

Scotland has seen one of its biggest rises in shoplifting cases in more than three decades.

Retail Crime 2023

..Complete Retail Solutions in Scotland @ CSS Group

SCOTLAND

REPORT SEPTEMBER 2023

ISSUE 1 # SCOTLAND



Shoplifting has soared by 20% in Scotland. Picture: Alamy

LBC analysis: Shoplifting soars by 20% in Scotland as thousands more thefts recorded in last year

CSS GROUP – ESTD 1986.
CONNELLY SECURITY SYSTEMS –

LBC ARTICLE : RETAIL CRIME SEPTEMBER 2023

Newly released figures show there were 30,202 cases recorded by police in the year ending June 2023.

That's a 21% rise on the 24,877 in the year before - an additional 5325 incidents.

The only bigger jump is when comparing stats for the year ending December 2021 to December 2022 - from 21234 to 26835 (26%). And analysis from LBC shows that's there hasn't been as big a yearly June to June rise going back until 1990.

We recently reported how UK police are being urged to scan every CCTV image of shoplifters with facial recognition technology - with warnings the crime has reached "endemic" levels. -

The CSS DisMist System for Businesses

Intruders to your property are repelled by a dense mist which instantly obscures their vision and forces them back through their point of entry. The "CSS Intruder Dis-Mist System" can repel an intruder long enough to protect stock or personal belongings until the police service are able to attend the scene.

High street stores have also been forced to lock everyday items away securely amid fears of widespread shoplifting.

The Scottish Regional Secretary for USDAW – the Union of Shop, Distributive and Allied Workers - Tracy Gilbert said: "This is no surprise to USDAW that there has been a rise in retail crime in the recent months and years.

"Not only obviously has the cost of living impacted this but this has always been a problem and it's why in Scotland we have the protection of shopworkers law in place to protect retail workers.

"Our most recent survey showed three quarters of shopworkers have been abused or assaulted.

"And one in three of those incidents are triggered by shoplifting.

"We're also hearing that shoplifting has increased significantly particularly around organised crime, often linked to drugs and with stealing large high value items.

The CSS DisMist System Youtube video



There's been a surge in shoplifting in the last year in Scotland with thousands more thefts.
By Alan Zycinski



CSS - Delivering a One-Stop-Shop Solution
Security Services for all Protection Needs:

- INTRUDER DETECTION SYSTEMS
- CCTV & VSS SURVEILLANCE
- ACCESS CONTROL & DOOR ENTRY
- FIRE DETECTION & ALARM SYSTEMS
- ASPIRATING SYSTEMS
- FIRE SIGNAGE & EXTINGUISHERS
- INTRUDER DIS-MIST SYSTEMS
- REMOTE MONITORING
- TAKEOVERS & UPGRADES
- SERVICE & MAINTENANCE PLANS
- ALL ELECTRICAL WORK
- EV CHARGERS
- RETAIL TAGGING SYSTEMS
- URC/KNX HOME AUTOMATION



Research shows that CCTV in and around a premises does reduce the chance of a crime taking place. CCTV is shown to displace crime. In other words, the potential intruder or shoplifter will move on to another premises that does not have CCTV. Additionally, CCTV around a premises can deter employee crime and reduce the incidence of liability claims.



Co-op hires hardened ex-cops to stop violent shoplifters as thieving soars,

LBC ARTICLE :
RETAIL CRIME SEPTEMBER 2023

Shoplifting in stores rose by 41% in the first eight months of 2023 compared to the same period last year, according to the company's head of campaigns and public affairs.

That amounts to 1,000 thieving incidents a day across about 2,500 locations. About five members of staff are being attacked every day.

Co-op said it had hired hardened, specialist security guards to block shoplifters - but their efforts were often for nothing because police would not come out.

Paul Gerrard said: "These are highly trained expert guards - often ex-police and ex-forces - who work undercover in stores where there's a particular problem.

"They will intervene and make a citizen's arrest and detain the individual," he told MailOnline. "But even in those cases when we've detained an offender and called for police assistance the police don't attend in 80% of cases.

"That's despite us having the offender in our control in the store, with CCTV evidence. 'We'll keep them until we know if the police are going to turn up or not - that could be 15 minutes or an hour.

"But if they're not going to turn up they let them go.

"In some ways it's even worse than not intervening in the first place because they know that even if they're caught they can still get out."

The latest news September 2023



VISIT: WWW.CSSLTD.CO.UK

Met Commissioner

SIR MARK ROWLEY

Met Commissioner Sir Mark Rowley told LBC this month that the lack of police response to shoplifting is due to a "capacity challenge".

"The balance of that effort has tipped towards policing being too much filling in gaps around social and welfare services and health services and therefore not having the time to fight crime," he said.

"Whilst we prioritise rapes and stabbings – they will always get the necessary response – that means the less serious crimes like shoplifting sometimes haven’t had the response that I would like them to have.

"I'm determined to sort those resource issues out so we can do a better job."

Meanwhile ten retailers - including Co-op - will take part in a £600,000 scheme dubbed Project Pegasus to pay police to protect them better from shoplifters.



Police officers detain a young man on Oxford Street after a mass shoplifting event. Picture: Alamy

Ten retailers will take part in a scheme dubbed `Project Pegasus` to clampdown on shoplifting gangs. This project will report back to Chris Philp, Policing Minister.

It comes as the British Retail Consortium (BRC) warned widespread shoplifting was contributing to a 27% rise in losses - with about £1bn a year being ceded due to theft.

Police recorded more than 330,000 cases of shoplifting in the year to March - of which 48,000 led to charges - but the BRC estimates there have been at least eight million instances. By Jasmine Moody.

"What's behind the increase isn't opportunism," he said. "The majority of the rise is down to gangs and individuals who are targeting our stores to steal large volumes of products."

He said that the police response was variable, with some forces "really good at coming out and some... really bad."

"Stealing is going on every day. Shoplifting has always been in retail, it’s not new for us. But lately, it’s the robbery that’s happening," she said.

` CSS – UK Authorised Partner ` Sensormatic Retail Theft Detection Systems



Electronic Article Surveillance (EAS) EAS systems provide a strong visual deterrent and an alarm at the exit when tagged merchandise is removed from the store.

Merchandise Protection with hard tags, labels, sensors, safers and wraps is a great first line of defense against theft and provides a strong visual deterrence. This method of hardening the target creates more risk for potential thieves and puts more obstacles between them and your merchandise without damaging the shopper experience.
DETECTION FIELDS BETWEEN PEDESTALS, PLUS APPROACHING ALERT WHEN `TAGS TOO CLOSE`



Acousto-Magnetic (AM) technology remains the preferred solution in the grocery sector, thanks to:

- Smallest label sizes
- Highest pick rates with wide exits
- Works on most liquids and metals
- Can detect merchandise within metal foiled bags and metal shopping carts
- Protects exits up to 2.5m between the detection pedestals
- Virtually no false alarms
- Wide detection coverage; pedestals concealed or discreet options
- Highly immune to spurious signals common to store environments; fewer nuisance alarms
- Maximized floor selling space with minimal restrictions on placement of tagged merchandise

AM Technology will not block legitimate alarms or cause false alarms in day-to-day grocery operations, cause by:



Shopping
Carts



Liquids and
products with high
moisture levels



Foil wrappers
or foil wrapping
paper



Metal products
and frames



Extension and
power cords



Access
control cards

Most frequently stolen merchandise in groceries:

- Batteries
- Razor blades
- Wines and spirits
- Fresh meat
- Cheese
- Coffee
- Gourmet food
- Dietary supplements
- Skincare and makeup products
- Infant formulas

Sensormatic's solutions to protect your products

Product	Retail Values
	APX Sheet / Roll Label • Utilizes proven Sensormatic AM technology and manufacturing process to provide reliable detection performance • Quality materials and precision manufacturing help deliver consistent deactivation at the POS • Robust construction provides optimal merchandise protection • Works well on liquids, foils and in metal shopping carts • Reactivatable for unlimited reuse • Available in black, white and with barcode
	APX non-deactivable Sheet Label • Non-deactivable format designed to protect safers and other asset protection solutions • Work well on liquids foils and metal shopping carts • Utilizes the proven Sensormatic AM technology to provide the highest detection performance available • Robust construction provides optimal merchandise protection
	New - Metal label! • Merchandise arrives selling floor ready to help increase revenue • Utilizes the proven Sensormatic AM technology to provide the highest detection performance available • Does not damage products • Work well on metal surface products, DIY tools, baby formula, batteries, canned food items, electronics
	APX Insertable label • Ideal for skin care and perfume boxes or other plastic shrink-wrapped packages • Utilizes proven Sensormatic AM technology and manufacturing process to provide the highest in detection performance • Works well on liquids, foils and in metal shopping carts • Quality materials and precision manufacturing help deliver consistent deactivation at the POS • Available in black, white and with barcode
	APX Microwavable • Configured for high-speed use, this label is embedded in meat soaker pads, trays and under prime labels for discreet protection • Designed for food products that will be microwaved • Utilizes proven Sensormatic AM technology and manufacturing process to provide reliable detection performance • No detection interference caused by meat or fish products • Robust construction provides optimal merchandise protection
	Bottle Cap Tag • Strong visual deterrent for high-theft, high-value wine, and spirits • Fits most bottle neck sizes (also available in large format) • Form factor minimizes impact on store merchandising and brand promotion • Promotes open merchandising for increased sales
	Magnetic 9kg Multi-Purpose Tag • Multi-Purpose tag secures hard goods, soft goods, and everything in between • High magnetic strength for superior protection • Promotes open merchandising for increased sales
	Value Performance Label (VPL) • Utilizes proven Sensormatic AM technology and manufacturing process to provide reliable detection performance • Helps deliver consistent deactivation at the POS with quality materials and precision manufacturing • Works well on liquids, foils and in metal shopping carts • Minimizes impact on brand promotion and product information • Features robust construction for reliable merchandise protection • Reactivatable for unlimited reuse
	Magnetic Alarming 2-Tone Wrap Tag • Wraps securely around merchandise of medium shape and size • 2-tone alarming feature provides the highest level of security to high-value, high-risk merchandise • Promotes open merchandising for increased sales • Alarm: if cable cut and if passage between antennas • Available in two sizes
	Magnetic Clamp Tag • Promoted open merchandising for high-risk items allowing shoppers to easily view and purchase items • Reduces time and labor for tag application and removal with one-piece design • Speeds up front-end checkout efficiencies with easy tag removal at the point-of-sales • Also available in white

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Fire Alarms and Life Safety for Businesses

Fire and smoke damage can have devastating short and long term effects on any business. Protect your business with a fire alarm and life safety equipment provided by CSS.

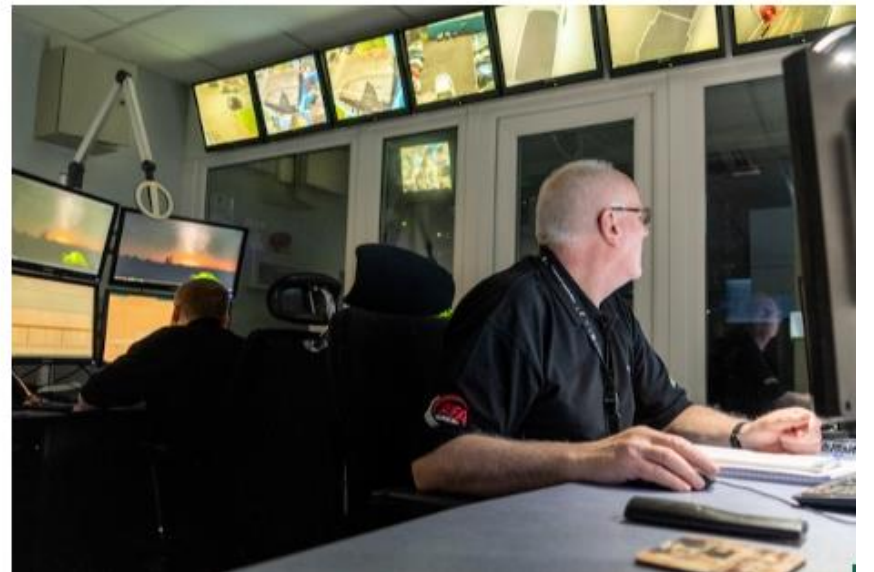
Optimised Retail Solutions



NSI Gold Approved Alarm Receiving Centre

Constructed and operated to a very high standard (BS 5979), the CSS Alarm Receiving Centre (ARC) in Glasgow allows us to offer an unmatched service to our business customers in Scotland.

The ARC is NSI ARC Gold Approved BS EN ISO 9001:2008, NSI SSQS 102 BS5979:2007, & BS7858:2012 and covers aspects such as the security of the building or business premises, hours of operation and security of data.



Security Service & Maintenance Contracts for Businesses

CSS's service and maintenance includes visual inspection for fire, intruder and security for business premises. We can also carry out yearly assessments for insurance purposes.



An established family business since 1986 - with over 160 staff, including. 75 engineers & electricians, servicing over 30,000 customers in Scotland, & the UK.

We offer a complete one-stop-shop service – all from one number –

- INTRUDER DETECTION SYSTEMS - CCTV & VSS SURVEILLANCE - ACCESS CONTROL & DOOR ENTRY
- FIRE DETECTION & ALARM SYSTEMS - ASPIRATING SYSTEMS - FIRE SIGNAGE & EXTINGUISHERS
- INTRUDER DIS-MIST SYSTEMS - REMOTE MONITORING - TAKEOVERS & UPGRADES
- SERVICE & MAINTENANCE PLANS - ALL ELECTRICAL WORK
- EV CHARGERS - RETAIL TAGGING SYSTEMS - URC/KNX HOME AUTOMATION



Giving back to the community

We believe in giving back to the community and it’s evident in the charities we support. We’re constantly looking at ways that we can contribute to the community. Below are some of the charities and charity events that CSS have been involved with in 2023.

Throughout the year, we’ve been hugely inspired by the passionate efforts of **Sense Scotland**, an organisation dedicated to supporting people with complex disabilities. From fundraising initiatives to awareness campaigns, we’ve proudly joined forces with Sense Scotland to ensure everyone can live a full and meaningful life.



The CSS team at the Sense Scotland ball 2023. Business Beats Cancer 2023 Martin O'Neill, Callum and Paul Connelly

CSS sponsored the dazzling [Sense Scotland ball](#) in November 2023, raising £75,000 for those with complex disabilities and gave a donation of [garden furniture](#) to Sense Scotland, transforming their space and bringing joy to staff and users.

CSS Champions Scotland's Hospitality with BEN Society Drive with Paul Connelly. This year we supported another charity that’s close to us: the BEN Society. Earlier in the year Paul Connelly took part in a golf event for [The BEN Society](#), which supports those in need in Scotland’s drinks and hospitality industry.

Business Beats Cancer Gala Echoes Hope and Determination

Witnessing the incredible work of Business Beats Cancer has been a source of immense strength and motivation for CSS. Their tireless dedication to battling cancer through innovative fundraising and awareness programs is truly remarkable. We’ve been honored to partner with them in their mission to create a world free from cancer. This year 2023, CSS supported the [Business Beats Cancer](#) gala with an incredible auction prize of a dream Loch Lomond getaway. The total amount raised on the night was £105,568 and this incredible total goes directly to the Cancer Research UK [Beatson Institute](#) in Glasgow.

Billy Against Dementia tackles Dementia, one swing at a time

The fight against dementia requires compassion, collaboration, and unwavering determination. [Billy Against Dementia](#) embodies these values, working tirelessly to raise awareness and funds for research while offering invaluable support to those affected by this devastating illness. We’ve been humbled to stand alongside them in their fight. CSS sponsored this year’s second Billy Against Dementia golf event, honouring football legend Billy McNeill and raising vital funds for footballers and their families affected by dementia.



£13,400 raised for Ukraine relief by CSS Customers, families and friends February 2023. CSS donated £20,000 all going direct for urgent Hospital generators



BSIA Chairman’s Award 2023 win for CEO Paul Connelly



Paul Connelly Appointed Judge at Top Security Awards 2024



The British Security Awards is the national event that recognizes the talent and commitment of our industry’s finest leaders and contributors. Paul was delighted to receive the BSIA Chairman`s Award for 2023 and has been appointed as a judge at the 2024 SSEA awards in April 2024..

Family Businesses Lead the Way in Scotland.

Scottish people believe family businesses are the most trustworthy. A recent poll by the [Institute for Family Business](#) (IFB) found that [23.5% of people in Scotland](#) rated family businesses as the most trustworthy type of company. Employee-owned businesses came in second place, with 17% of the vote.



People in Scotland also think family-run businesses look after their employees the best. 30% of respondents said that family firms were the best at taking care of their employees.

More than one-fifth of people in Scotland associated family-owned businesses with great customer service.

This week, around 500 family businesses will gather in Glasgow for the IFB National Family Business Conference. The conference will discuss the future of the family business model and how such enterprises innovate and invest.

The IFB estimates that there are more than 280,000 family businesses in Scotland, which employ around 874,000 people.

IFB chief executive Neil Davy said that political, industry and business decision-making has taken a short-term approach to investment, which has benefited non-family business PLCs. He said that the UK needs to formulate a growth strategy that encourages businesses to focus on longer-term investment opportunities.

CSS is proud to be a family-run business in Scotland. Paul Connelly, our CEO, and his sons Callum, Lewis and Declan (pictured) are creating an amazing legacy with [our incredible team](#) who support homes and businesses throughout Scotland.

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Glasgow Office

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0131 667 8999

Graham Robertson

Unit 2,

15 Borrowmeadow Road Springkerse

Industrial Estate

Stirling FK7 7UW

01786 468050

Stirling Electrical Office

Unit 2,

15 Borrowmeadow Road

Springkerse Industrial Estate

Stirling FK7 7UW

01786 813916

West Lothian Office

The Unit, 3 Armadale Road

Whitburn, West Lothian

EH47 0ET

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01506 656111

Toot Suite Logistics

Block 2, Unit 3

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