



We have created this document to provide advice to Business owners during these unprecedented times due to the Coronavirus outbreak.

In relation to Business premises that have remained open there has been a rise in cash sales therefore it is vital to ensure good processes are adopted.

Below are some general crime prevention tips that may assist your organisations in this time. The impact on stores / companies will vary and will naturally be defined by its location, size, customers, produce and its security.

Rise in sales cash security needs to be implemented and followed by all staff.

- Encourage non-cash transactions.
- Provide an adequate safe - use a safe with a letterbox drop facility and time locks. Transfer excess cash to the safe regularly. Keep the safe locked and change the combination frequently. Night safes may be useful as they can be used anytime. If possible, have two people as key holders for safes, and check that keys are not left on the premises.
- Use signs to clearly state that there is minimal cash on premises/limited cash in tills. For example: 'time delay safes are used' or 'no money is left on the premises' or 'employees cannot open the safes'.
- Leave the till empty and open overnight.
- Use a strong cash box and, if possible, two staff when manually collecting cash from tills - one can act as a lookout.
- Count cash away from, and out of view of customer areas and as far away from entrances/exits or public areas as possible.
- Check that the office and/or storeroom has a suitable lock, is alarmed and has doors that are not easily forced.
- When counting money in the office, carefully identify callers before letting them in.
- It is good practice not to keep large sums of cash in one location, and not to allow money to build up in the tills, especially during the evening and late at night.
- Empty tills at frequent intervals, irregular times, and not in front of customers.

Keeping Business Premises Secure

Closed Premises/Venues that have been temporarily closed:

- Test your alarm, ensure it is monitored and fully operational
- Identify any vulnerable areas. Rectify these.
- Ensure service doors are closed and locked when not in use
- Make sure you have a list of key holders who can be contacted in times of emergency.
- Consider moving high value items into secured stockrooms and out of view
- Ensure keys to the premises or other venues are not left inside and are instead with dedicated key holders.
- Consider timer switches or ensure sufficient lighting is left on at the premises/surrounding area.
- Ensure there are no combustible materials left in the proximity of the building such as packaging - consider the risk of fire-raising
- Review your CCTV to confirm it is operational, provides good quality images and is positioned to cover as much of the stores public and private areas. You may wish to consider a mobile phone app that allows connectivity and a vocal capacity to engage with any intruder
- Ensure that no cash is retained on the premises overnight (consider placing a note on your premises stating that no cash or valuables are kept overnight) or store monies in a security accredited safe bolted to the floor

Physical Protective Measures

- Secure by Design products – use security rated products where possible.
- Ensure all doors leading from public to staff arteries-loading areas etc are kept secure and monitored. Laminated glass or security film can be applied to existing glass to make it more resistant to a physical assault. Shutters and grilles, subject to planning regulations, may also be a consideration
- An insurance rated safe should be bolted to the floor. Anti-tamper sensors can be fitted to set off an alarm if attacked
- Consider use of anti-theft alarms on most desirable household item
- Fogging devices that activate as a result of an intruder activation may also be beneficial - you can't steal what you can't see.

Keeping Commercial Vehicles Secure

Below are some general crime prevention tips that may assist your organisations in this time.

Targeting of works vans

Best practice is to remove all valuables from any unoccupied work vehicle

- Vans are often targeted by thieves for the tools stored inside. If you have to leave tools in a van overnight, it's a good idea to mark them clearly with your name / company name and address using paint pens and seal with a clear lacquer spray.
- Alternatively, you can use a variety of other property marking systems. Items that are clearly marked are less desirable and more difficult to sell on
- Consider using a lockable cabinet within your van to store tools – a number of security rated products are available.
- Small cameras are also designed to record inside vehicles.
- You can also take photographs of items of value, make a note of the serial numbers and consider registering them online at a property register site.

Securing Diesel in vehicles:

- Ensure your vehicle is locked when unattended, consider installing anti-siphon devices.
- **OFTEC** or the “Oil Firing Technical Association for the petroleum industry” offers advice and guidance for those who use and store oil at their premises.
- There are certain rules and regulations that may apply to you and OFTEC will help clarify these for you. They can be reached at: www.oftec.org or by calling 0845 6585 080.

Security for Construction Sites

A building site with tools, materials, plants and other machinery lying about can be very inviting to a thief. The site can also be used as a route to break into adjacent premises. Here are a few simple tips to help keep your site more secure:

- Set up CCTV
- Fences or hoardings are effective and should be used whenever possible.
- Good security lighting
- Cash should not be kept on site when possible
- Machinery should be left in a well-lit part of the site with the keys removed.
- Fit wheel clamps and/or locking posts or consider an alarm.
- Park larger vehicles in front of access doors to prevent easy access.
- Security locks and ground fixings are great for extra security
- Keep a record of engine numbers chassis number, vehicle ID numbers etc.

- Mark all of your tools with a unique identification number, photograph them and keep a record of it.
- Store your tools in a secure area or take off site.
- Display a contact board outside the site at all times giving names and telephone numbers of staff who can easily be contacted to respond to any concerns of the police
- Consider taking down scaffold.
- Stop unauthorised people from climbing up any structure by using sheet material, overhangs or other methods
- If necessary use scaffolding alarms.

Ringling the changes - a money changing scam

Crime Prevention advice for Retailers

Previously detailed, however, this type of crime is still ongoing and yet easily prevented - a type of fraud which involves the suspect asking for a sum of cash to be changed into notes of a different denomination, for example 10 x £20 notes changed to 20 x £10.

Once the cashier has counted out the cash and handed it to the suspect, the suspect will usually count the money again in front of the cashier and use a sleight of hand technique as he/she is doing so, in order to steal some of the money.

The suspect will then ask the cashier to change the money again, often into an outlandish denomination such as 10p pieces. The cashier will refuse and it is at this point that the suspect will then ask for his/her original money back.

The cashier assumes that the suspect is handing back the full amount and exchanges it for the original money. The offender leaves with the original money, plus whatever they stole during the sleight of hand trick.

It is not unusual for the scam to go unnoticed until the tills are cashed at the end of the day. 'Ringling the changes' usually happens during busy times which adds to the confusion and places extra pressure on staff.

What to do to prevent becoming a victim

The most effective way to prevent such criminality is to increase awareness among your staff and follow these simple tips:

- Refuse to exchange notes and adopt a 'no change' or 'one note only' policy.
- Be vigilant and report any suspicious behaviour to the Police.

- If you have CCTV, ensure that it is working correctly and is capable of identifying potential suspects.
- Display a poster in the window saying this store does not change money.
- If your store does have to exchange money e.g. Bureau de Change, ensure that staff count and recount any money handed over by the suspect. The scam is reliant on the cashier assuming that they have been given back the original amount.

Don't forget

Staff are under **no** obligation to change denominations of cash for customers.

In an emergency always ring 999

Or call 101

Further information can be found here:

<https://www.securedbydesign.com/>

<https://www.sbrcentre.co.uk/>

<https://www.selectadna.co.uk/>

LOCAL NEWS - <https://www.scotland.police.uk/whats-happening/news/news-by-division/north-east/>

NEIGHBOURHOOD WATCH SCOTLAND - <https://nwscotland.neighbourhoodalert.co.uk/>

REMEMBER

Crime can be managed like any other aspect of business and controlled through business strategies. It is not always just bad luck that one business suffers crime and another enjoys a safe environment. A balanced prevention strategy means that a thief will either give up, move on or be caught thus minimising your business loss.