

Building Partnerships

Developing More Effective Relationships

Presented by Sean Sportun, ICPS 2019 CSUSA – September 22-25, 2019



October 20th, 2003 Cecilia ZHANG - 9yrs old



About Circle K Stores

- Largest C-Store chain in Canada
- 1950 location across Canada
 - 745 locations in Ontario
 - 305 locations across Western Canada
- 8215 locations across United States
- Over 4200 International locations

May 2017, our global re-branding began

















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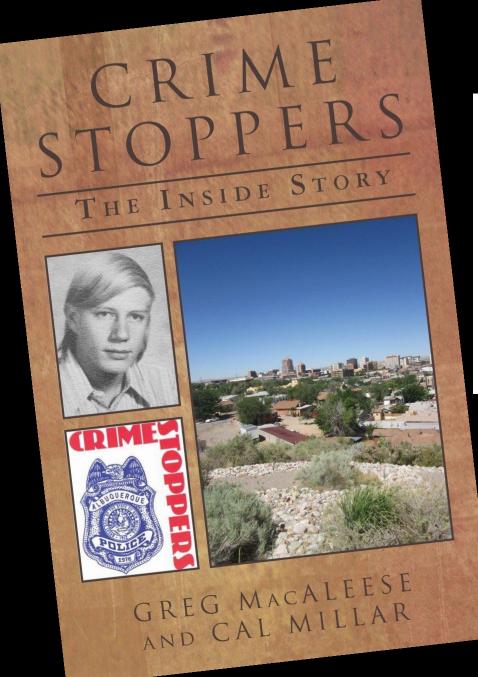
Doing Our Homework

When approaching a potential supporter, do you:

✓ Research the organization?







The first person I recruited was Carl Jones, head of security for the Circle-K Corporation in New Mexico.

Carl had heard a speech I made about the program to the Chamber of Commerce and approached me afterward. He said he thought it was an excellent idea and asked if I would like some help putting the board together. I quickly said yes.

That moment might have been the luckiest in the history of Crime Stoppers because Carl Jones turned out to be a powerful advocate for the program.

Doing Our Homework

When approaching a potential supporter, do you:

- ✓ Research the organization?
- ✓ Understand the areas where Crime Stoppers can assist?
- ✓ Develop potential solutions?
- ✓ Have a business plan to show value in the partnership.









What We Do

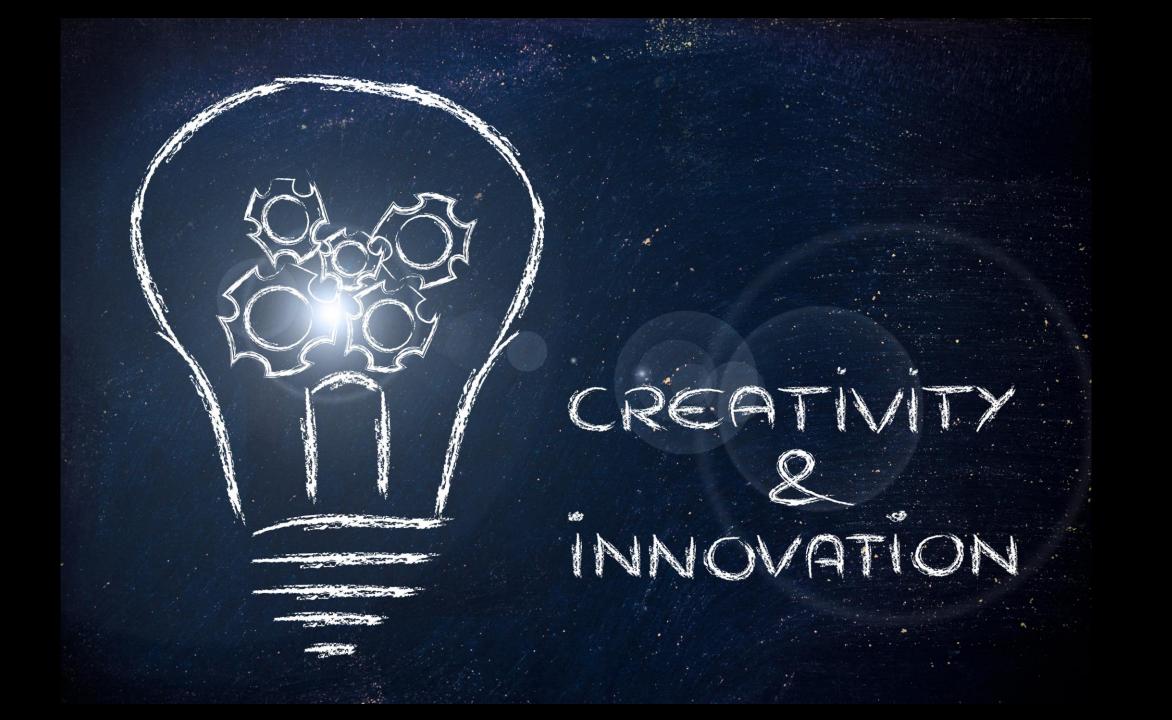
Reach Into The Community

- There are 745 Circle K locations across Ontario
- Each store serves approx. 920 customers daily
- In total, approx. 685,400 Ontarians visit each day

That's 250,171,000 annually Current Population of Canada 36,950,000







Ignite Brilliance in our thinking.

Ignite Brilliance in our questions.

Ignite Brilliance in our problem-solving.











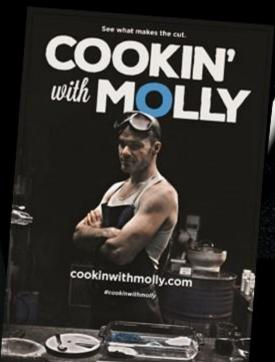


Crime Prevention Through Community Engagement











Stop the violence, Call 1-800-222-TIPS.



CRIME STOPPERS



SECURE FROM COMMAND CHARTTER SUPPORT GREATER CHARTER STOP THE MOLECULE CALL FAM DIT THE









Contraband Tobacco Awareness Campaign



PROFITS FROM CONTRABAND CIGARETTES SUPPORT ORGANIZED CRIME.
STOP THE VIOLENCE. CALL 1-800-222-TIPS.

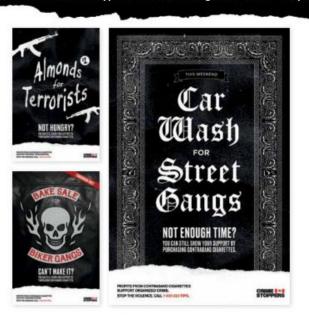


Convenience & Carwash Magazine

совлением в сармаенсамира. 17

Crime Stoppers:

Ontario Association of Crime Stoppers Laurches Hard-Hitting Public Awareness Campaign



According to the RCMP and other police organizations, organized crime is extensively involved in the illegal tobacco market and criminal gangs are using profits from the sale of contraband tobacco to fund a number of other itegal activities, including yons, drugs and human trafficking.



2016 by the Macdon-Strategic Containment

ing in Canada, showed

The illegal activity | tobacco trade to terrorist organizations of contraband tobacco such as Hezbollah, Hamas and al Qaeda. has also been linked to On Monday, September 18, 2017 the funding for terrorist Ontario Association of Crime Stoppers groups, according to launched a province-wide public awareness INTERPOL, the world's | campaign to highlight the threats to our largest international communities posed by the sale of illegal cig-

titled, Smoking Gun: crime and terrorist activities. The sale of contraband tobacco is a growof Contraband Tobacco ing problem in Ontario. An estimated one in and Cigarette Traffick- three cigarettes purchased in the province is illegal. In many Northern Ontario com-

police organization. A arettes. The campaign features a series of report published in 30-second radio and print advertisements designed to show how the purchase of ilald-Laurier Institute legal cigarettes is helping fund organized

that criminal investigations in the US have munities, the problem is much worse, with directly linked those involved in the illegal illegal cigarettes making up more than 60

REMIND ONTARIANS tion of Crime Stoppers. Sportun adds: "Given the close connection between il-

legal cigarettes and its fundinv of criminal activity in our

to safely make a difference by calling Crime Stoppers. We offer a waranteed anonymity "This awareness campaign and cash newards for tips on all criminal is designed to remind Ontaractivity, including contraband or illegal to-

CONJENENCE'S CARVASHICATADA 19

ians that contraband to bacco is illegal for a mason: the sale Crime Stoppers offers guaranteed a noof these products help fund minity and cash rewards for tips on all organized crime, serving to criminal activity, including contraband make our communities less (illegal) cigarettes. Members of the public safe," says Sean Sportun, ISCP. can anonymously report information about Director of Ontario Associaa crime in their neighbourhood by calling 1-800-222-T IPS (or 8477).

"Crime Stoppers is committed to keeping our communities safe," concludes Sportun. "We hope these ads encourage the public to acts erious in reporting criminal activity related to Contraband Tobacco." [3]







TOBACCO IS ILLEGAL FOR A REASON.

> communities, it's important to educate and empower members of the community

call ror Action

C-Store Life Magazine



SALE OF ILLEGAL CIGARETTES IS FUNDING BIKERS, STREET GANGS AND TERRORISTS

There is always a catch to buying something for cheap, and contraband tobacco is no different.

The discussion of contraband tobacco has always centered around individuals trying to justify saving money because taxes are too high. And for the most part consumers of this illegal product have been comfortable smoking it because they haven't seen enforcement taking place; for them it's had the appearance of no consequences. Basically, no one has ever gone to juil for smoking or possessing contraband tobacco.

The reality, when it comes to contraband tobacco, is the majority of Canadians view it as a "victimiess" crime that really isn't a big problem at all.

Let's look at how extensive the illegal tobecomarket is in Canada, specifically let's focus on the province of Critario. Research in late 2017 by the Ontario Convenience Store Association revealed the volume of contraband tobecooleing consumed by Ontarians continued to rise at an alarming rate in every region across the province. The study found illegal digareties accounted for just over 37% of digareties smoked – that's up from the previous year and up 59% from 2014. The highest contraband use was in Northern Ontario where it accounted for 60% of all digareties consumed, with Sault Sie Marie leading the way at 56.4%, North Bay at 785.7%, and Sudbury at 56.6%.

1-800-222-8477

WORKING TOGETHER WITH CRIME STOPPERS

In the Greater Toronto Area (GTA) contraband tobacco levels increased from 21% in 2016 to 23% in 2017, with the highest level found in the City of Oshawa at almost 35%. At this rapid pace, there is no reason to believe the illegal cigarette market will decline any time soon.

To most, these reports remain background noise and few Canadians seem concerned with this upward trend. However, if Canadians truly knew organized crime was involved in this activity and financially benefitted from the sale of contraband tobacco, would they still purchase it? Or, if they knew the sale of contraband tobacco helped fund terrorism, would that change their mind to purchase it?

These are excellent questions that have been ignored by Canadians and consumers of illegal tobacco for years simply because they have been quick to biame the government for pushing them towards using contraband products due to the high taxation of legitimate tobacco. Nevertheless, what can't be ignored and should be a cause for worry is what law enforcement agencies in Canada routinely come across when they make seizures of contraband tobacco: things such as illegal narcotics (including opicids like fentanyl and cocaine), designer "party" drugs, high-powered firearms, stolen websides, large amounts of currency and other mechanidse obtained through the proceeds of crime.

According to the RCMP and other police agencies, 150 organized crime organizations are extensively involved in the illegal tobacco market. Criminal gangs are using profits from the sale of contraband tobacco to fund a number of other illegal activities, including the trafficking of guns, druce and even human trafficking.

The Illegal activity of contraband tobacco has also been linked as a source of funding for temorist groups according to INTERPOL, the world's largest international police organization. A report published in 2016 by the Macdonald-Laurier Institute titled, "Smoking Gun: Strategic Containment Of Contraband Tobacco And Cigarette Trafficking in Caradar", showed that criminal investigations in the US have directly linked those involved in the Illegal tobacco trade to terrorist organizations such as Hezbollah, Hamas and al Caeda.



As you can see, the sale of contraband tobacco isn't a

"Victimiless" crime after all and should be concerning to everyone. Canadians need to start getting serious about the link this crime has to other more serious criminal activity occurring in their communities across Canada as a result.

Community safety is a shared responsibility, it's important to educate and empower citizens to safety make a difference. Observing the close connection between illegal cigarettes and its funding of criminal activity in our communities, the Ontario Association of Crime Stoppers Isunched an edgy public awareness campaign in September 2017 to highlight the threats to our communities posed by the sale of illegal cigarettes. The campaign features a series of 30-second radio spots and print advertisements designed to remind Canadians that contraband tobacco is illegal for a reason: the sale of these products helps fund organized crime and terrorist activities serving to make our communities less safe.

Crime Stoppers is a civilian, non-profit, charitable organization that brings together members of the community, the police and the media in the fight against orine. Crime Stoppers further provides citizens with a vehicle to anonymously supply the police with information about a crime or potential crime of which they have knowledge. Cash rewards are offered to those who contact the program with information that leads to an arrest.

The early results of the campaign have proven it to be successful in generating anonymous information, leading to several arrests and large amounts of illegal tobacco products being selzed by law enforcement.

If you have information about crimes involving contraband tobacco and want to remain anonymous, call Crime Stoppers at 1-900-222-9477.

If you know something or see something, then say something!

Sean Sportun, ICPS Director Ontario Association of Crime Stoppers

1-800-222-8477





Human Trafficking Awareness Campaign



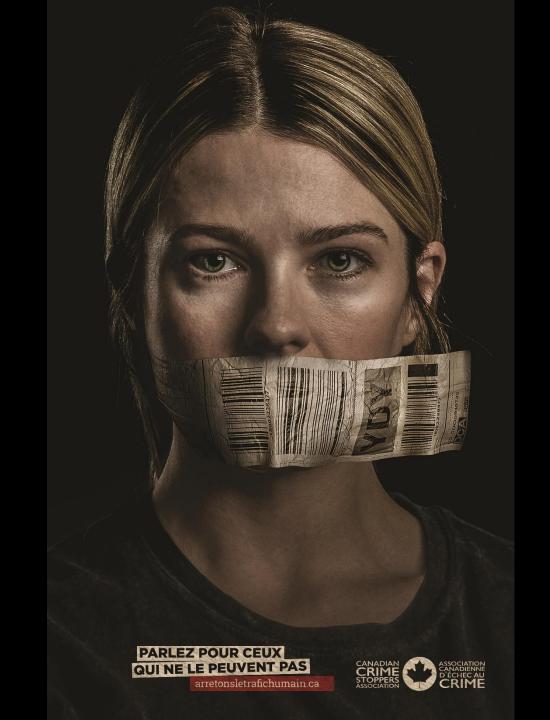


Human trafficking often hides in plain sight.

If you see anything suspicious, call Crime Stoppers at 416-222-8477. You stay anonymous, criminals don't.



www.222tips.com





Applied Arts Magazine



Organized Retail Crime Awareness Campaign

ORGANIZED RETAIL

Anti-Skimming Decal Awareness Campaign





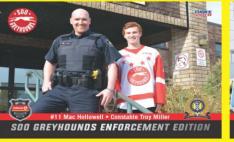






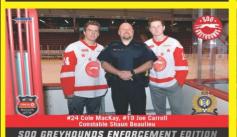






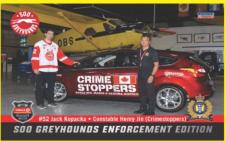




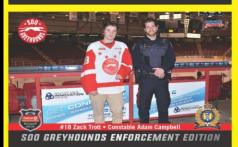








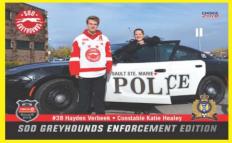


































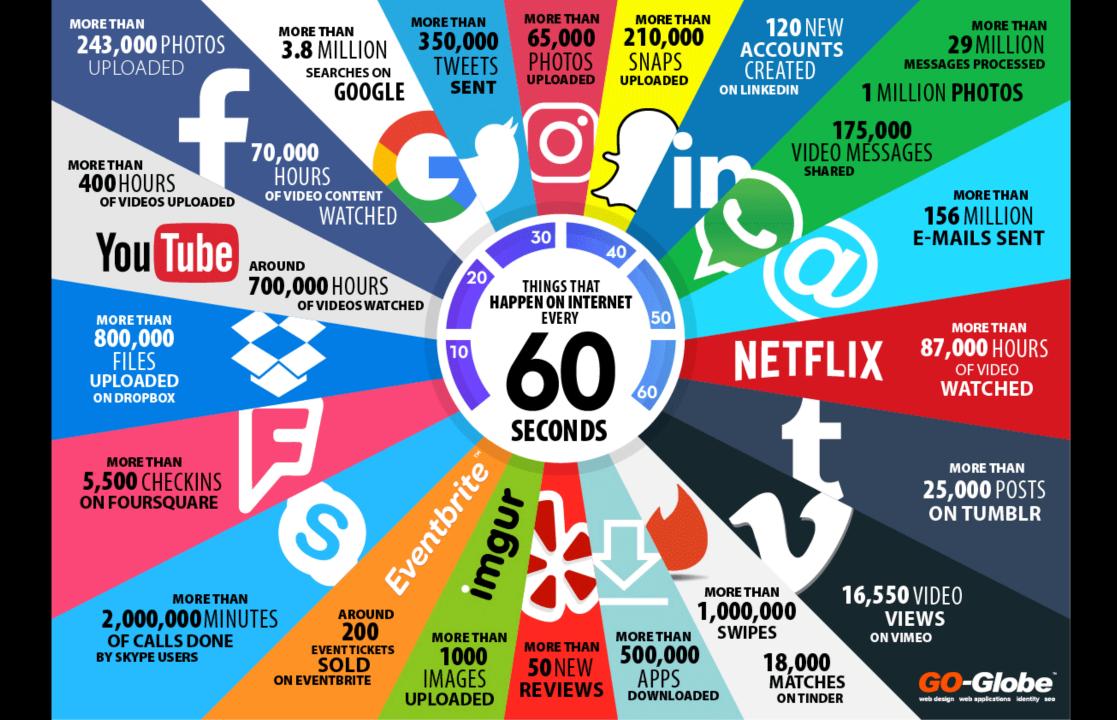
SOO GREYHOUNDS ENFORCEMENT EDITION













Do u know this #LeafsFan? if so @CrimeSDM @BarriePolice also want to know who he is - give them a call...



Barrie Robbery (Dunlop Street West) - Feb 13, 2018

Crime Stoppers (@CrimeSDM) and the Barrie Police Service (@BarriePolice) need the public's assistance to identify an individual who committed a robbery on Fe...



March 26, 2013

WINDSOR

Mac's makes it inconvenient for corner store robbers



A screen grab of two suspects wanted in connection with a robbery at a convenience store in the 3900 block of Wildwood Drive in Forget Clade, March 24, 2012 (HANDOLIT/The Windoor Star)



Ward Finder

What Ward Am I In?



Number of Suspect Posted Arrests Made

852
756

89% Success Rate



Program

Positive Ticketing

- Developed in 2007 to combat an increase in youth crime, while also strengthening partnerships with Police Services and Crime Stoppers Programs
- Provides police officers the opportunity to engage and recognize youth who are found exhibiting positive behavior
- Since inception more than 1.4 million positive tickets have been strategically issued to recognize and motivate youth





Help make your community a safer place, report crime anonymously by calling Crime Stoppers 1-800-222-8477

Crime Stoppers is a partnership of the public, police and media that provides the community with a proactive program for people to assist the police anonymously to solve crimes, thereby contributing to an improved quality of life.



If your tip leads to an arrest you're eligible for a cash reward!

Remember...You stay anonymous, Criminals don't!





Home » Explore » Positive Ticketing Program

About the program

Thanks to youth initiatives developed in partnership with Mac's Convenience Stores, kids have another reason to look forward to their next encounter with an OPP officer. These initiatives recognize positive behaviour by our communities' youth with OPERATION FREEZE during the summer and OPERATION HEAT during the winter.

On this page

About the program How it works

Related topics

File a Report Online



Peel Regional Police

A Safer Community Together

Services +

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News & Events +

Crime Prevention •

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Positive Ticketing Program

Home / Crime Prevention / Programs / Positive Ticketing Program

Operation Freeze/Heat

Operation Freeze and Operation Heat is a partnership between Peel Regional Police and Mac's Convenience Stores that encourages kids to learn that doing the right thing is 'cool'.

The tickets handed out this winter to kids in Brampton and Mississauga spotted committing random acts of kindness or exhibiting 'positive' behaviour, are actually coupons valid for a free beverage at all participating Mac's Convenience stores across Ontario.

It's called 'positive ticketing' and it also encourages positive interaction between youth and officers. Some police officers may use the coupons to recognize youth for wearing bicycle helmets, doing good deeds, participating in community activities, picking up garbage, deterring crime or following school crossing rules, while others may use them as "icebreakers" to start conversations with youth in their patrol areas.

The program has been in existence since 2007, and more than 1.2 Million Operation Freeze and Operation Heat coupons have been issued by police officers across Ontario. In Peel Region our officers have issued over 55.000 positive tickets!







Quick Links

AAA | @ Email | @ RSS | @ Print | 88 Share

- Community Events
- ▶ Employment
- Police Record Checks
- Polloe Stations
- Report a Crime Online

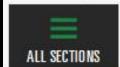
Contact

Peel Regional Police 7750 Hurontario Street Brampton, ON L6V 3W6 Click here to view Map

Phone: 906-463-3311

Positively engaging our youth...

















Home / News / Crime / Positive Ticketing Is Having A Positive...

Positive ticketing is having a positive impact on crime

May 17, 2017 01:35 by Pam Douglas Brampton Guardian









2morrow I'll b giving out tickets @ 2200 Martin Grove Rd Mac's not the bad kinda tickets. #OperationFreeze #positiveticketing



3:45 PM - 23 May 2017

A You, Toronto Police, 1800222TIPS and Sean Sportun





LIKES









TPSByers @torontocop86442 · Jul 28

This weekends secret word is "beetle juice". If you see us in your neighbourhood. Kids Stop and tell us that! We have froster coupons











Positive Ticketing

- Developed in 2007 to combat an increase in youth crime, while also strengthening partnerships with Police Services and Crime Stoppers Programs
- Provides police officers the opportunity to engage and recognize youth who are found exhibiting positive behavior
- Since inception more than 1.4 million positive tickets have been strategically issued to recognize and motivate youth
- Public Safety Canada and the International Association of Chiefs of Police endorsed the program as the largest and most recognized







Policing Indigenous Policing Economics of Policing International Police Peacekeeping and Peace Operations Policing and Community Safety Research Crime Prevention Crime Prevention Tools and Resources Crime Prevention Funding Programs Corrections About Canada's Correctional System Aboriginal Corrections Corrections Policy Corrections Programs and Community Development Corrections Research Victim Information and Assistance

Positive Ticketing Program (Synopsis)

Ontario Provincial Police

Description:

As part of the Ontario Provincial Police (OPP) Youth Strategy, the Positive Ticketing Program was introduced in 2010 to reward youth by issuing "positive tickets" for positive behaviour. Youth are issued tickets for practicing personal safety (e.g., wearing bicycle helmets), doing various good deeds, participating in community activities, demonstrating community pride (e.g., picking up trash), deterring crime and observing school crossing rules. OPP officers also issue the tickets as an icebreaker, to develop a rapport with youth in their patrol areas. Police have partnered with Ontario's Mac's Convenience Stores, which redeem coupons for hot or cold beverages as part of the program. A communications strategy engages media and communities through two community-based crime-prevention initiatives:

- . Operation Freeze, a summer and fall initiative that offers frosty beverages for positive youth behaviour; and
- . Operation Heat, a winter and spring initiative that offers hot chocolate for positive youth behaviour.

Since the introduction of the Positive Ticketing Program, more than 300,000 Operation Freeze and Operation Heat coupons have been issued by police officers. There is outstanding public awareness of the program across Ontario. Officers delivering the program cite positive comments and examples of the program's positive impact in support of youth. The program has also mobilized communities to recognize youth in other ways.

The Positive Ticketing Program initiative has shown that strategic, community-based partnerships can help to prevent crime and strengthen communities. The program is the largest and most recognized positive ticketing program in North America, and Operation Heat 2011 has been recognized by the International Association of Chiefs of Police.

Resources:

Outcomes:

The Positive Ticketing Program relies on an in-kind donation from Mac's Convenience Stores in Ontario, which redeems coupons for hot and cold beverages. Since in the summer of 2010, police have given out more than 300,000 coupons, the total value of which exceeds \$500,000.

Youth Crime DOMMINION



Redemption 369

*Average coupon program is 2% or below





DON'T TEXT & DRIVE IT CAN WATER

Emergency: 911 | Tempe Non-Emergency: (480) 350-8311

Silent Witness: (480) WITNESS





StreetART Program

- Developed in 2012 as a way to combat crime issues
- The StreetART mural program works to create strategic partnerships in an effort to prevent crime and strengthen community relationships; while working diligently towards a community-based shared responsibility.
- Engaging the community, especially the youth will only empower them to develop a stronger ability to make a positive difference.
- To date, 23 murals have been completed across the Province of Ontario





BARRIE POLICE SERVICE

Barrie, Ontario, Canada

EMERGENCY: DIAL 9-1-1 | Non-Emergency: (705) 725-7025



Publications | Barrie Police Services Board | Contact Us





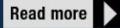






Preventing Crime with Colour & Design

The Barrie Police teams up with Mac's Convenience Stores & Crime Stoppers to engage local youth, reduce crime & combat graffiti.





Daily News Releases

Female Charged with Ar... Thu., May. 25, 2017 - 1:45 pm

Police Seeking Witness...

Innisfil Couple Caught...

Wed., May. 17, 2017 - 3:30 pm

Thief Caught with Tags...

View all Daily News Releases

A 38-Year-Old Barrie M...

Thu., May. 11, 2017 - 8:30 am

Sport Bike Seized and ...











CircleKCrimeBusters @CirKCrimeBuster · 4 Jul 2016

Teaching local youth positive messaging through the power of #StreetArt in #Ottawa with @OttawaPolice







CircleKCrimeBusters @CirKCrimeBuster · 26 Aug 2016

How cool is this! Ron Orr, brother of #BobbyOrr stops by the #ParrySound #StreetArtMural to say hello @BobbyOrr4HOF







Its @YRP #OfficerMo and @MagicfinngaW kick'n it with students from #DearParkPublicSchool at our #StreetART refresh mural in #Keswick #BreakingBarriers #CrimePreventionThroughCommunityEngage ment



3:38 PM - 17 May 2018

2 Retweets 12 Likes





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3:38 PM - 17 May 2018

2 Retweets 12 Likes













You may have heard of a #MICDrop, but have you ever heard of a spray paint can drop? Clearly Officer Mo has some moves! #StreetArt #CommunityEngagement



CircleKCrimeBusters @CirKCrimeBuster

Its @YRP #OfficerMo and @MagicfinngaW kick'n it with students from #DearParkPublicSchool at our #StreetART refresh mural in #Keswick #BreakingBarriers #CrimePreventionThroughCommunityEngagement

3:55 PM - 17 May 2018

4 Retweets 5 Likes



























News · GTA

Two dead, 12 injured in Danforth shooting rampage



Police cordon off a site near the shooting on Danforth Ave. (RICHARD LAUTENS / TORONTO STAR)











Pleased to be at the @CircleKOntario StreetARTMural Project #TorontoStre #danforthstrong @CPEU_TPS Here w @CirKCrimeBuster @1800222TIPS



Officer Amy Boudreau @TheYogaCop

Following

Very touching #DanforthStrong mural, love to see your continued commitment to all communities--thank you for sharing! @CirKCrimeBuster @1800222TIPS @TPSOperations @CircleKStores

CircleKCrimeBusters @CirKCrimeBuster #TorontoStrong youtu.be/fTkt5 S6noU

@CircleKOntario #TorontoStrong

7:11 PM - 11 Aug 2018

1 Retweet 3 Likes

12:16 PM - 10 Aug 2018

15 Retweets 39 Likes





























































e thank you to all those who came

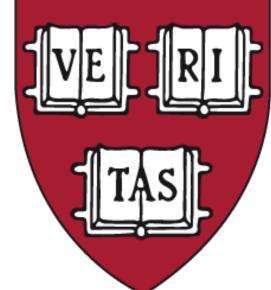
e #DanforthMural reveal - working





#TORONTOSTRONG

WHAT DOES A L



HARVARD

UNIVERSITY
Business Study



KATY DECELLES | VISITING ASSOCIATE PROFESSOR

Sean Sportun Mac's Convenience Stores, Inc. 305 Milner Avenue, Suite 400 Toronto, ON M1B 3V4

October 20th, 2016

Re: Harvard Business School Case

Dear Mr. Sportun,

My colleague Francesca Gino and I are impressed with the crime prevention initiatives undertaken at Mac's Convenience Stores/CircleK Stores (Mac's) under your leadership. We believe that by featuring your efforts and successes in this area would be incredibly valuable for business school students world-wide. To that end, we would like your permission to write a Harvard Business School (HBS) teaching case about your work at Mac's.

The content of an HBS case is typically 10-12 pages that detail a real-life business challenge (in this case, crime), possible alternatives to trying to address the problem, and the effectiveness of those solutions. HBS cases are used in MBA classrooms around the world. The material would be posted in the HBS case database, which is accessible by business educators interested in locating compelling teaching materials. In addition, when we teach this case, we would be happy to invite you as a guest speaker in our classes, and to hear how our MBA students analyze the problems you face, which could be an interesting perspective to gain.

For us to write a case, we would need to interview you, as well as other key parties in your organization and initiatives. This could be a series of one-hour, audio-recorded interviews. Ideally, we would like to interview you, Wong, your VP, community police involved with the various initiatives, and some incarcerated individuals who have committed crime against retail establishments, like Mac's. We would also request information that could help our students think through the various business implications of the solutions for crime facing Mac's, such as business losses from crime, ROI numbers, cost structures, negotiations between parties, etc. This will help our students to truly get an in-depth experiential learning about this important issue.

Between 2008 to 2019

Robberies DOM:

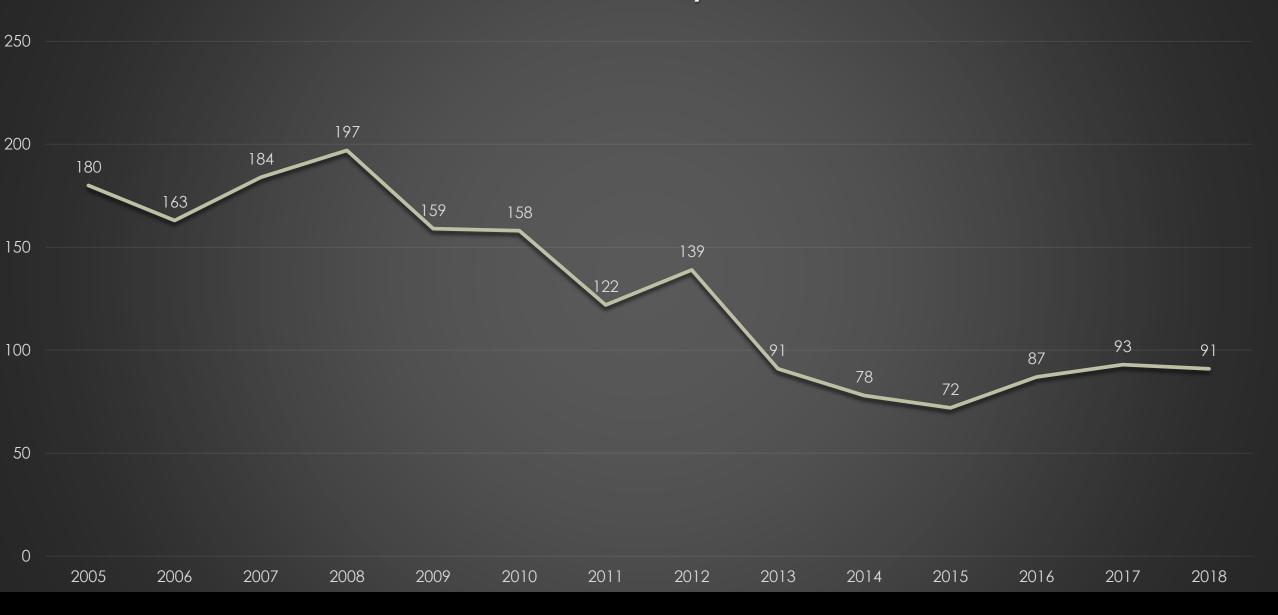
54%

Lowest Decline

Robberies DOM:



2005-2018 Robbery Incidents



MSISSAVINGS

10.4M

Store Sales 62K



My Learnings



Sean Sportun, ICPS Sean.Sportun@CircleK.com 416-904-3805



@CirKCrimeBuster



CircleKCrimeBusters

for more information visit www.CircleKCrimeBusters.com