFTERS

After a period of increased violence with Organized Retail Crime, retailers should monitor protocols for employee and shopper safety and techniques to diffuse potentially violent theft situations.

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## MOVING FORWARD, PROACTIVE MEASURES THAT DO NOT REQUIRE HUMAN CAPITAL ARE KEY.

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Priority should be given to products and technologies that carry out this proactive strategy. Investment should focus on solutions that do not utilize valuable employee energy needed elsewhere in the store.



Because of real inability to hold shoplifters accountable, employers should focus on preventing retail theft initially instead of relying on reactive measures that are expensive, time consuming, or not effective.

## 2 in 3

retailers in states where the government increased the minimum dollar amount of a felony reported increase in dollar amount per theft case (2).

## 61%

of NRF survey respondents said their company is placing more focus on mitigating Organized Retail Crime compared to five years ago (2).

#### Sources:

1. Jack L. Hayes International, Inc. 2021
2. National Retail Federation Organized Retail Crime Survey 2020
3. The New York Times 2021
4. The Washington Post 2020
5. Efficient Consumer Response 2018
6. Loss Prevention Magazine 2021
7. Checkpoint Systems, Inc. 2021

# LOSS PREVENTION SOLUTIONS

# FORTRESS LOCK BOX

**\$1B**

For every \$1 billion in sales, retailers lose an average of \$719,548 as a result of Organized Retail Crime.

## Prepare. Protect. Prevent.

Your bottom line is our top priority. At VIRA Insight, we know that retail theft is an expensive problem. That's why we offer customizable solutions to help you prepare for the unexpected, protect against theft, and prevent Organized Retail Crime (ORC).

Loss prevention is about more than security. It's about saving your business money. For every \$1 billion in sales, retailers lose an average of \$719,548 as a result of Organized Retail Crime. And that number is poised to increase. Post-pandemic, need-driven and opportunistic theft is on the rise, with retailers reporting a 40% increase in fraud during in-store sales.

Planning ahead to protect your products from theft is key to minimizing potential loss. VIRA Insight's Fortress Lockbox Series provides customizable protection against Organized Retail Crime. Equipped with a triple-point cam locking system, hardened steel case, and shatter-proof polycarbonate doors, our lockboxes offer maximum security designed to prevent costly ORC.

VIRA Insight is an industry leader in the design, development, fabrication, and installation of complete retail store environments.

## System Attributes

A modular and robust metal structure configurable to fit most in-store locations, including on shelves, mounted to gondola uprights without use of shelf and shrouded over shelf with existing pusher system. Great for categories where sweeping of product in mass is common, including health and beauty and consumer electronics, and other high dollar items.

## 3 Mounting Styles

### SHELF-MOUNTED

*Bolts directly to existing shelving with internal mounting screws.*

- Perfect for boxed or carded product.
- Use on shelf or as above-head locked storage.

### DIRECT ON GONDOLA

*Installs directly onto existing standards without need for shelf.*

- Rear up-teeth and locking set screw prevents entire box theft.

### PRE-EXISTING PUSHER SYSTEMS

*Designed to easily install over existing pusher system.*

- Rear up-teeth & internal locking set screw prevents entire box theft.

## Customizable Solutions

- Our Fortress Lockboxes come in a variety of lengths (48", 36", 24", and 30") and are adjustable by height and depth, providing you with the perfect fit for any product you're looking to protect.
- Optional interior low-voltage lighting and customizable lock housings help maintain attractive displays that entice paying customers while simultaneously deterring potential thieves.
- Fortress Lockboxes come in three mounting styles (shelf-mounted, direct on gondola, and pre-existing pusher systems) designed to suit a variety of retail environments.
- Compatible with most retailer supplier IC locking cores.



# -KNOW THE FACTS-

## RETAIL INVENTORY SHRINKAGE

Organized Retail Crime (ORC) is predicted to increase exponentially in the last two quarters of 2020 and throughout all of 2021 due to COVID-19 driven hardship.

**\$61.7B**

In 2019, the 22 largest retailers reported losing **\$61.7 billion** due to theft, fraud, and other retail shrinkage.

**75%**

According to the National Retail Federation, **75% of companies** reported an increase in Organized Retail Crime over the past year.

**2x**  
shrink rate

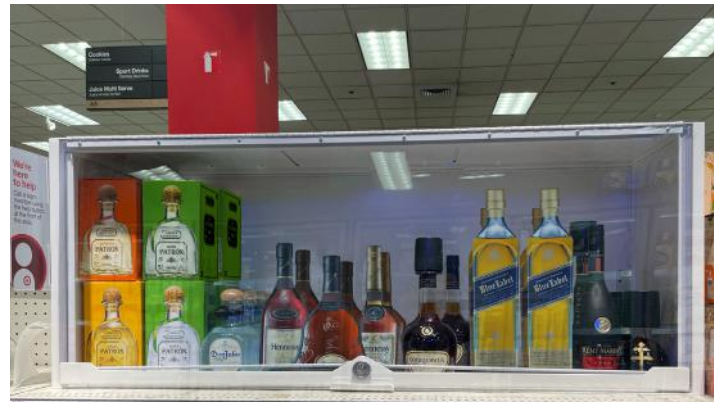
Average shrink rate is expected to double from 1.7% pre-COVID to more than 3% post-COVID.

**2.9%**

Only 2.9% of all retail theft losses are recovered by retailers.

2020 NRF Survey

It's never been more important to plan ahead and prepare your retail spaces to protect against theft. At VIRA Insight, our customizable loss prevention solutions are built on decades of retail merchandising experience. We're happy to share what we've learned, and work with you to build a robust, reliable loss prevention system designed specifically for your company's unique needs.



## We're Here for You

The COVID-19 pandemic caused widespread financial instability, increasing the number of thefts motivated by need. It also created circumstances that make theft easier. For instance, the prevalence of masks allows for more anonymity from security cameras and staff, and an increase in self-checkout stations increases opportunity for fraud. It's never been more important to plan ahead and prepare your retail spaces to protect against theft. At VIRA Insight, our customizable loss prevention solutions are built on decades of retail merchandising experience. We're happy to share what we've learned, and work with you to build a robust, reliable loss prevention system designed specifically for your company's unique needs.



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## LOSS PREVENTION SOLUTIONS

# FULL LINE SECURITY CASES

Your bottom line is our top priority. At VIRA Insight, we know that retail theft is an expensive problem. That's why we offer customizable solutions to help you prepare for the unexpected, protect against theft, and prevent Organized Retail Crime (ORC).

### System Attributes

Great for categories where sweeping of product in mass is common, including health and beauty and consumer electronics, and other high dollar items.

**ADAPTABLE**—Universal in design to fit on a variety of existing retail gondola systems across multiple manufacturers, including Lozier, Madix, Streater and other legacy gondola systems.

**FLEXIBLE**—Cases can be installed independently (single gondola section) or in tandem on perimeter wall or in-line gondola configurations.

**MODULAR**—System has been designed as a starter/add-on that shares common components, which in turn, helps reduce the number of parts and overall cost of the system.

**TRANSPARENT**—Frameless system yields unobstructed view inside the case.

**ADJUSTABLE**—System includes adjustable side panels that will help accommodate varying gondola deck depths, and self leveling system to ensure perfect alignment on gondola.

**RESILIENT**—Glass offerings include high impact laminated glass options to safeguard high cost goods. Shell produced in a durable powder coated heavy duty steel.

**INCLUSIVE**—Accommodates existing shelving and accessories to merchandise interior.

**CUSTOMIZABLE**—Engineered to install around pre-existing electric conduit with ability to add secondary security sirens and lighting.

**CONVENIENT**—Assembly is quick and easy with use of standard tools.

**SECURE**—Cases accommodate all types of locking core systems.

**PORTABLE**—Quick and easy to relocate cases during resets.



## -\$61.7B

The 22 largest retailers reported losing \$61.7 billion due to theft, fraud, and other retail shrinkage

## 1.7%

Average shrink rate is expected to double from 1.7% pre-COVID to more than 3% post-COVID.

## 75%

Federation, 75% of companies reported an increase in Organized Retail Crime over the past year.

## 2.9%

Only 2.9% of all retail theft losses are recovered by retailers.



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# ANTI-SWEEP HOOKS

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## System Attributes:

The FORTRESS™ Anti-Sweep Hooks provide a robust first-line-of-defense against mass sweeping of carded merchandise by preventing more than one product to be removed at a time from peg systems.

This series has been designed to fit nearly all types of existing peg mounting styles, including peg wall, slat wall, flat bar, hang bar and both lit and non-lit cosmetic peg bar assemblies.

## FOUR ANTI-SWEEP SECURITY FEATURES

- Front hinged stopper
- Camel-hump along card path
- Textured grit powder coated finish
- Back-end security screws and or cover plate

## FRONT HINGED STOPPER FEATURES

- Removable for restocking
- Requires two-handed removal
- Pivot weight balanced
- Compatible with most price tag sizes
- Offered in any custom textured powder coat finish
- Offered as a complete peg bar assembly with LED lighting for cosmetic wall systems

## PEG WALL OR SLAT WALL

*Designed to work with any existing peg or slat wall system.*

- Extra long mounting teeth
- Backside security screw with tool to prevent full peg theft

## FLAT BAR OR HANG BAR

*Pressure-fit design to match multiple styles of flat-bar peg systems.*

- Backside security screw with tool to prevent full peg theft

## COSMETIC PEG BAR (LED LIT)

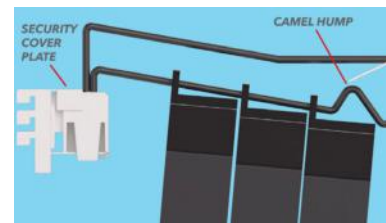
*Designed to fit into existing universal wall cosmetic peg bar systems.*

- Security cover plate over back end of pegs to prevent full peg theft

## COSMETIC PEG BAR (NON LIT)

*Custom 12" peg bar that fits most universal cosmetics walls.*

- Security cover plate over back end of pegs to prevent full peg theft



**2.9%**

Only 2.9% of all retail theft losses are recovered by retailers.



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# LOSS PREVENTION SOLUTIONS FORTRESS GATE

**\$1B**

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## System Attributes:

- Theft deterrent system slows down mass package "sweeping".
- Option for non-powered audible alert tone (bell or ratcheting feature) that notifies associates nearby that a shelf has been accessed.
- Adjustable window that can be set to various heights in between shelves.
- Molded in a resilient and durable polycarbonate plastic.
- Steel hinge mechanism has been calibrated and tested for thousands of rotations.
- Adjustable steel side panels prevent side access to product on shelves.
- System is adaptable to all types of merchandise in stores.
- Bolts directly to existing underside of shelf using security screws
- Does not interfere with shelves that have pre-existing spring pusher systems in place.
- User friendly; Quick and easy to install.



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## LOSS PREVENTION SOLUTIONS

# MULTI-PURPOSE ADJUSTABLE RISER

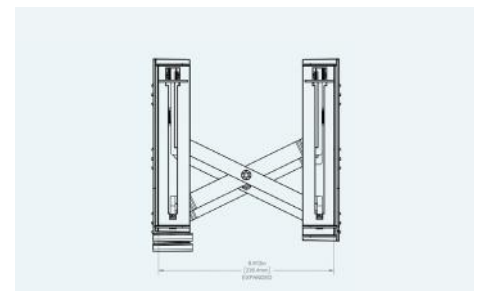
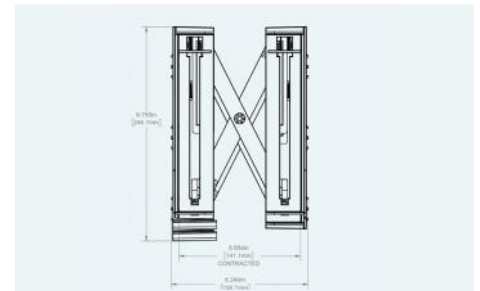
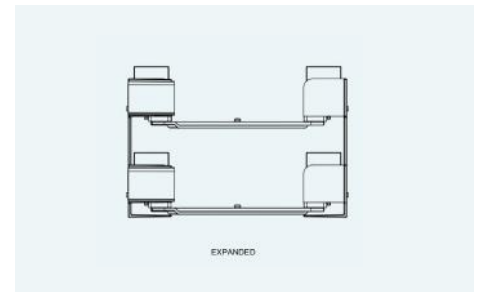
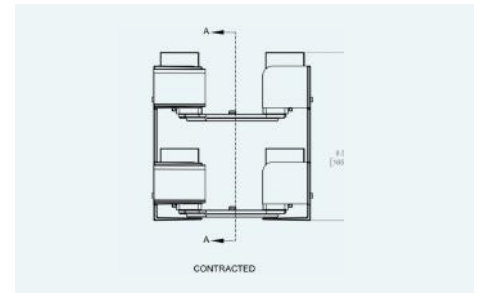
We know retail theft is an expensive problem. In fact, for every \$1 billion in sales, retailers lost an average of \$719,548 as a result of Organized Retail Crime (ORC). VIRA has over two decades of experience outfitting retail spaces with sleek customizable solutions to help you prepare for the unexpected. We do not offer one-size-fits-all, we work closely with you to design effective in-store loss prevention methods that meet the unique needs of your business.



### System Attributes:

- A two tiered system engineered to assist with hard to merchandise package goods.
- Reduces store labor hours dedicated to general zoning of shelves.
- Offered in single tier variety as well.
- Scissor like adjustment feature allows upper and lower levels to expand and contract from 5” to 9” in width.
- Built-in pusher sled and paddle help rotate packages forward and eliminate out of stocks.
- Easy to reload by simply removing riser from shelf for quick and easy restocking.
- Theft deterrent system that eliminates package “sweeping”.
- Optional dove tail interlocking feature to connect adjacent risers.
- Standard UPC tag holder for item pricing.
- Molded in a resilient and durable plastic.
- Moving parts calibrated for thousands of rotations.
- Can be customized to adapt to other package goods like cough & cold and pain relief.

### Multi-Purpose Adjustable Riser



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# Multi-Purpose Adjustable Riser



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