



Working in partnership with
local businesses to tackle crime



Protecting your business against crime

A practical crime prevention guide for retailers
and business owners

Foreword



Clive Grunshaw,
Lancashire Police and Crime Commissioner

“ In Lancashire, our officers work around the clock to keep the county safe, and tackling business crime is a key priority, bringing criminals to justice and stopping people becoming victims in the first place.

A key part of this work is prevention, helping people understand the signs, what to look out for and to protect themselves.

This guide has been developed to share practical tips and advice on how you can reduce the chances of becoming a victim of crime. By making life as difficult as possible for the criminals who target businesses of every size and in every sector, you will be protecting yourself from some of the main risks that have been identified as facing businesses today.

I support the work being done to support our businesses, which this guide is an important part of, and have invested into roles focused on tackling business and retail crime within Lancashire Constabulary in to help in this fight.

Keep up to date on issues in your area, get the most up to date advice from business crime experts and learn about what your local neighbourhood policing team is doing by signing up for free on <http://www.stayintheknow.co.uk>.

I hope you find this information guide useful and helps you protect against crime which targets businesses here in Lancashire.

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This booklet is kindly supported by the Lancashire Police and Crime Commissioner and the Lancashire Partnership Against Crime.



www.lanpac.co.uk

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- Users guide to CCTV
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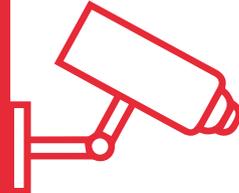
What is business crime ?

The National Business Crime Centre officially defines business crime as:

“Any criminal offence where a business, or person in the course of their employment, is the victim”.



Shoplifting



REDUCING THE IMPACT OF SHOPLIFTING

As a business owner or manager of a business, it is important to know and understand your:

- **Top targeted items – for example, food or handbags**

- **Most vulnerable stock – this could be anything from high value electronics to expensive cuts of meat**

- **Vulnerable times of the day**

- **Vulnerable times of the week**

- **Vulnerable times of the year**

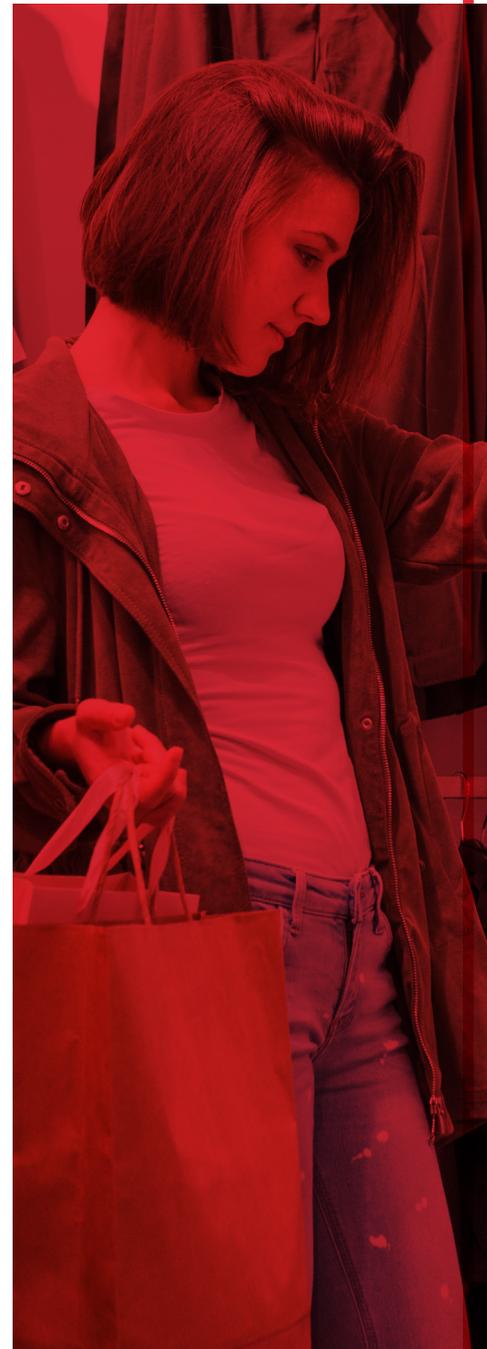
METHODS PEOPLE USE TO SHOPLIFT:

- **Distraction theft**
A group of people will enter the store and distract staff in order to steal
- **Staff collusion**
Staff and thieves working together to steal
- **Bagging**
Items will be hidden within bags.
Metal lined bags can prevent any exit tagging alarm systems
- **Hiding merchandise**
Goods are hidden in prams, within clothing, handbags or packaging of less expensive goods
- **Price swapping**
Changing price tags to pay less
- **'Accidental' stealing**
Stealing goods but claiming it was an accident
- **Fake returns**
Thieves will select an item in store and take it to the returns desk claiming they've lost the receipt

TRAINING FOR STAFF

Ensuring that all staff are trained in procedures for dealing with shoplifting incidents will mean they are 'tuned in' to the impact of shoplifting upon the business and recognise the tactics thieves use to steal.

Training also ensures that there are processes in place to safeguard employees' personal safety in the event of a shoplifting incident.



SHOPLIFTING DETERRENTS YOU MAY WANT TO CONSIDER:

- **Customer greeters**
By greeting genuine shoppers, not only does this provide a positive impression of your store, it also deters potential shoplifters. An offender is less likely to shoplift if they sense that they are to be seen and noticed by staff
- **Security staff**
Consider employing full time security or part time security during the vulnerable times of the day/week
- **Disruption techniques**
If an individual is displaying odd or suspicious behaviour, employees should be encouraged to approach and offer assistance. Other disruption tactics include tidying/rearranging stocks and aisles nearby the potential shoplifter
- **Signage**
Make it clear that shoplifting will not be tolerated and incidents will be reported to the police
- **Install CCTV**
CCTV covering entrances and exits are prime places for capturing images of people entering and leaving the store. Additionally, CCTV should cover high value and known targeted stock
- **Working in partnership**
If available in your area, why not consider joining a local retail crime initiative such as the Business Improvement District, Shopwatch or the Business Crime Reduction Partnership. If you are part of a scheme you can and join the schemes' retail radio link, share CCTV and work with the police and other stores to deter shoplifters
- **Electronic article surveillance tags (EAS)**
Consider attaching EAS tags to high value and known targeted stock. These tags are known to be a deterrent for potential shoplifters
- **Store layout**
Store layout can be designed to prevent blind spots and can be a contributing factor to reducing shoplifting



SIGNS A PERSON MAY BE IN YOUR STORE TO SHOPLIFT

A shoplifter may exhibit certain behaviour and body language which can arouse suspicion, such as:

- **Attempting to avoid attention**

- **Sweating / looking flushed / anxious**

- **Repeatedly browsing**

- **Eyes wandering / looking elsewhere than the products**

- **Wearing inappropriate clothing for the weather e.g. larger clothes to conceal stolen items**

- **Carrying large bags**

WHAT ARE YOUR POWERS WHEN DETAINING A SUSPECTED SHOPLIFTER?

To detain a shoplifter you must know an offence has taken place and reasonably suspect the person has committed it. Additionally, the detention must be necessary to prevent the person in question causing:

- **Damage to a property or making off before an officer can assume responsibility**

- **Physical injury to themselves or another individual**

Robbery

Robbery can be a very traumatic experience for your staff and customers.

YOU MAY WANT TO CONSIDER USING OR IMPLEMENTING THE FOLLOWING DETERRENTS:

- Removing advertising or posters from windows if they obstruct the view of staff

- Not holding large amounts of cash in your till

- Not counting cash in public view. Cashing up should take place in a locked back room, preferably where the safe is located

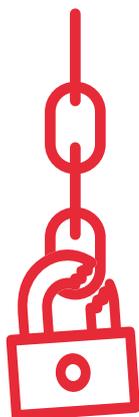
- Keeping a record of all suspicious incidents

- Advertising the security systems that are in place

- Training staff on how to deal with violent or confrontational situations

- Utilising existing security measures to prevent the premises becoming a target for robbers

- Evaluating potential risks and review policies regularly



YOU COULD ALSO CONSIDER ADDITIONAL SECURITY MEASURES SUCH AS:

- CCTV systems (If you do not already have it in place)

- A remote locking device that allows you to control who enters the premises

- An intruder and hold-up alarm. For details of approved alarm companies please visit the National Security Inspectorate website www.nsi.org.uk

- A safe with a time delay system

IF YOU DO FALL VICTIM TO A ROBBERY AT YOUR BUSINESS, YOUR STAFF SHOULD TRY TO:

- **Remain calm**
Try not to panic and don't make sudden movements
- **Think safety**
The safety of you, your customers and staff is paramount
- **Use alarms**
If there is a hold-up alarm installed, use it, but only when it is safe to do so
- **Think descriptions**
It is important to remember as much detail as possible and let the Police know

FOLLOWING A ROBBERY, YOU SHOULD:

- **Close your business immediately as this will help the Police Crime Scene investigators**
- **Help customers or staff who may have been injured or appear to be suffering from shock**
- **Dial 999 and provide the operator with details. They will need the address, details of any injuries and details about the offenders**
- **Don't touch anything that has been handled or left by the robber/s. Firearms or other weapons should not be touched, but left in place for Police to deal with**
- **Secure any CCTV images. Do not watch the footage, but tell Police that CCTV exists**

BANKING ADVICE

Banking can be a vulnerable time, whether you bank online or face-to-face. Reduce the risk by:

- **Identifying a number of safe routes to the bank**
- **Varying the days, times and routes of bank runs**
- **Choosing different passwords for all your online accounts and never share them with anyone else**
- **Using an up to date anti-virus software and only using a secure Wi-Fi connection when you use online banking**
- **Logging out of your online banking or mobile app when you have finished**

For more information about keeping safe whilst banking online, visit: www.actionfraud.police.uk

Theft by employees

Employee theft can include a variety of things such as theft of cash from a till, theft of inventory items/equipment or theft of information.

YOU CAN REDUCE THE RISK OF THEFTS BY EMPLOYEES THROUGH:

- **Checking references - even for temporary employees**
- **Establishing a clear policy on theft and security and give to all employees**
- **Dividing financial responsibilities among several members of staff**
- **Controlling cash flow and accurately documenting where money is spent**
- **Making regular deposits of cash rather than allowing them to accumulate in cash tills**
- **Checking all invoices to make sure they match what was delivered and to ensure vendors were paid**
- **Monitoring high-value items like laptops and sat-navs by using a sign-in and sign-out system**
- **Refunds, voids or over-rings should only be authorised in the presence of the customer**
- **Checking bins in staff areas regularly and at random intervals**
- **If there are any irregularities with the cash at the end of the day, investigate and respond appropriately**
- **Allocating a secure place for staff to put their personal belongings**
- **Ensuring that two employees are present at the opening and closing of the store**

IF YOU SUSPECT A THEFT HAS TAKEN PLACE, YOU SHOULD:

- **Make sure you have your facts straight - making a false allegation is very damaging to employer/employee relations throughout the business**
- **Make sure you follow the statutory disciplinary procedures fully or you could end up losing in any potential industrial tribunal action**
- **Depending on the type and volume of the theft involved, you could consider contacting the Police on 101**

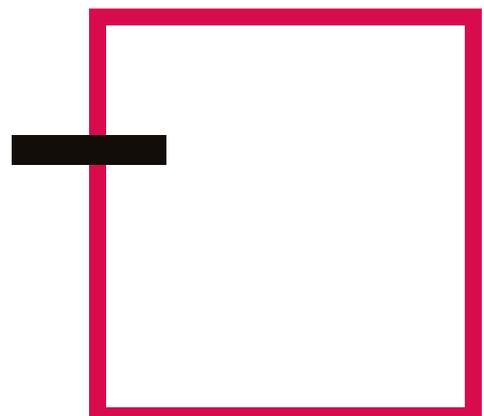


Refund fraud

Refunds are one of most targeted opportunities for fraud.

EXAMPLES OF REFUND FRAUD INCLUDE:

- Stealing either from your store or another store and returning goods for a refund
- Fraudsters buying goods at discounted prices and returning the goods for a full-priced refund
- Employees purchasing goods at discount prices and have their associates return the goods (without receipt) for a full-priced refund
- Fraudsters buying goods, using them and returning them for a refund. For example, someone buys a suit, wears it and returns it as though they hadn't worn it
- Employees keeping receipts from previous sales and using these receipts to process refunds for themselves
- Employees taking and 'returning' goods using fictitious customer information



TIPS TO COMBAT REFUND FRAUD:

1. Insist on a no proof of purchase, no refund policy
2. Be aware that thieves could steal in one branch and then use the item to obtain a refund in another store
3. Check for obvious fictitious names, incomplete details or a lack of ID
4. Articles being stolen in one branch and used to obtain a refund in another store
5. Where a refund is granted, make sure staff record the customer's contact details, including a form of photo ID
6. Never allow a single person to process a refund. Always ensure a second staff member sees the customer returning the goods and countersigns the paperwork
7. Be aware of customers who seem to be in collusion with sales assistants and keep an eye out for a high number of returns every time a particular employee works
8. Be wary of refunds first thing in the morning, just before closing and where there is only one person on the sales floor
9. Record the total number of refunds at the end of each month and investigate any fluctuations from month to month
10. Ensure cash refunds are analysed by the various departments in conjunction with the internal auditor or accountant

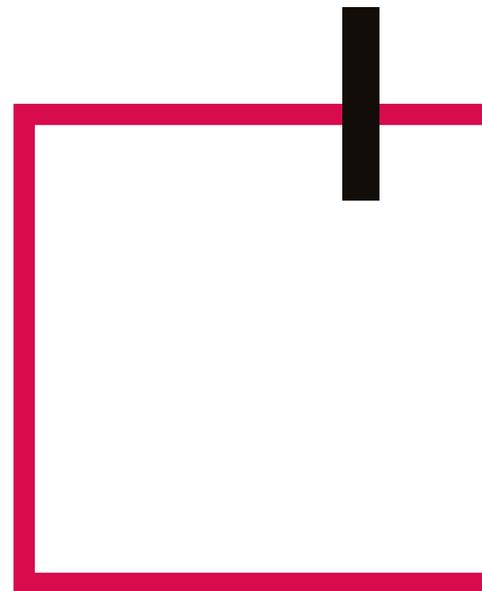


Lone working

If you own a certain type of business, such as a convenience store or petrol station, there may be a higher chance of your staff having to work their shift alone.

TO HELP REDUCE THE RISKS TO YOUR STAFF WHEN THEY MAY HAVE TO WORK ALONE, MAKE SURE:

- Your business has a lone working policy and procedure so that staff know what they should do when working alone. This should include a means of recording that someone (a manager or supervisor) knows they are working alone and what time their shift starts and ends
- Your staff are secure and that exits are clearly marked and accessible in an emergency
- Staff know what to do should they need to react to an emergency situation
- There is a working phone that is easily accessible to your staff in case of emergency and that a list of emergency numbers are close to hand
- You use security measures such as CCTV, door locks, panic buttons and personal protection alarms
- You provide a safe space for staff to secure their personal possessions (such as mobile phones, wallets or purses) to avoid them being the target of an opportunist thief - it takes seconds to smash a window to grab something like a mobile phone





Managing violence and abuse

There are triggers for violence and aggression. Many of these triggers are part of the day to day working of your business, for example verifying a person's age to buy certain products. Developing techniques to manage potentially challenging situations will reduce the risk to your staff.

AGE RESTRICTIONS

Challenging age restricted purchases such as alcohol and tobacco, could be a situation that leads to confrontation.

You could consider training your staff to use the following techniques to help them defuse any potential conflict:

- **Deflect**
Move the blame onto the law and say that retailers are required by law to request ID
- **Flattery**
Be complimentary, for example let a customer know they look younger than their age once you've seen ID
- **Constructive**
Help the customer understand what ID they need to bring next time

INTOXICATED PERSONS

It is against the law to serve alcohol to an individual who is drunk. Therefore, it is important to look for the signs such as:

- **Glassy/bloodshot eyes**
- **Slurred/loud speech**
- **Smell of alcohol**
- **Lack of balance**



If you have to refuse a customer, it is important to stay calm, be polite and inform the person as to what the problem is. For example:

“

“Sorry, we can’t serve you today as we feel you may have had one too many and it is against the law to serve a person who is drunk or appears to be so”

”

TIP



If you refuse a sale, make sure you record it in your refusal log book

IF YOUR STAFF DO FALL VICTIM TO AN ASSAULT, YOU SHOULD:

- **Remain calm and think safety**
The safety of you, your customers and staff is paramount. If the perpetrator has left your premises, secure your site by locking doors and closing windows
- **Use alarms**
If there is a hold-up alarm installed, use it, but only when it is safe to do so
- **Think descriptions**
It is important to remember as much detail as possible and let the Police know
- **Contact the Police**
Where there is a risk to life or a crime is ongoing, dial 999 immediately

Fuel theft



FUEL THIEVES HAVE THREE PRIORITIES WHEN COMMITTING AN OFFENCE WHICH CAN GIVE THEM AWAY:

1. Concealing their identity
2. Concealing the identity of their vehicle
3. Making a quick getaway

It is important that if you own or manage a petrol station your forecourt attendants are aware of these behaviours and know what to do if things go wrong.

TOP TIPS FOR FORECOURT ATTENDANTS

If you are suspicious of a customer who is concealing their identity, concealing the identity of their vehicle or generally acting suspiciously:

- **Take your time to assess the vehicle - has the vehicle's number plate has been removed, covered up, restricted or tampered with and is the vehicle in a poor state? Are any of the car doors open while the vehicle is being filled? Is the passenger filling the vehicle while the driver remains in the car? Are the lights on and is the engine still running?**
- **Look out for any customers covering their face with a hood, hat or helmet, who are concealing themselves behind their vehicle or pump or are using the pump furthest away from the store/nearest to the forecourt exit**



Reducing the risk of no means of payment

A simple way to try to reduce the risk of no means of payment is to ask all customers at the till "Do you have any fuel today?"

This prevents customers from claiming they forgot to pay or weren't asked. Sometimes customers genuinely forget to bring payment with them for fuel, but as long as you get the right information from them this should reduce the risk of non-payment. You should ensure you get the customer's name, address and verify their car registration number.

Commercial vehicles

Commercial vehicles are an important part of daily work for businesses.

FOLLOW THESE SIMPLE STEPS TO KEEP YOUR COMMERCIAL VEHICLE SECURE:

- Lock all doors and close all windows every time your vehicle is unattended, however briefly
- Always remove the ignition keys and never leave your vehicle unattended with the engine running
- Always keep your vehicle keys in a safe place, out of sight and away from windows and doors
- Consider fitting number plate security screws
- Fit your wheels with lockable wheel nuts. You can also protect the spare wheel from being stolen by fitting a spare wheel guard



TIP



Don't park in isolated areas to do paperwork or to take a meal break.



YOU MAY ALSO WISH TO CONSIDER THESE ADDITIONAL OPTIONS FOR YOUR VEHICLE:

- A professionally installed alarm
- A catalytic converter protection device or marking system
- A tracking system to enable you to track the vehicle's location
- An immobiliser to prevent the vehicle from starting
- An On Board Diagnostic or Engine Control Unit protection device
- An in-vehicle surveillance camera
- A pedal box to encase all pedals and prevent access

REDUCE THE RISK OF YOUR COMMERCIAL VEHICLE BEING TARGETED BY:

- Giving drivers training in security measures for their vehicle and the company's premises
- Checking drivers understand and use the security equipment fitted to their vehicle. The same goes for security equipment on your premises
- Using photo identification cards for drivers and keep signed photos of all your drivers for HR records
- Restricting knowledge about loads and goods to only those who need to know
- Keeping the pre-loading of vehicles to an absolute minimum
- Making sure all drivers have access to some form of mobile communication device
- Keeping in regular contact with drivers to identify/confirm routes, stops and estimated times of arrival
- Not allowing drivers to give lifts or to have unauthorised people in the vehicle

SECURING THE CONTENTS OF YOUR COMMERCIAL VEHICLE

- Keep expensive equipment in a storage box that is fixed to the floor of the van
- Use notices that say no valuable items are stored in the van overnight
- Mark all items with a visible marking system
- Take all your belongings with you when you leave your vehicle. If you are unable to do this do not leave your items on display
- All vehicle equipment, whether you can remove it or not, should be permanently marked, in a visible place, with the vehicle's registration number

Users guide to Closed Circuit TV

Closed Circuit Television (CCTV) can help prevent crime as well as aid in identifying and convicting offenders.

THERE ARE FOUR MAIN CCTV IMAGE CATEGORIES:

- **Monitoring:**
Cameras provide a wide-angle view of an area, showing what people within it are doing. It does not allow for identification of those people
- **Detection:**
This shows people at a size where they fill approximately 10% of the screen, allowing details such as clothing colour/ type and vehicle colour be seen
- **Recognition:**
Here people will fill not less than 50% of the screen, allowing for recognition by those who know them well
- **Identification:**
People fill not less than 100% of the screen, at a picture quality that enables their identity to be established beyond reasonable doubt

It's vital you know what you want your CCTV system to achieve. Is it to monitor customers and staff or is it to act as a deterrent to would be thieves? Once you decide what you want from your CCTV, you can tell your supplier who can then advise what type of system is best suited.

Importantly, always use a reputable company to install your CCTV. Both the National Security Inspectorate (www.nsi.org.uk) and Security Systems and Alarms Inspection Board (www.ssaib.org) list companies that meet the essential standards. Remember, if you want your CCTV to function at night, you must specify this to the supplier so suitable lighting options can be installed alongside the cameras.





Additionally, some systems can deliver CCTV footage to your mobile phone and can be accessed worldwide. Cameras can also be motion activated and deliver remote alerts to your phone. Ask your CCTV installer for more details.

KEEP YOUR CCTV IN GOOD WORKING ORDER BY:

- **Completing regular maintenance to keep your system working properly, including cleaning lenses every two months and regularly checking image quality to make sure your system is correctly adjusted to the conditions**
- **Fitting cameras with robust anti-tamper housing to reduce interference and vandalism**

PROTECTING YOUR CCTV EQUIPMENT AND FOOTAGE

- **Ensure recording equipment is kept in a secure area with restricted access. The hard drive where footage is recorded must be protected against theft or any evidence gathered will be lost**

Modern Slavery

Businesses most often come into contact with Modern Slavery where there are complex global supply chains. However, that doesn't mean that we should be complacent. One of the challenges of spotting Modern Slavery and Forced Labour is that it is often hidden in plain sight.

It is also a myth that Slavery and Forced Labour was stopped in the 19th century with the introduction of The Slavery Abolition Act 1833 that abolished Slavery throughout the British Empire.

It's a global problem and is happening right now, here in Lancashire.

LOCALLY, AS A BUSINESS OWNER, YOU CAN HELP TACKLE THIS CRIME IN LANCASHIRE BY LOOKING OUT FOR:

- Vulnerable points in your supply chain - ensure that processes are in place to establish levels of due diligence in how suppliers and tenders are evaluated and assessed and establish business systems to deal with risk
- Staff who interview or come from agencies who may not have access to their legal documents such as passports, bank statements or identification
- Answers to usual questions that may have been pre rehearsed - some victims may have been tutored or instructed in their responses so they could sound robotic

Remember, personal judgements are important, if it doesn't look or feel right, it probably isn't.



To download your Modern Slavery Business Toolkit visit:

lancashire.police.uk

Search Modern Slavery

#SEE IT SHARE IT



**MODERN
SLAVERY**

**LOOK CLOSER. IT COULD BE
RIGHT IN FRONT OF YOU**

Modern slavery could be happening where you are.
If you **SEE IT** or have a feeling that something isn't
right, then **SHARE IT**.

To pass on information anonymously you can contact the
independent charity Crimestoppers on **0800 555 111**. If you
fear someone is in immediate danger always ring 999.

