



THE SCOTTISH SAFER BUSINESS GUIDE

2024/25



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SGF has developed this document to support retailers assess and manage the crime threat their businesses face.

Every local shop is different and so too are the challenges they face from crime, but we have developed a package of guidance to act as a starting point for retailers to assess the risks they face. The guide includes details on triggers for violence and abuse, robbery, illegal tobacco and case studies on the brutal reality of retail crime.

CYBER SECURITY: IS YOUR BUSINESS READY?

Do you have the correct procedures in place? Are you doing everything you can to protect your business from a Cyber-attack? Do you do enough to protect your customer's data?

VIOLENCE AND VERBAL ABUSE

This section focuses on the triggers for abuse that could result in violence and verbal abuse towards retailers and staff.

ROBBERY

This section supports retailers and staff to focus on gathering evidence to support police in following up on an incident of robbery.

ILLICIT TRADE: THE UNINTENDED CONSEQUENCES OF REGULATION

TMA highlights the damaging impact of crime on retail and outlines its views on factors that could intensify illicit trade in the coming years.

RETAIL CRIME: THE BRUTAL REALITY

Concerning accounts of retail crime incidents across Scotland, often involving violent assaults.

CYBER SECURITY: IS YOUR BUSINESS READY?



Technologies are advancing faster than ever before. The impact of Covid forced many retailers to start trading online, some, earlier than they had planned. We are now living in a virtually contactless world where everyone can select, pay for and receive goods in the touch of a button.

But are you ready for these advancements? Do you have the correct procedures in place? Are you doing everything you can to protect your business from a Cyber-attack? Do you do enough to protect your customers data?

The following advice will not necessarily prevent you from being a victim of a Cybercrime, however, it may protect your business enough to prevent huge financial or unrecoverable reputational damage.

BACK UP YOUR DATA

1. What do you consider essential data? What could your business not function without? (Suppliers details, invoices, banking, customer accounts, stock levels etc) This essential data is what you need to back up.
2. Keep your backed up data away from the original source. Follow the 3-2-1 rule. There should be three copies of data, on 2 different mediums, and 1 off site. We recommend a copy to the network, a copy to the cloud and a copy to an independent, encrypted device such as a removable hard drive or flash drive.
3. Back up regularly, this will ensure you have the most up to date information stored in the event of having to re-establish your systems following a cyber-attack.

CYBER SECURITY: IS YOUR BUSINESS READY?

PHISHING

Phishing is a process of hacking whereby attackers attempt to trick users into clicking a suspicious link or providing sensitive data which is usually done through an email.

1. What is it? Phishing is when users are encouraged to click a bad link that will download malware, or direct them to a suspicious website. It can also be conducted via a text message, social media, or by phone.
2. What are the risks? When a user opens up a phishing email and clicks on a link within it can install malware (such as ransomware), sabotage systems, or steal intellectual property and money.
3. I have received a suspicious email? If you suspect that you have received a phishing e-mail, contact your IT department or Managed Service Provider if your IT service is out-sourced and send the e-mail as an attachment – do not open any links within the e-mail. Alternatively forward the email to **report@phishing.gov.uk** and the URL will be taken down.

WHAT IS BUSINESS EMAIL COMPROMISE?

Business email compromise (or BEC) is a form of phishing attack where a criminal attempts to trick a senior executive (or budget holder) into transferring funds, or revealing sensitive information.

The criminals behind BEC send convincing-looking emails that might request unusual payments, or contain links to 'dodgy' websites. Some emails may contain viruses disguised as harmless attachments, which are activated when opened.

Unlike standard phishing emails that are sent out indiscriminately to millions of people, BEC attacks are crafted to appeal to specific individuals, and can be even harder to detect. BEC is a threat to all organisations of all sizes and across all sectors, including non-profit organisations and government.



PASSWORDS

When used correctly, passwords are a free and efficient way to keep your data secure and prevent unauthorised access to your information.

1. Change ALL default passwords. Many IT systems come preset with passwords. Ensure these are changed prior to restricted data being input.
2. Avoid predictable passwords. Use three random words, interlaced with numbers and symbols. Avoid using your own name, the premises name or the word password.
3. When available, use 2-step verification (2SV). This provides additional security measures for your data. Usually, a code is sent to a smart phone or other device that is used along with your password to give you access.

UPDATES

It is much harder for attackers to break into up-to-date software.

Updates are free and easy to install.

Installing updates is the easiest thing you can do to keep yourself safe.



For further guidance please visit this link:

www.ncsc.gov.uk/collection/small-business-guide

Get a free personalised action plan that lists what your organisation can do right now to protect against cyberattack

www.ncsc.gov.uk/cyberaware/actionplan

VIOLENCE AND VERBAL ABUSE

Outlined below are the top three triggers for violence and aggression in-store.

Managing and preventing these circumstances will help you and your staff to avoid abuse in-store.



AGE RESTRICTED SALES - ABUSE AT THE TILL

Making sure that staff challenge customers for the sale of age restricted products such as alcohol and tobacco is imperative but can often lead to confrontation.

Ensure that you have clear signage in-store explaining your policy and that staff enforce this consistently. Make sure that your staff are trained to manage difficult customers and can clearly explain your store policy.



REFUSING TO SERVE INTOXICATED PERSONS

Retailers are legally obligated to refuse an alcohol sale to an intoxicated person. One way to avoid personal abuse, is to make clear to the customer that it is not your decision, but the rules applied to your licence.



CUSTOMER SERVICE

Queuing is a frustration for customers and sometimes acts as a trigger for abuse.

Maintaining good staffing levels will prevent customers becoming frustrated and ensure that your staff have support in-store if they need it.

TOP TIPS

- 1 Make sure your staff are aware of the triggers of abuse and are trained to deal with difficult customers.
- 2 Have a clear policy for reporting abuse by customers internally and externally to the police.



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

RETAIL CRIME IN SCOTLAND SOARS BY OVER 25% IN 2024

Latest figures show 42,271 cases were recorded by police

in the year ending September 2024. That adds on to record rises each year, since 2021, adding 70% more to the number of shoplifting incidents.



At Connelly Security Systems Group, We offer a One-Stop-Shop to over 30,000 customers, with a comprehensive installation, maintenance and servicing support for all Fire & Security Systems. We regularly offer takeover and upgrade contracts for new non-CSS

customer systems. We are the largest independent security systems business in Scotland, a family business established in 1986. CSS can supply cutting-edge technology, proven to improve the overall security of your business supported with over 75 engineers.



NSI GOLD APPROVED ARC

Latest figures suggest theft going out the front door of retail businesses is no less than 3% of turnover, and often much higher.

As the cost-of-living crisis continues, there is an element of society that are turning to theft who would previously never have considered doing so before. CSS delivers the latest technology, with local expert advice, which can quickly repay the investment in improved security systems. Reducing stock loss and supporting staff at work are our prime objectives.



GLASGOW-EDINBURGH-STIRLING-WHITBURN-FIFE

New technologies act as a visible deterrent against future crime in stores and supports staff morale, whilst helping retailers save on money lost from theft in time to come. Sensormatic tagging – Ai CCTV – Self Service Check-out Guardian Angel Monitoring – DisMist Protection

Retailers may be reluctant to invest in new security technologies but experience shows that it is a long-term investment that reaps rewards if the right quality of equipment and service is chosen.



OVER 160 STAFF INCLUDING 75 ENGINEERS

Retail shrink accounts for over \$100billion in direct losses worldwide. This number has been growing rapidly in the past months. Groceries, with easily concealed but relatively high value, everyday use products such as gourmet food, razor blades and batteries remain the primary targets for thieves. To maintain profitability without compromising the shopper's in-store experience.

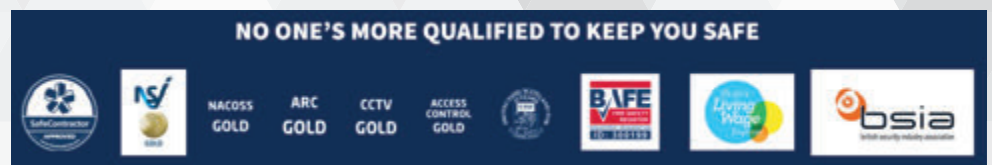
For retail stores, recent advances in several technologies should be reviewed such as: integrated Electronic Article Surveillance (EAS) solutions including tags and labels, as well as Computer Vision Analytics and Advanced Video Systems.

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.



THE CSS DISMIST SYSTEM YOUTUBE VIDEO



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

Find out how CSS solutions can protect your retail business

The Grocery Challenge – Maximising the bottom line in 2025



Sensormatic

AUTHORISED PARTNER

Sensor Matic is the Global market leader in providing retailers with intelligent loss prevention solutions (AM, RF and RFID-based), Inventory Intelligence, Shopper Insights and Operational Excellence for over 55 years. Shrinkage/Theft – Food Safety – Open Merchandising – Energy Efficiency

What some of Sensormatic direct customers say:

Costcutter[®]

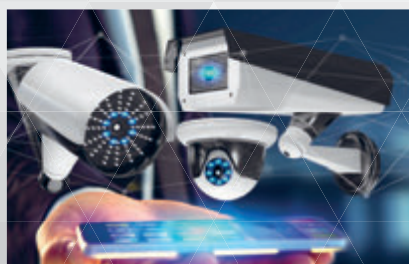
"Using Sensormatic Solutions Digital Food Safety system has resulted in cost savings for our business while encouraging staff to maintain compliance and keep up-to-date food safety records. We especially benefited from the automatic reminders."

Michelle O'Brien, Managing Director,
O'Brien's Costcutter

ASDA

"A new world of visibility has opened up. Having a clearer picture of LP operations will enable Asda to compare performance metrics through data insights. If a group of stores has been hit by a particular organized retail crime group we can quickly notify police and security in neighbouring stores. It allows us to be more proactive in loss prevention. We're not reading a report from a few weeks ago."

Andrew Rees, Asda's Senior Manager for Asset Protection



Grocery retail markets have undergone dramatic changes in the past few years. Contactless and self-checkout have broadened the product ranges and moved far beyond basic food supply to include higher margin categories.

Accousto-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



TAGGING SYSTEMS



SELF-CHECKOUT



AI CCTV



LOITERING



Sensormatic

Value Added Reseller
Authorized Partner

For additional information and arrange a security review contact us at 0800 783 6486 visit WWW.CSSLTD.CO.UK or email us at callum.connelly@cssltd.co.uk Offices at: GLASGOW – EDINBURGH – STIRLING – WHITBURN – FIFE

ROBBERY

Make sure you are utilising existing security measures to prevent your premises becoming a target for robbers. Assess your risk by following these steps: identifying the hazards, deciding who might be harmed and how, evaluating the risks and deciding on precautions, recording the findings and implementing them, and regularly reviewing your policies.

KEY CHARACTERISTICS POLICE REQUEST FOR CRIME REPORTS



TOP TIPS

1. Be compliant and passive with the robber's instructions but remain in control.
2. When safe, call the police and write down a description of the robber(s) immediately.
3. Reduce the amount of cash held on the premises.
4. Change your banking procedures regularly, so they are not observable to offender.

FOOD CRIME:

THE RISK TO YOUR BUSINESS

**REPORT
FOOD
CRIME !**

Call 0800 028 7926
FREE AND CONFIDENTIAL

Food crime is fraudulent activity in the supply chain where the authenticity and traceability of products are in question. It is a financially motivated crime that can have serious health impacts on consumers and damage the reputation of food businesses. Through deceptive practices, products can be adulterated, substituted or their authenticity misrepresented. The 2013 horse meat scandal highlighted the vast scale at which food crime can take place and the need for regulators and industry to detect and prevent this type of activity. Integral to prevention and detection, food businesses should report suspected criminal activity to the UK food regulators at Food Standards Scotland (FSS) and the Food Standards Agency.

The Scottish Food Crime and Incidents Unit (SFCIU) includes the investigations and intelligence gathering arms of FSS, which focuses on tackling and preventing food crime to maintain consumer safety and protect the reputation of responsible food businesses.

Since 2016, SFCIU has investigated various types of food crime across the supply chain involving salt adulteration, tea substitution, counterfeited alcohol and fraudulent meat traceability. SFCIU works with partners to share information and intelligence as part of

preventing and detecting food crime.

The threat from food crime to Scottish consumers and businesses takes many forms and varies from low level criminality to complex fraud. It is estimated that the cost of food crime in the UK could be as much as £1.96 billion per year¹. Despite this, the UK remains an authentic food environment. However, over the last four years the UK food supply has seen significant disruption through economic pressures, regional conflicts, climate events and with challenges linked to imported food and border arrangements.

Knowing you have been the victim of fraud is not always easy to spot and crimes can go undetected or unreported. Those committing food crime do not care about your reputation, the potential financial impact on your business or consumer safety. Food crime can occur at any stage of the supply chain and some examples include when a product's durability date has been altered to extend the date which can impact the safety of products; when the origin of imported goods have been changed to appear as Scottish; or when commodities have been fraudulently labelled as organic to inflate their price.

FOOD CRIME:

THE RISK TO YOUR BUSINESS

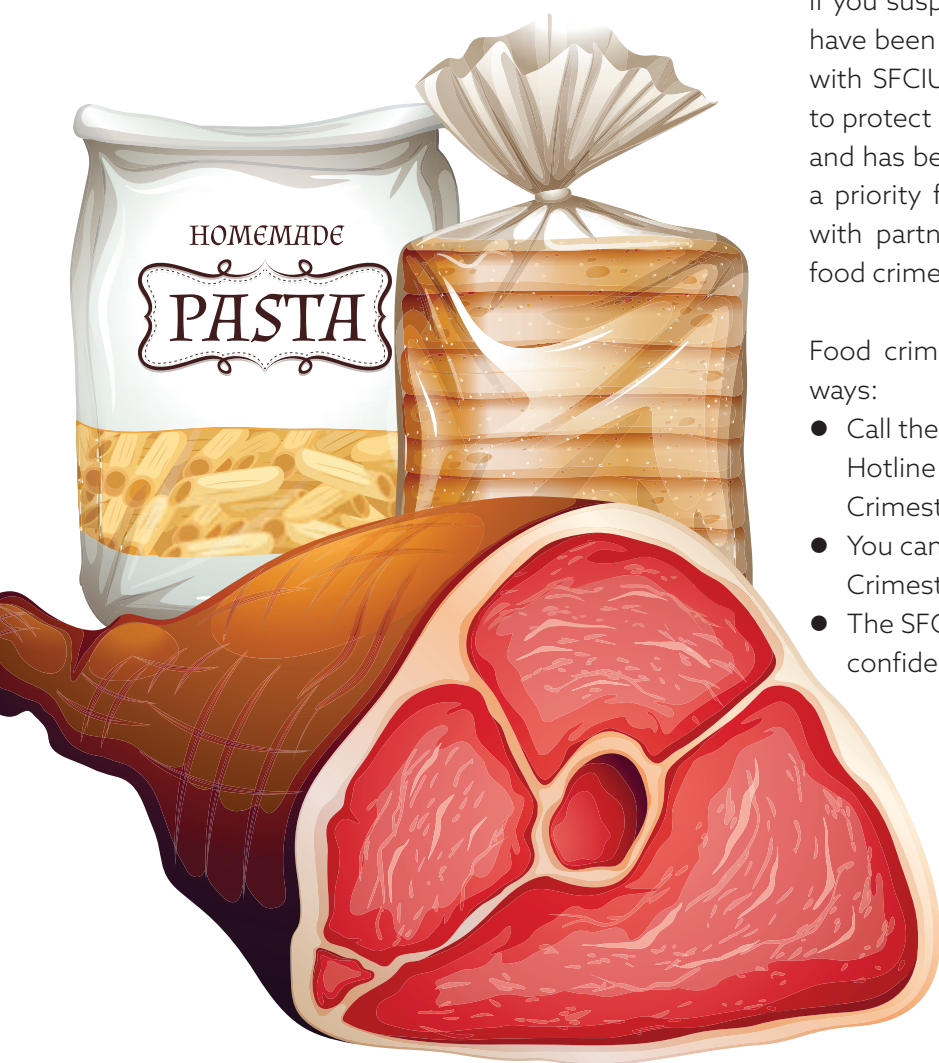
The most recent example of food crime was the detection by SFCIU and Local Authorities of counterfeited 'vodka' from a number of independent convenience stores across Scotland. The 'vodka' contained isopropyl alcohol which can pose a significant threat to public health and reflected the disregard for consumer safety from those involved. SFCIU managed the risk in consultation with public health agencies, the brand owner and other key partners including Local Authorities and Police Scotland. This is an ongoing investigation and highlights the need for businesses to ensure they are purchasing from legitimate sellers and show caution where they think something is not right.

Due to the challenges of identifying food crime in the supply chain, a key focus is on prevention activity. SFCIU works with numerous partners and industry stakeholders to detect and prevent food crime in the supply chain. Businesses can take measures to strengthen themselves against the risk of food crime. SFCIU has developed a Food Crime Risk Profiling Tool² to support Food Business Operators to understand their specific risk from food crime and the measures they can take to reduce this risk. The tool delivers a unique and tailored risk profile identifying any potential areas of vulnerability.

Knowing and trusting your supply chain is important but if you suspect that something is not right or think you have been the victim of food crime please get in touch with SFCIU. The Unit is here to work with businesses to protect against food crime. Prevention is key to this and has been identified by Food Standards Scotland as a priority for food crime and incidents. FSS will work with partners to investigate any suspected cases of food crime.

Food crime can be reported in one of the following ways:

- Call the free and confidential Scottish Food Crime Hotline (0800 028 7926), in partnership with Crimestoppers.
- You can also submit information using the Crimestoppers online web form
- The SFCIU can be contacted directly and in confidence at foodcrime@fss.scot



Food Standards Scotland
For safe food and healthy eating

¹ The Cost of Food Crime Phase 2 - Executive Summary, 10th October 2023, Food Standards Agency

² Food Crime Risk Profiling Tool: www.foodstandards.gov.scot/risk-profiling-tool

ILLCIT TRADE:

THE UNINTENDED CONSEQUENCES OF REGULATION



Governments across the UK need to listen to the voices of retailers: a generational ban on tobacco sales is flawed and an alternative policy solution exists

By Rupert Lewis, Director, TMA

The UK Government has taken a lead in proposing a generational ban on tobacco sales for anyone born on or after 1 January 2009. It forms the central plank of the Labour Government's Tobacco & Vapes Bill, presently negotiating its passage through the Westminster Parliament, and it has been a bitterly disappointing journey so far, but why?

The answer is simple. The UK Government and Westminster parliamentarians have, up until now, shown no interest in the potential unintended consequences which could be triggered by the implementation of a generational ban on tobacco sales. But this is nothing new.

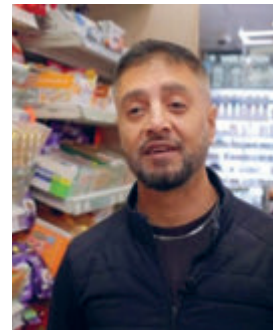
In the UK Government response to the 2023 "Creating a smokefree generation" consultation which preceded the last short-lived Tobacco & Vapes Bill (under Rishi Sunak's Conservative Government), the Department for Health & Social Care confirmed "throughout this consultation response we summarise the views of respondents with disclosed links to the tobacco industry. But we have not considered these views when determining our policy response due to the vested interests of the tobacco industry".

In layperson's language, this means any views submitted in response to the consultation, from any organisation coming in contact with tobacco, whether it is vending, shipping or warehousing, the views of all these organisations were totally disregarded when it came to listening to stakeholders' concerns.

The new Labour Government has adopted the previous Government's myopic approach when it introduced its own version of the Tobacco & Vapes Bill last November. In January, the Bill underwent scrutiny through the

Public Bill Committee, but to call it scrutiny, is an inaccurate description of what took place. In spite of a wide range of organisations representing convenience store owners, law enforcement agencies, pubs and hospitality, and industry, all submitting written evidence to the Committee – none of them were invited to provide supplementary oral evidence.

Of the 20 witnesses invited to give oral evidence, 19 witnesses represented health charities, or were public health practitioners, health academics, health regulators or local government officials. A solitary witness representing larger retailers, from the British Retailer Consortium, was invited before the Committee to give oral evidence.



Westminster politicians appear intent on 'gaslighting' any views that suggest that there will be any unintended consequences triggered by the introduction of a generational ban – and I fear MSPs in Holyrood may tow the same line.

The level of denial is at times breathtaking. Appearing before the Committee as an expert witness, the National Trading Standards Chair Lord Bichard was asked by Sarah Bool MP (based on evidence contained in the SGF Crime Report 2023 which she had received in advance): "the most prevalent cause of threatening behaviour in stores is the refusal of sale and asking proof of age. I am concerned about the rise in retail crime and what more can be done. I know that the education piece is needed, but is any thought being given to how we can further prevent some of these problems?"

ILLICIT TRADE:

THE UNINTENDED CONSEQUENCES OF REGULATION

Lord Richard responded: "It seems to me that it is now such a part of life that it is not as big a problem as it was; I think it is a problem that will diminish".

This reply completely ignores the repeated findings from retail organisations about the growth of retail crime, as highlighted in the latest annual BRC Crime Survey findings which reported that over 2,000 incidents of violence and abuse are taking place every day against Britain's retailers. This compares to 1,300 incidents last year and a staggering increase from 455 incidents a day in 2020 (a 340% increase in incidents between 2020 and 2025).



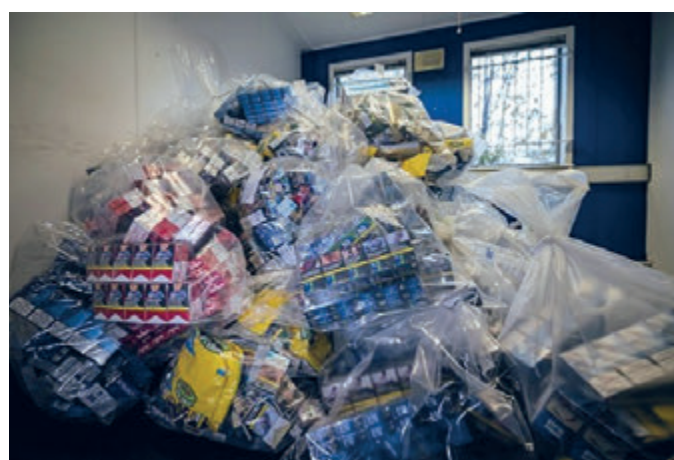
Lord Richard's response suggests that exorbitant levels of crime against retailers is "now such a part of life" and should somehow be accepted, and that it will "diminish" as a problem is a grossly misjudged and ill-

informed assessment of the realities of retail crime on the ground and the impact that it is having on our nation's shopkeepers.

In the same evidence session before the Committee, in response to a question about the prevalence of illicit tobacco, Lord Richard replied: "Our experience of the illicit tobacco market is that it has reduced rather than increased, despite the additional regulation [...] so we do not think that is a serious issue. We think that there are a number of myths around illicit tobacco that do not stand up to close scrutiny. So no, we do not think that is a serious problem." I don't believe many retailers, based on their experiences, would agree with the characterisation that the illicit tobacco market is not "a serious issue".

The former Public Health Minister Andrew Gwynne stated in November that: "Whenever Governments [...] have introduced targeted tobacco control measures, the

black market actually has not prospered. Consumption of illegal tobacco has gone from 15 billion cigarettes nearly 25 years ago to just one 10th of that amount last year". The reduction of legal tobacco consumption in the light of increased regulation is a well-known fact, but the idea that the same tobacco control measures have somehow shrunk the illicit market at the same time seems at best wishful thinking, if not, fantasy.



The conspiracy of silence around the idea that there will be any unintended consequences from a generational ban is audacious and extraordinary. With the illicit tobacco market, 'apparently' in decline according to the UK Government (again, I'm not sure how many readers recognise this assessment) and according to National Trading Standards, not a "serious problem", and with crime against retailers "now such a part of life", what possible concerns could retailers have about the implementation of a generational ban?

This short-sighted approach is not helping convenience store retailers. The UK Government would be well served to look very closely at events in Australia, where in response to ever tighter restrictions around tobacco sales and the highest tobacco excise rate globally (the UK has the second highest tobacco excise rate), the illegal market has stepped in and is capitalising on the opportunities.

According to Theo Foukkare, Chief Executive of the Australian Association of Convenience Stores: "Retailers are being firebombed on a weekly basis. In the state of Victoria alone, there have now been more than 50 fire

ILLCIT TRADE:

THE UNINTENDED CONSEQUENCES OF REGULATION

bombings of retail stores in the last 12 months. These groups make huge, tax-free money from selling black market products and the penalties they face are pretty minimal, so there is a lot to gain and very little consequence. It is quite scary how ruthless they are. The safety of entire communities is being put at risk. If the Australian experience is anything to go by, I would be extremely surprised if a black-market war did not explode across the UK."

In written evidence submitted to the Public Bill Committee, Mr Foukkare (who was not invited to give oral evidence) commented: "A generational ban will almost certainly fuel the rise of a thriving black market, as observed in Australia, where supply has been restricted without addressing the underlying demand." and "Prohibition has consistently failed to achieve public health objectives and often exacerbates the very problems it seeks to solve. The UK has an opportunity to learn from the mistakes of other nations and adopt a smarter approach that balances public health goals with practical enforceable policies."

Be under no illusion, the implementation of a generational ban on tobacco sales will have a profound impact on retailers across Scotland and all the UK. It is a policy which lacks common sense and completely disregards the unintended consequences which will come about should it become law.

If the UK and Scottish Governments are committed to legislate, there is a more effective alternative policy. That is raising the age of purchase from 18 to 21. It would be much more practical, manageable and



GET IN TOUCH

If you have any enquiries relating to illegal tobacco or you are after more information about the tobacco industry in the UK, please contact info@the-tma.org.uk or visit www.the-tma.org.uk

straightforward for retailers to enforce, than a generational ban, which would be complicated, impractical, unworkable and unenforceable. Furthermore, the UK Government's own modelling in preparation for the Tobacco & Vapes Bill indicated raising the age to 21 would have an identical effect on UK smoking rates as the introduction of a generational ban. It would build on the UK's success in already having the lowest number of smokers (11.9% of the UK adult population according to the ONS) behind Iceland in Europe according to the European Union .

With the Tobacco & Vapes Bill expected to complete its passage through the Westminster

Parliament in the spring, I strongly encourage you to contact your local MP and MSP and share any concerns that you may have about the prospect of a generational ban, and urge them to make representations to the UK and Holyrood Governments to support an alternative policy of increasing the minimum age of purchase for tobacco from 18 to 21, in place of a generational ban.

Sources

- DHSC & Scottish Government – Consultation outcome "Creating a smokefree future" (12 February 2025)
- Tobacco & Vapes Public Bill Committee (7 January 2025)
- BRC Retail Crime Survey (31 January 2025)
- Tobacco & Vapes Public Bill Committee (7 January 2025)
- Tobacco & Vapes Bill [Second Reading] (26 November 2024)
- GB News "Australia's convenience stores chief warned a 'black market' could explode across the UK" (12 April 2024)
- Written evidence submitted by AACS CEO to the Tobacco & Vapes Public Bill Committee (30 January 2025)
- ONS "Adult smoking habits in the UK" (2023)
- Euro News "Smoking in Europe: Which countries are the most and least addicted to tobacco and vaping?" (14 August 2023)

Sponsored Content: opinions represented in this article are solely the view of the TMA and do not necessarily reflect the views of SGF.

RETAIL CRIME:

THE BRUTAL REALITY (CASE STUDIES)



Couple carrying concealed items. When confronted, male becomes more aggressive and issues threats to assistant manager warning he's going to knock him out and "actually f**king murder" him and then begins to square up to assistant manager asking, "what the f**k are you gonna do". As a result of this, assistant manager stops pursuit and the male punches him in the back.

Female concealed goods in a bag before exiting, making no attempt to pay. Security approached her and she became aggressive, attempting to drive into them using her vehicle.

Male selected and concealed goods on his person before being approached by staff. He attempted an assault upon staff and upon exit picked up empty baskets and began throwing them towards staff and customers.

Female attempted theft. When stopped, female became aggressive threatening to stab security with a needle.

Male known to store for previous issues, causing fear and alarm to all those in area. He selected around £900 worth of alcohol and started throwing glass bottles

RETAIL CRIME:

THE BRUTAL REALITY (CASE STUDIES)

around the aisle. Security and managers attended to de-escalate, recover goods and detain male whilst 999 was called. Police arrested male. This same male returned before the store opened and smashed our entry doors completely causing over £1000 of damages. He was subsequently arrested again.



and she even tried to hit one staff member with her car luckily, he managed to get out of the way. Three staff members were assaulted in total. Female managed to leave the area at speed.

Two unknown males entered the store and proceeded to jump over the kiosk and try to

Male was stopped by staff and this caused him to produce a large kitchen knife before threatening them with it. The male then fled the premises, and the store called the police. He was stopped, arrested and the knife was retained.

Male bagged goods in self-scan without scanning or paying for them and when stopped to recover items he was argumentative and aggressive, so manager allowed him to leave with unpaid goods. One hour later male comes back to site and comes from behind guard to assault him with two punches where guard did not have the chance to protect himself before he ran off.

Male youth smashed a window, then verbally abused the security staff attended and then proceeded to hit them with stones.

When challenged by the duty manager male became very abusive and threatened to be waiting for her at close of business.

Male threatened to slash staff and attack them before he also spat on security. He then left, came back with a balaclava on and tried to attack someone but security stopped him. Police were called and upon their arrival they gave chase, but the male got away.

Female was stopped for an attempted high value trolley push out. This caused her to become extremely aggressive, punching, kicking etc. in order to get away

open tills. When unsuccessful they grabbed a male member of staff and forced him to open the tills by holding a blade towards his neck. They then left the with an unknown quantity of cash.

Suspect male waits for elderly lady to withdraw cash from outside store, before assaulting/robbing her of her cash and other items before making off on foot.

Couple carrying concealed goods. When stopped they both become aggressive, biting and punching the guard. Both detained and when police arrived, both were charged and released for assault and theft.

Youths selected and concealed alcohol. Store colleagues and the security officer on duty challenged the offenders who became aggressive and started throwing bottles of alcohol at the colleagues. The offenders then ran from the store with the stolen spirits through a fire exit. One of the bottles that was thrown caught a colleague in the head and sustained a cut to the head as a result.

Junior has done damage to property to value of £400. Banned from shop but continues to enter and cause problems. Throwing stock over shelves to hit customers. Sprays chemicals into colleagues faces. Verbal abuse and shoplifting.

Thank you to Retailers Against Crime for the use of these case studies. www.retailersagainstdcrime.org