



CLEAR RETURNS TO SAN ANTONIO IN 2020



CLEAR ROCKS SAN DIEGO
The 10th annual Training Conference in San Diego was our best ever! The event topped all previous attendance and vendor support records. The exciting agenda sparked the slogan "Only at CLEAR" as attendees were granted access to unedited versions of law enforcement presentations unavailable at other conferences. These presentations have set the table for another groundbreaking agenda at this year's event.



CLEAR LEADERSHIP SERIES
CLEAR introduced a new leadership forum this year with a "Women in Leadership" session hosted by Captain Kate Adams of the Sacramento County Sheriff's Office. The session was well attended by industry and law enforcement professionals from across the country that specialize in investigations and serial crime. CLEAR will be continuing the series with additional sessions this fall.



LOSS PREVENTION FOUNDATION "SUCCESS THROUGH PARTNERSHIP"
CLEAR partnered with their premier sponsors and the Loss Prevention Foundation to award scholarships to 18 lucky attendees at the 9th Annual Training Conference. CLEAR will be continuing its partnership with the Loss Prevention Foundation going forward with special discounted rates on training courses for CLEAR members.

FEBRUARY 2020 NEWSLETTER

CLEAR 2019 CONFERENCE RECOGNIZES EXCEPTIONAL LP AND LAW ENFORCEMENT INVESTIGATORS

The 10th Annual Coalition of Law Enforcement and Retail (CLEAR) conference saw an incredible turnout of nearly 300 retail, law enforcement, and vendor attendees at the beautiful Bahia Resort on Mission Bay in San Diego, CA, October 28-31, 2019. One of the features of this conference is recognition of top investigations that made major impact in the retail industry.



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CLEAR ANNOUNCES NEW BOARD MEMBERS



RORY STALLARD

Rory Stallard is the Sr. Manager of AP Invest. for Home Depot in Atlanta. Stallard has 24 years of LP experience in ORC. He helped grow & expand three ORC programs with Target, Toys R' Us & Home Depot. He was a founder of Georgia Retail Association Retail Crime Alliance (GRAORCA) & recipient of GRAORCA's Partnership of the Year Award for helping take down a multi-state ORC ring affecting GA & FL.

He testified for State Senate hearings in CA on the need for ORC legislation and worked with eBay to start a program (Proact) to address stolen property sold online. He has testified for various state and local hearings addressing pawn shop law requirements & laws for buying stolen property. He was a criminal justice curriculum consultant for the GA Board of Education and an advisor for college & universities' criminal justice programs. He is a National trainer and speaker on topics including ORC, LE/private sector partnerships, and surveillance tactics. He has been recognized by Polk County Sheriff Grady Judd for involvement with their ORC training course & assisted the LP Foundation developing an ORC Investigations Certification Course. He has a bachelor's degree from East Tennessee State University with a major in Criminal Justice and a minor in political science.



SANDY CHANDLER

Chandler is currently the Director of Loss Prevention with Ulta. She has 20+ years in the Loss Prevention / Asset Protection Industry, spanning, department stores, discount retailers, bookstores, jewelry stores, specialty stores, pharmacies, and luxury brand retail. She earned her BA Degree from California State University Long Beach.

Chandler is a Certified Protection Professional (CPP) board certified by ASIS International, Loss Prevention Certified (LPC) by the Loss Prevention Foundation, and Certified Forensic Interviewer (CFI) board certified through the International Association of Interviewers, and member of Infragard – the FBI/Private Sector partnership. She has served on the criminal justice board for ITT Technical Institute, where she was an adjunct college instructor, as well as graduation keynote speaker. Chandler recently presented on a general session panel on addressing disruptive behavior at the 2019 NRF Loss Prevention conference and led a breakout session on Luxury Retail and ORC. Chandler is a co-chair of the quarterly NRF ORC conference calls for the West Coast. She is a member of the California Robbery Investigators Association and NAORCA. Chandler piloted one of the first facial recognition programs in retail and is an active shooter trainer for Bloomingdale's.

NOTABLE ORC CASES



'Operation Chain Link'
CVS ORC Team & Law Enforcement bring down multi-million dollar fencing op of \$5.5M in stolen goods sold on eBay, Amazon over the past 20 months



On December 16, 2019, Detectives from the Wilmette Police Department and Chicago Police Department executed eleven separate search warrants in downtown Chicago connected to "Operation Chain Link". These warrants were the culmination of an extensive eleven month investigation by law enforcement and Investigators from CVS Organized Retail Crime Team.

The investigation was initiated by CVS in March of this year and uncovered a city wide network of professional thieves, illicit businesses and private residences being used to clean, repack and ship stolen OTC and HBA products to unsuspecting online customers nationwide.

The investigation revealed that the criminal organization had sold over five million dollars in stolen product on EBAY and the Amazon Marketplace over the last two years. The three leaders of the criminal enterprise were also arrested on December 16, 2019. Immediately following the arrests, law enforcement officials seized all of the known assets of the suspects and shut down all of their online selling accounts. \$2 million dollars in stolen product was recovered from the search warrant locations. The investigation is ongoing. abc7chicago.com



JOE HOPKINS



Joe Hopkins has 25+ years as a police officer and 22 years with the LAPD. He is assigned to the Commercial Crimes Division (CCD) & has investigated cases involving crimes against persons, high profile burglaries and major fraud including embezzlement, real estate fraud, and elder financial abuse.

Hopkins supervises detectives in Cyber Crimes Section-Investigations, responsible for investigating Unauthorized Computer Access (Hacking), Business Email Compromise, Identity Theft & Grand Theft. Joe is CCD's Community Business Coordinator & the Department liaison to numerous public/private partnerships such as an advisor to the International Association of Financial Crimes Investigators (IAFCI) Southern California Chapter & National White-Collar Crime Center (NW3C). Hopkins is a Director of LEAPS-CAL, comprised of Law Enforcement & Private Security (LEAPS), Los Angeles Area Organized Retail Crimes Assoc. (LAAORCA) & California Organized Retail Crimes Association (Cal-ORCA).

CLEAR EXECUTIVE DIRECTOR, JOHN CLARK, AT SHOT SHOW 2020 ON IMPLEMENTING CRIME PREVENTION STRATEGIES AND TACTICS FOR FIREARMS RETAILERS

CLEAR's Executive Director, John Clark, recently spoke at SHOT Show 2020, the nation's largest event for professionals in the sport shooting, hunting and outdoor industry in Las Vegas, NV, an official event of the National Shooting Sports Foundation (NSSF). Clark supports various joint initiatives between the firearms industry and the Department of Justice (DoJ) focused on improving community safety and crime prevention.

In 2016, Clark was approached to support the development of strategic initiatives focused on improving crime prevention efforts by firearms retailers and helping to thwart the efforts of individuals and organized groups looking to obtain firearms through criminal acts. Since the programs inception the industry has realized a 40% reduction in burglaries and a 28% reduction in robbery incidents. When asked about the success the programs have realized, Clark stated, "this has been a team effort through and through". Clark went on to add, "the efforts of the industry, NSSF, and all involved at both the DoJ and Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF) has been incredible and these results just show the benefit of public-private sector partnerships".

Clark works with a team of Consultants and members of the DoJ and the ATF, engaging and educating firearms retailers across the country on various strategies and tactics that they can employ to enhance community safety efforts. When asked about the strategy for 2020, Clark stated "we have to maintain this momentum", "our Teams achievements to date are only the beginning and we are looking to build upon our success throughout the year ahead.

"The program aptly named Operation Secure Store (OSS), is a multifaceted initiative providing firearms retailers with education on solutions and services that enhance operational security and aid in identifying potential risks, protecting interests and limiting the disruption of operations. Due to the OSS programs overwhelmingly positive feedback and successes, several other joint initiatives are now being incorporated into the strategic efforts and educational offerings of the OSS program. The Team conducts more than 30 training seminars annually, with thousands of firearms retailers in attendance, alongside DoJ, ATF and State Law Enforcement personnel. In addition, the Team also responds to 100% of incidents reported to ensure retailers have the support needed to improve the safety and security of their businesses, enhance community safety, reduce the opportunity for future victimization and support the retailer in getting back in business.

MEMBERS OF CLEAR EXECUTIVE BOARD SELECTED AS GUEST SPEAKERS AT INNOVISION 2020

The Coalition of Law Enforcement and Retail is excited to announce CLEAR's very own Ben Dugan and John Clark have been selected as guest speakers for Innovision 2020. Innovision is an intensive 2½ day event with a strong educational agenda with topics on cyber security, emergency preparedness, and risk reduction strategies from around the globe. As an invitation-only event, the event assists in fostering cross-functional discussions, allowing attendees to develop innovative solutions for everyday problems in asset protection and loss prevention.

Dugan will be speaking on The Evolution of ORC, highlighting the changing dynamics of ORC over the past decade, discussing common misconceptions, new trends and industry challenges. Clark will be presenting on the Risks of the Darknet and providing insights to attendees on what steps they should be taking now to mitigate risk and ensure their organizations are prepared for the worst case scenario.

"This is an exciting opportunity for CLEAR", said Dugan, adding "the Innovision event brings together a diverse group of smaller retailers that we don't often get to speak to. Both John and I are excited about the opportunity to share and exchange ideas with such a talented group of invitees."



**ICYMI:
PRESIDENT
BEN DUGAN
ON CNBC'S
"ON THE MONEY"**



VENDOR ROUNDUP

Gregg "OX" Oxfeld, Director of Vendor Relations

The 10th Annual Coalition of Law Enforcement and Retail (CLEAR) is in the can as the saying goes...We were joined by nearly 300 retail and law enforcement attendees and 30+ vendor partners and sponsors, accounting for 75 industry professions ascending to the Bahia Resort on Mission Bay in beautiful San Diego, California.

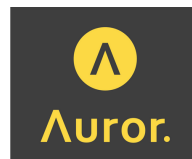
This past year's conference was not only the largest event in the ten-year history, but also the most informative and, collectively, the most technologically intuitive thanks to our vendor community. In addition to a jam-packed exhibit room filled with integrators, software providers, and equipment specialists, we hosted an array of other suppliers and data experts from a diverse sector of the Asset Protection Industry and the ORC community. With this robust supply of offerings, the overwhelming replies from our attendees was one of admiration and applause.

This year's vendor spotlight featured, Stuart Levine, CEO at The Zellman Group (zellmangroup.com), Bobby Haskins, Director of Market Development – North America & Retail Asset Protection at Auror (auror.co), as well as Andrew Chapman, Vice President Sales –Retail & Entertainment at Inpixon (inpixon.com). The innovative products, data, and processes that these vendors demoed at this year's conference were groundbreaking and acknowledged by the masses, being well-received by the entire attendee base. This platform was a new addition to this year's conference and will be carried forward to next year in San Antonio TX.

We are looking forward to our Premier Partner Sponsors contacting us with their innovative ideas and approach to assisting the ORC and Asset Protection community to be considered as one of the three presenters this coming year. Vendor Registration is now open online as well as the link to this year's hotel on the CLEAR website. Space is limited and, as always, first-come-first-served: www.clearusa.org.

CLEAR's 11th Annual Training Conference and Exhibit is October 26-29, 2020 at the historic Menger Hotel in San Antonio, Texas – looking forward to seeing you all there!

2019 Premier Partner Sponsors

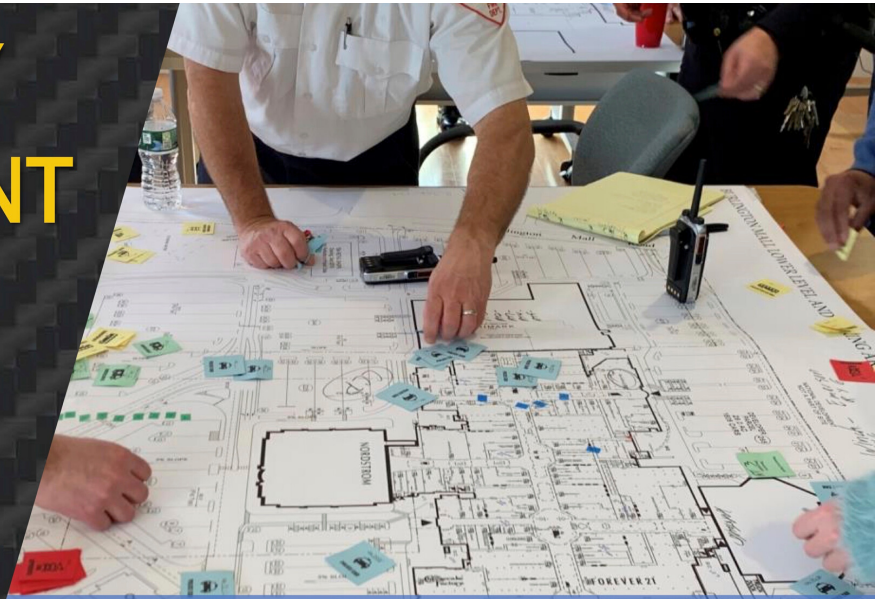


GROUNDBREAKING, INTERACTIVE SESSION COMING TO CLEAR'S 2020 CONFERENCE

EMERGENCY MANAGEMENT SCENARIO BASED TRAINING

ASCENTRA

The Next Level in Preparedness
Training and Exercises



CLEAR is partnering with Ascentra, a leading provider of emergency management training and exercises around the globe to provide a thought provoking series of interactive critical incident scenarios to illustrate various techniques of both organizational incident management and how to prepare your own organizations through exercises.



This 3 hour interactive session will provide participants with an overview of exercise design, and then present participants with three mini scenarios and activities including active assailant violent crime, cyber impacts, and business continuity.

Each scenario will start with a realistic newscast and an experienced facilitator will guide the group challenges relating to incident management, business continuity, and public messaging.



Participants will have the option to rotate to different positions through each scenario and discuss issues related to senior executive concerns, security personnel concerns, recovery issues, and public information.



CLEAR Case of the Year Award

For over ten years, retailers operating in San Francisco's Union Square, were frustrated by constant high-dollar boosting events, store takeovers, and violent attacks on employees and customers. In March 2018, the California Department of Justice stepped up to aid retailers such as Macy's, CVS, Walmart, Victoria's Secret, Target, and Walgreens. These retailers had reported losses in excess of \$7 million.

Assistant District Attorney Tom Ostly and Investigator Alex Nocon took the time to listen to the concerns of the retailers and launched an investigation to identify the thieves and disrupt the flow of stolen merchandise. During the eight-month investigation, Ostly and Nocon worked to identify over 40 prolific boosters stealing high-dollar merchandise including purses, lingerie, cosmetics, liquor, and over-the-counter medications. The investigation revealed fences were shipping the stolen product as far north as Seattle, Washington, and as far east as Houston, Texas.

As a direct result of this investigation, a new ORC task force was formed in San Francisco County, and the California Highway Patrol launched an ORC interdiction initiative. The case was supported by California Governor Jerry Brown and used as a backdrop for the introduction of California's new ORC legislation. Since the closing of this case, there has been a dramatic decrease in overall crime in San Francisco's Union Square, and it has become a safer place to both work and shop. This important case directly changed the way ORC is viewed and handled in the State of California.

Loss Prevention Investigation of the Year Award

This case was a collaborative investigation between eBay, Home Depot, Unified PD, and the Utah Attorney General's office. This investigation began three years ago when eBay Investigator Stephen Huhnke proactively noticed multiple eBay accounts seemingly linked together selling new in-box items (NIB).

Over the next year, ORC Investigator Brian Marvin, Detective Parsons Metzkw, and Agent Chris Walden worked tirelessly to formulate a plan with lead attorney Steve Wuthrich and Marvin's partner Randy Barnhart. Once the operation was live, it only took six weeks to have enough evidence to move forward with search warrants. Agent James Russell wrote search warrants that led to the seizure of 50 pallets of merchandise valued at over \$1 million. Thanks to Agent Walden and AG Reyes, there is a new statute in Utah that prohibits pawn shops from buying or selling NIB products.

Law Enforcement Investigation of the Year Award

These law enforcement officers partnered with Houston area loss prevention agents to target violent robbery suspects. This dynamic and collaborative approach was hugely successful in reducing the incidents of violent robbery significantly. This award was accepted by Harris County (TX) Sheriff's Office, Major Offenders Squad, and the Texas Department of Public Safety Violent Crimes Squad.

CLEAR Community Service Award Winner

This award was given to Detective Vicki Aubrey of the Salt Lake City Police Department. Det. Aubrey has served more than 15 years with SLCPD working in patrol, ORC, bike patrol and most recently SVU. She has tirelessly served on the UTORCA board of directors for four years and as a board member of CLEAR for the last two years. She has been a valuable board member made a profound contribution to the mission of CLEAR.

CLEAR Leadership Award

This leadership award was presented to Curt Crum for his contribution serving four years as president of CLEAR and his 32 years in leadership positions with the Boise (ID) Police Department. Crum retired from BPD in July but continues to serve on the CLEAR board of directors.

Retail Investigation Special Recognition

This recognition was awarded to Chantal McMillan, Albertsons LP investigator and Jennifer Payne, Hobby Lobby investigator. In October of 2018, McMillan began an investigation into the significant loss of vitamins and OTC products. She partnered with Boise Police ORC Investigators Adam Schloegel and Ryan Thueson. The investigation was bolstered by information received from Payne, who distributed information about a subject hitting Hobby Lobby stores in Oregon, Washington, and Idaho. Boise Police was able to identify the suspect in a joint investigation with the eBay PROACT team, and an arrest warrant was issued, resulting in the arrest of the suspect. In all, this case involved the theft of over \$500,000 in retail merchandise.

Educational Sessions

Apart for the awards, training sessions were conducted on multiple topics: Violent Crime Trends, Growing Trends in Retail Armed Robberies, Lessons from an Active-Shooter Incident, Interviewing Victims of Traumatic Events, Major Case Study: Investigative Collaboration, Interviewing and Interrogation with Wicklander-Zulawski, California 2020 ORC Initiatives, Defusing Tactics for Violence Prevention, ORC: A Criminals Evolution, Open-Source Investigations, Investigating and Prosecuting Financial Crimes, FBI and Retail LP Counter-Terrorism Initiative, CLEAR Leadership Event: Women in Leadership with Captain Kate Adams, Key Indicators of External Theft, and Partnerships in e-Commerce Investigation.

Certification Scholarships

This year's conference included a record number of certification scholarships given to conference attendees. Loss Prevention Foundation (LPF) made a big splash in San Diego, as LPF President Terry Sullivan, LPC presented a generous 18 LPC and LPQ scholarships to conference attendees. Wicklander-Zulawski Senior Partner Wayne Hoover also presented two CFI scholarships to attendees. LPF President Terry Sullivan (center) with recipients of LPC and LPQ certification scholarships

Conference Sponsors

CLEAR would like to offer its sincerest thanks to its long list of vendors who made this conference possible.

Premier Partner Sponsors: The Zellman Group, Stanley Security, Business Watch International / RAPID, Kaseware, Raptor Vision, Auror, Inpixon, ClickIt, 3xLogic, Axis Communications

Vendor Sponsors: Protos Security, InstaKey, Alto, March Networks, Costar Video Systems, Gulfcoast Software Solutions, Honeywell, ADT Commercial, Securitas Electronic Security, Window Film Depot, NuTech National, LPI by DTiQ, Clinton Electronics, Bosch, National Association for Shoplifting Prevention, Genetec, CAP Index, DCBusiness Analytics

Sponsors: D&D Daily, SenTech, NRFLP Foundation, LP Magazine, CVS Pharmacy, SDORCA, La Familia Robaina, Jewelers Security Alliance