



Civil Recovery

Helping you navigate your way through Civil Recovery and Retail Injunctions

Theft and fraud is a major problem for all organisations in the retail sector but even more so in the current economic climate, with limitations on police resources with pressure on sales and profits.

It could be costing your business substantial sums of money and wasting time. One of our clients has estimated their civil recoveries to total around £1.5m a year. In sales terms, that might equate to additional sales revenue of up to £50m a year.

Reducing internal and external theft by employees and customers, and recovering the loss and costs spent investigating it can have a significant impact on a company's bottom line. Implementing simple procedures and identifying problem areas puts you in control and acts as a strong deterrent to potential shoplifters.

How we can help

DWF's Recoveries team offers the leading Civil Recovery service, used by the many of the UK's leading retailers, to support your business.

We will work with your teams to ensure incidents are reported and you recover your losses.

Our goal is to maximise recoveries whilst minimising costs. We can help through the development of a number of automated processes, as well as providing access to our industry-leading case management system. Clients use this online facility for instructions and to view the current status.

Our recoveries team has a number of alternative pricing models available, which we are happy to discuss with you.

If you don't currently have a Civil Recovery process within your business, don't worry. In recent years we have helped a number of retailers devise and implement Civil Recovery within their business.

Verifying offender details

Given the reduced response by the police to incidents of theft in retail stores, ensuring the data you capture about an offender is accurate has never been harder.

DWF can offer you a range of solutions from validating an address to full Identification & Verification (ID+V) Solutions that are fully GDPR compliant.

Brand protection

Protection of your brand is key. Whilst it is essential to tackle the issue of theft, this cannot be done at the risk of adverse publicity damaging your brand. Our team is skilled in identifying the issues, such as quality of evidence to support the claim, offender vulnerability and mental health issues and addressing these at an early stage. Our practical, commercial advice will guide you through any issues that you may face and maximise your chances of achieving the desired outcome.

Demonstrable, comparable results

Our innovative, bespoke recovery service is helping us to achieve better recovery levels than our competitors. Take a look at the example below, showing how we delivered significantly improved results for one of our major retail clients:

Offence Type	DWF	Previous Provider
Colleague	34%	20%
Public	19%	13%
Petrol	15%	9%

For this client the increased recovery rates translated to additional recoveries of almost **£150,000**, without them having to do any more work or send any more cases.

Interactive Management Information ensures you have a clear picture of what is going on within your business. The heat map can identify where offences are happening and being reported (UK and overseas) to help you drive future decisions, and prioritise your recovery efforts.

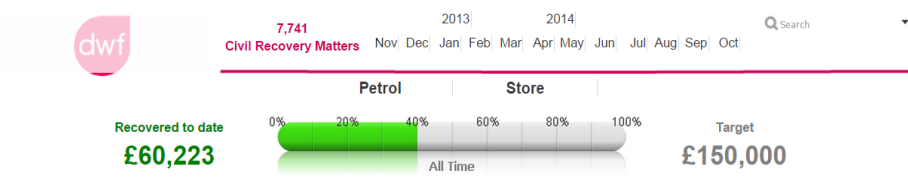
Increased recovery rates together with an innovative approach to pricing means a greater net return to our clients:

For one of our leading supermarket clients, we successfully pursued recovery of a case with a value of £750,000 where a sub-contractor had been contracted to deal with the destruction of scrap metal, but had been scrapping metal cages that were not due for scrapping and taking the proceeds for himself.

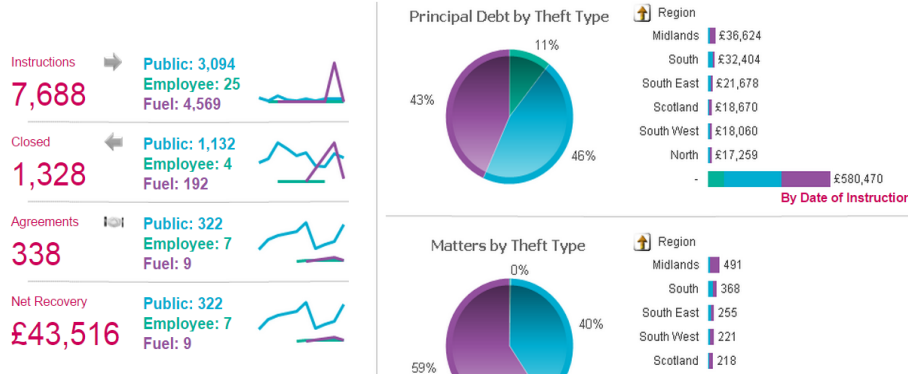
Our team was recently chosen by a leading supermarket take over the delivery of their civil recovery service following a tender process. Effective use of systems, both to take instructions and for management information (see above), were key to their decision to change. That decision paid off immediately as the net recoveries they received in the first month exceeded that from their previous supplier in the whole of the previous 12 months. Reporting levels are on track for a yearly increase of over 400%.

“ The new Civil Recovery partnership between Morrisons and DWF has been like a breath of fresh air for us. Our number of referrals has increased greatly and the amount of time our field staff spend making these referrals has drastically reduced.

David Halsall, Head of LP Corporate Protection, WM Morrisons plc

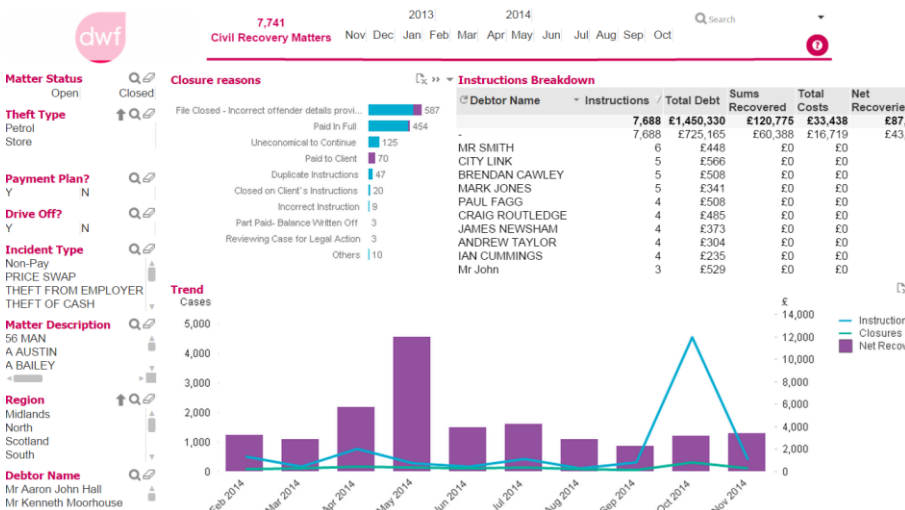


Nov 2013 to Dec 2014



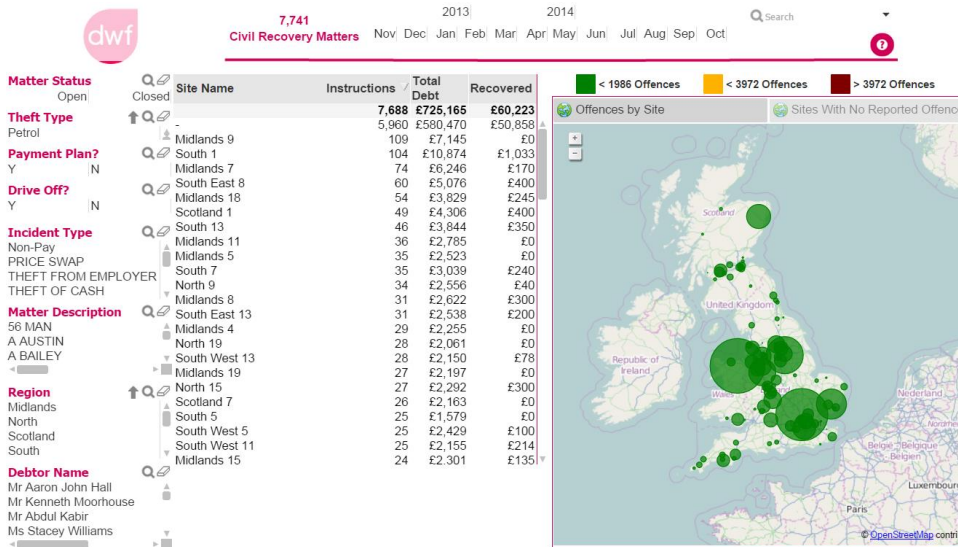
Recoveries Dashboard

- Our easy to use dashboard provides key metrics at a glance, for example
- The volume of recoveries
- The value of recoveries
- Ability to filter by offence type, date range and geography



Analysis Dashboard

- View the incidents you selected in the Recoveries Dashboard in more detail.
- If you have filtered by date or specific stores you can view:
- Closure reasons (helping you to identify any issues in data quality)
 - Specific cases, and
 - Trends relating to instructions, closures and net recoveries



Locations Dashboard

Get an overview of the profile of Civil Recovery cases right across your retail estate:

- Identify the individual stores and regions with the highest and lowest incidences of Civil Recovery cases
- Analyse this by theft type and incident type
- Compare different reporting periods – monthly, quarterly, yearly, etc.
- Compare incident volumes for individual locations against your current guarding levels, to enable you to target your guarding resources more effectively

What our clients say

DWF's professionalism and understanding of our brand has led to us working in partnership for a number of years. The level of trust between Sainsbury's and DWF combined with their pro-activeness results in a very innovative relationship, leveraging new technology and approaches to maximise return on investment.

DWF consistently go above and beyond, in particular Kevin Feehan and James Perry. Whether it's presenting to a set of senior retail managers or tirelessly pursuing more complex cases, I can always rely on them to treat all individuals with the same high level of courtesy and respect.

National Investigations Manager, Sainsbury's Supermarkets Ltd

I found the service provided to be both thorough, cost effective and highly professional, as expected. During each instruction I was kept informed throughout and was provided with sufficient information to select or reject case progression. Personnel at DWF were dogged in their pursuit and recovered funds which helped right previous wrongs.

Gregor Durston, Property and Loss Prevention Manager, Space NK Ltd

As a fast growing retailer we need a fast moving firm of solicitors who will give sound commercial advice and then act on it. DWF fits the bill perfectly.

Tim Yates, Acquisition Director, Iceland Foods Ltd

Outstanding Benefits

- Positive impact on profit
- Ease of budgeting
- Puts you in control
- Bespoke reporting
- Visibility and transparency
- Easy management
- Easy trend analysis – repeat offenders
- Brand protection
- Improved data quality

Repeat and serious offenders

One off incidents of theft and fraud cost your business money and distract your teams from their day to day roles. However, these are easier to deal with than the instances where individuals or groups target your estate or where there are more serious elements to the incidents, such as abuse, threats or violence. In such circumstances you need a toolkit that allows you to deal effectively with this, because if you don't, the problem will escalate.

At DWF we have a number of products to tackle such scenarios. These include the use of sophisticated databases to track repeat and known offenders. This means:

- You are aware of trends and can identify those who seek to take advantage of your business
- You will be prepared and can make your estate aware of these individuals
- We can profile offenders for you and identify bespoke recovery solutions

- You will maximise the recovery of your losses
- You will deter future offences

We also understand that sometimes, seeking to recover your losses is not enough and that preventative measures such as a Retail Injunction can also be beneficial.

Where there are serious elements to an incident, the use of our Retail Injunction allows you to effectively keep the offender(s) off your estate. The key benefits are:

- Control and influence over the timing, scope and cost of the outcome
- Savings on shrinkage, costs of extra security and staff absences
- The Police will usually act on the injunction to arrest defendants

DWF Retail Injunction service includes:

- Secure online instructions
- Advice on Merits
- Template witness statements for clients to easily complete
- Preparation of application documents
- Civil Recovery

What we will need from you

DWF can make the process as simple as possible. We ask for just half an hour of your time to start the ball rolling, then you can leave the rest to us. Call us today to arrange a free consultation.

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