

Manitoba Liquor & Lotteries has been working closely with the Winnipeg Police Service (WPS) and experts in retail security to develop additional strategies in our ongoing fight against theft in our Liquor Marts.

Following are a list of new security and anti-theft tactics that we will be implementing, in various combinations, at Winnipeg Liquor Marts over the coming weeks/months.

- **WPS Special Duty Constables**

Earlier this year, we arranged for WPS Special Duty Constables to work at some Liquor Mart stores. During this time, we found that their presence was a visible deterrent, reducing the number of daily thefts at those locations. Our employees also experienced a level of comfort and safety having these uniformed officers in-store, which allowed them to focus on their work and enhance our customers' shopping experiences. We will continue periodic use of WPS Special Duty Constables.

- **Trained Loss Prevention Officer Team**

Manitoba Liquor & Lotteries will create a mobile security team of trained loss prevention officers to work with our existing corporate security team. This team will be stationed at Liquor Marts during peak periods or where incidents of theft have spiked. The team's primary responsibility will be to apprehend thieves after they've left the store with stolen product. Team members, who will be highly-trained individuals working in the security field, will use citizen's powers of arrest, turning arrested persons over to law enforcement.

### **Retail Displays & Customer Verification Changes**

The following set of changes will have some impact on our customers' interactions and product browsing experiences while shopping at Winnipeg Liquor Marts:

- **No-Bag Policy**

This practice is already common at many retailers and entertainment venues, including our own Casinos of Winnipeg. Customers may be asked to check their bags with a security guard when entering a Liquor Mart. Bags will be returned using a claim check system.

- **Customer ID Checks**

As per our “Show your Age” program, customers appearing under the age of 25 will continue to be required to show proof of age at point of purchase. All customers who enter a Liquor Mart, regardless of age, may be asked to show valid, government-issued photo ID to a security guard at the door. Those who are unable to produce the required identification may be refused entry.

- **Store Layout and Product Display Changes**

Some Winnipeg Liquor Marts will display image cards on the shelves that can be exchanged at point of sale for certain products - another common retail practice. In addition, we will use bottle locks, dummy bottles, active alarm pedestals, and install lockable shelf cases to secure frequently-targeted and high-value products.

Some Liquor Marts will also display digital monitors at entryways to alert all customers they are being recorded. Our security footage has always been recorded and is stored in accordance with privacy guidelines.

These measures will be supported by a public information campaign to let Manitobans know what to expect when they shop at Liquor Marts. The campaign includes sharing information about security measures and ongoing arrests at [MBLL.ca/StopTheft](http://MBLL.ca/StopTheft), as well as outdoor signage, in-store posters, and digital media messages.

These new anti-theft and security tactics will be funded using Manitoba Liquor & Lotteries’ existing operating budget, and an evaluation of each measure will be conducted prior to full implementation.