

INSIDER THREAT – IDENTITY VERIFICATION

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PURPOSE

The purpose of this guidance note is to recommend ways in which to address the insider threat presented by those employed in, or working in a shopping centre, so as to help mitigate risk and provide a safe and secure environment for shoppers.

Shopping centres employing security officers can confirm that security officers are licenced via the Security Industry Authority (SIA) website www.sia.homeoffice.gov.uk or via 0844 892 1025.

The identity verification processes normally take the form of ensuring that documents presented are genuine and that the holder is the rightful owner. This is achieved by an integrated approach to pre-employment or pre-entry screening by well trained staff. The CPNI guidance note (at reference) provides detailed advice on how to identify fraudulent identity documents; however, technical identity verification solutions via inexpensive online services enhances the checking processes significantly and these online services are described in this guidance note.

Pre-employment and pre-entry checks, supported by online verification of identity documentation, may be introduced for those persons that access non-public areas to confirm an applicant's identity and nationality (as well as the right to work in the UK). Pre-employment and pre-entry checks will therefore:

- help verify identity
- help paint a more detailed picture of an individual's lifestyle choices in order to determine whether they may present a security risk
- help determine whether an applicant is honest and has integrity
- either confirm or negate any suspicions of inappropriate behaviour

INTRODUCTION

This guidance note addresses the issues surrounding identity verification and, in particular, document verification and, thereby, helps to mitigate the risks presented by the insider threat. In this context, the term insider threat is used to mean the criminal or terrorist threat to a shopping centre or specific retailer resulting from the activities of an employee, contractor or agency staff who has authorised access to the premises.

Identity verification does not, for example, check an applicant's employment history or previous criminal convictions as is the case in pre-employment screening checks. Equally importantly, identity verification does not replace background screening and vetting checks undertaken by employers. Identity verification overlays background screening and vetting, and helps reinforce checks that may have been undertaken by employers previously. This is particularly useful in shopping centres and retail parks where numerous retailers, contractors, and directly employed staff have authorised access.

A number of safety and security risk mitigation measures can be deployed to mitigate the insider threat including, security awareness and education, background screening by employers and retailers, post-entry and post-employment screening, and the deployment of protective security measures including security patrols, CCTV monitoring and access control. While the above mentioned protective security measures are of value they are, in the main, largely ineffective when attempting to identify those who are a threat and who are skilled at avoiding detection.

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- determine whether an applicant has an ulterior motive for making the application, e.g. they are a criminal or activist who seeks to infiltrate the business
- assess whether they are engaging in any illegal activities online
- check the authenticity of addresses
- check for any sign of bankruptcy

DATA SEARCH ENGINES

A person check via an approved contractor may include:

- address verification
- edited Electoral Register search
- passport and driving licence checks against police compromised documents
- passport Machine Readable Zone (MRZ) and driving licence verification (algorithmic)
- document numbers checked against police compromised document data
- automatic generation of correct passport MRZ from personal details
- credit account active
- company appointments and disqualified director search
- CCJ / IVA / bankruptcy search
- sanctions and Politically Exposed Person (PEP) checks
- mobile phone checks: location, network, contract type
- landline checks: line type (VOIP or fixed), active / inactive and address check
- social media search
- discrete shopping centre, exclusion orders (supplied by the shopping centre)

SCREENING PROCESS

The screening process should be managed via an online application for access to a facility. Applicants complete an online application for access and, following acceptance of the terms and conditions, which include confirmation that identity verification will take place, 'submit' the application form for processing. The data provided will be checked against the open and closed source data available and those nominated and appointed as users will be presented with an indicator via an online management information dashboard. The dashboard will confirm the status of the application.

All applicants should, following confirmation that the online identity verification process request has been submitted, present an identity document to an approved person for checking. The veracity of the

identity document may be checked using an online scanning device to confirm that the document presented is bona fide.

In all cases, the applicant should be kept informed of the process and the reason for the checks.

If the identity document presented to the screening device indicates that the document is stolen or counterfeit (or the screening indicates that the applicant does not have a right to work in the UK) the police and or Border Agency should be informed immediately (as the applicant cannot be identified and a criminal offence has been committed).

SUMMARY

The delivery of pre-entry / pre-employment identity verification checks will enhance significantly the safety and security risk mitigation measures at a shopping centre and will contribute to the overall safety and security of employees, contractors, retailers and reputation / brand.

REFERENCES

CPNI: Good Practice Guide on Pre-Employment Screening – Document Verification.

Metropolitan Police (Op Fairway) and the National Document Fraud Unit, Document Awareness Workshops.

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This guidance note has been prepared by Philip Jones of Westfield on behalf of the BCSC Security and Safer Shopping Committee.

Guidance notes prepared and issued by BCSC are intended as aide memoires to good practice in the design, construction and management of shopping places. They do not replace the need for specific and individual research.