



# THE SCOTTISH CRIME REPORT

2022

**SGF**  
Scottish Grocers Federation





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DR. PETE CHEEMA OBE  
SGF CHIEF EXECUTIVE

## IN-STORE CRIME IN SCOTLAND

### The Scottish Crime Report

SGF's Crime Report 2022 provides the latest data on convenience retailer's experience of retail crime in Scotland. The SGF crime survey broke down in-store crime into a range of categories: shoplifting, break-ins, violence against staff, armed robbery, store vandalism, verbal/physical abuse when sale refused, verbal/physical abuse when proof of age requested and hate crime.

It highlights that the implications of retail crime are far reaching, affecting the store owner, their staff and the communities they serve. The SGF Crime Report 2022 provides a snapshot of incidents of recorded crime from retailers across Scotland. The survey covers a wide variety of incidents faced by convenience store retailers such as theft, robbery, burglary, violence and verbal abuse.

Crime against retailers continues to be a major issue and for the sixth year in a row 100% of respondents had experienced some form of shop theft in their store. Retailers and their staff are also subject to abuse and aggression during the course of their work. The biggest trigger for aggression and abuse continues to be the enforcement of age restrictions and challenging customers

for proof of age. On top of this 95% of respondents experienced some form of hate crime on a monthly basis.

Statistics published earlier this year by Scottish Retail Consortium and compiled by Scottish Business Resilience Centre show that over 1600 cases of shop worker abuse were reported to Police Scotland in the first six months after the Protection of Workers (Retail and Age-restricted Goods and Services) (Scotland) Act came into effect in August 2021. Crime against retailers is still a clear and present threat especially in the current economic climate.

### Guidance for Safer Businesses

SGF has developed this guidance document to support retailers to 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. We are grateful to our colleagues at the TMA for their invaluable support in producing this report.



SHOP THEFT CONTINUES TO BE THE MOST COSTLY AND HIGH VOLUME FORM OF CRIME THAT RETAILERS IN SCOTLAND FACE.

**100%** OF RESPONDENTS IN OUR SURVEY HAD BEEN THE VICTIMS OF SHOP THEFT IN 2021

**100%** EXPERIENCED SHOP THEFT ON A DAILY BASIS

## DEFINITION

**THEFT IS THE TAKING AND APPROPRIATING OF PROPERTY WITHOUT THE CONSENT OF ITS RIGHTFUL OWNER OR OTHER LAWFUL AUTHORITY.**



## CONFLICT MANAGEMENT AND RESOLUTION

Conflict within the working environment has become increasingly challenging. Covid 19 and the resultant changes to working and operating practices it has become more prevalent with staff and customers having to adapt their normal behaviours.

During the times of restrictions staff and management find themselves in the dilemma of choosing whether or not to challenge customers who are not wearing masks. Similar trigger points occur when challenging age related sales or suspected shoplifters. The training programme is developed to spot the signs of aggression at an early stage and to offer advice in respect of de-escalation and safety.

Conflict under any circumstances is unpleasant and can easily escalate in to verbal or physical confrontations which are completely unacceptable. Staff at the Scottish Business Resilience Centre have recognised this and have been approached by businesses across Scotland to ask for help and guidance.

Recently the Scottish Business Resilience Centre (SBRC) compiled a Conflict Management course which has already been delivered to companies including Arnold Clark. The course has been adopted as part of a national training package by them as a resource to increase staff safety and awareness.

The course is completely transferable to all aspects of business and industry and is relevant to most situations that staff, management and the public might encounter.

### The main points of the course are:

- ▶ How to avoid conflict.
- ▶ To raise awareness of the signs of aggression.
- ▶ To increase knowledge of techniques to de-escalate situations.
- ▶ To reduce vulnerability in the workplace.
- ▶ Reasonable Force and the law.

## ADVICE AND TIPS

- ▶ **Step back. Don't rush in.** Take a moment to assess the situation.
- ▶ **Breathe.** Take a second to take a deep breath. The situation might not be a bad as you think. Taking a moment to yourself will calm you down and help you to think rationally.
- ▶ **Evaluate your options.** Can you talk this person down? Do you need the assistance of another member of staff? Do you need to walk away?



- ▶ **Communication is key.** Only 7% of our communication is the spoken word. Your tone and body language contribute 93% of your communication. Make sure the customer knows that they have your full attention and that you are taking their concern seriously. Empathy and positive engagement can help to reduce or prevent confrontation. Ask how you can help and don't assume you know what the customer wants.
- ▶ **Spot the signs of aggression early.** Look for the physical signs that someone is becoming impatient or annoyed. Let them know that you will be with them shortly or that you understand their frustration and will be happy to help when you can.
- ▶ **Keep calm and talk in a restrained tone.** Remember that you are the only one who can resolve their issue and they will have to calm down to hear you. If necessary, you can raise your voice to exert authority and ask them to calm down or refrain.
- ▶ **If you sense that no amount of placating or assuring is working,** and the customer is becoming aggressive think about how you are going to remove yourself from the situation. Do you need the assistance of a colleague? Do you need to walk or run to a secure room, or even leave the premises?
- ▶ **Always maintain a safe space** and if necessary, ask the customer firmly to step back from you.
- ▶ **No physical or verbal abuse is acceptable** so do not hesitate to inform management, or if required report it to the police.

Protection of Workers (Retail and Age-restricted Goods and Services) (Scotland) Act came into effect in August 2021. The Act now makes it an offence to assault, threaten, obstruct or hinder a retail worker whilst carrying out their role. This a major step forward however retailers and employees still suffer from abuse.

**100%** OF RESPONDENTS HAD INCIDENTS OF ABUSE WHEN SALE REFUSED  
**100%** OF RESPONDENTS HAD INCIDENTS OF ABUSE WHEN ASKING FOR PROOF OF AGE

**BIGGEST TRIGGERS FOR ABUSE**

- 1 REFUSAL OF SALE
- 2 ASKING FOR PROOF OF AGE

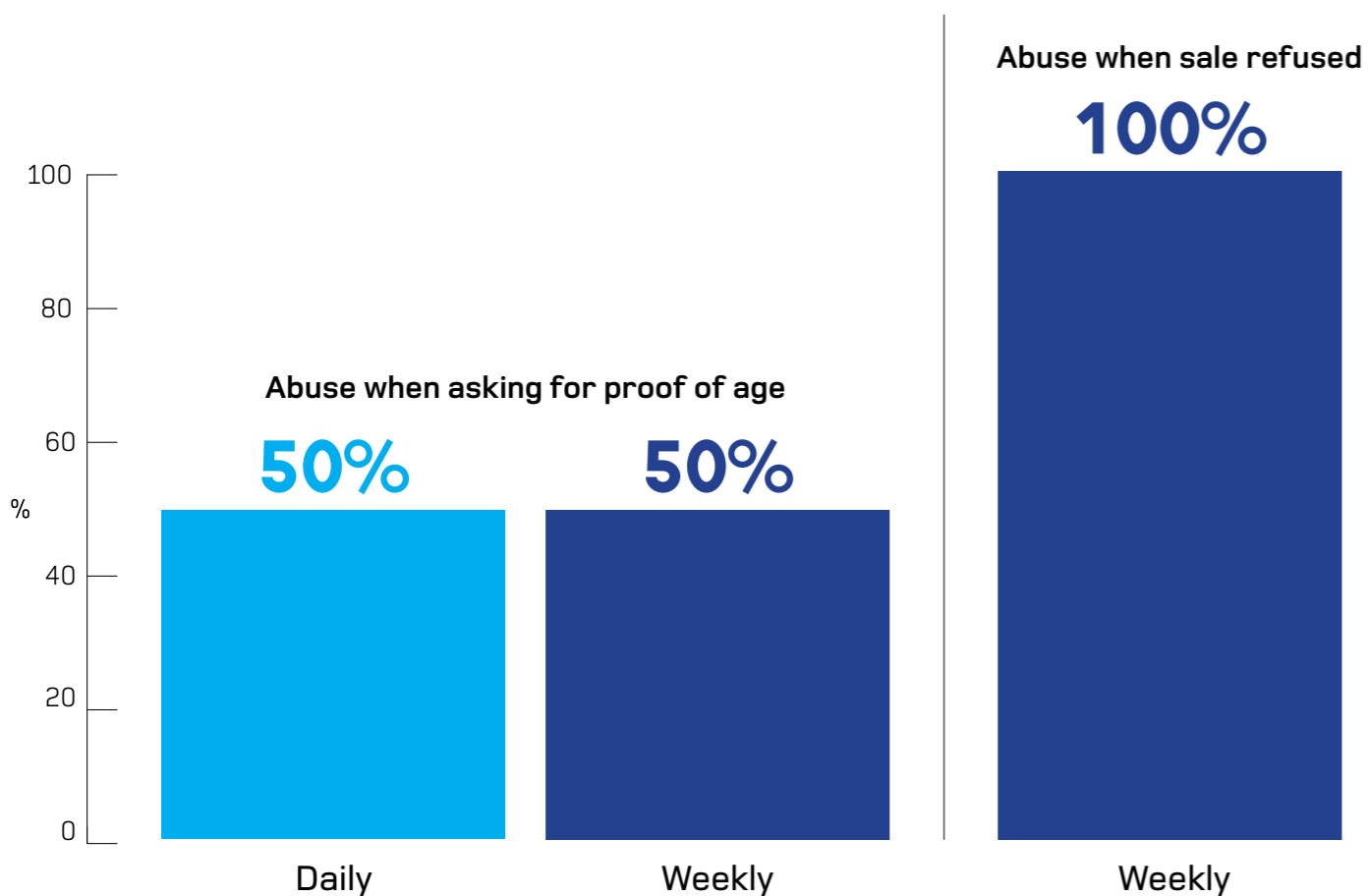
**DEFINITION**

**ASSAULTS AND THREATS** ARE INCIDENTS WHERE EMPLOYEES ARE ASSAULTED, THREATENED OR INTIMIDATED, AS A RESULT OF DISAGREEMENTS WITH CUSTOMERS OR OTHER EMPLOYEES.

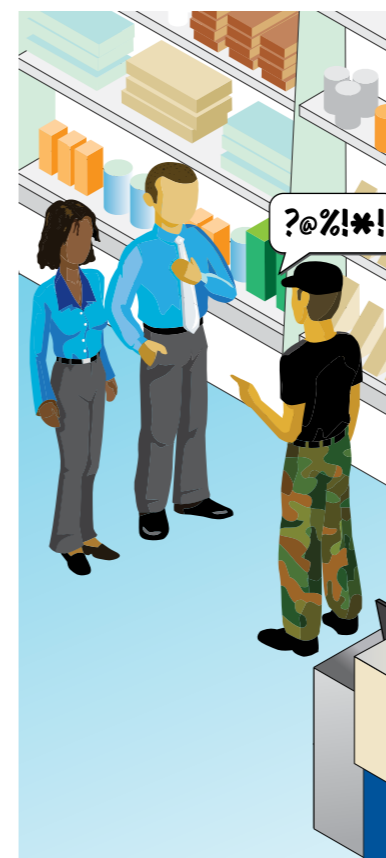
**DEFINITIONS**

**HATE CRIME IS AN OFFENCE MOTIVATED BY HATRED OF SOMEONE'S RACE RELIGION GENDER IDENTITY, SEXUAL ORIENTATION OR DISABILITY.**

➤ **EXPERIENCE OF PHYSICAL AND VERBAL ABUSE IN THE LAST YEAR**



➤ **HATE CRIME**



**95%**

**OF RESPONDENTS EXPERIENCED SOME FORM OF HATE CRIME ON A MONTHLY BASIS.**

➤ **THE COST OF STORE CRIME**

**SCOTTISHSHOP.ORG.UK**

IN 2021 THE TOTAL COST OF CRIME TO THE PARTICIPANTS IN OUR SURVEY WAS

**£2.3 MILLION**

AVERAGE SPEND BY STORES IN OUR SURVEY ON CRIME PREVENTION MEASURES IN 2021

**£2,000**

DEBIT. PIN VERIFIED.  
 LOYALTY CARD POINTS EARNED: 14  
 POINTS BALANCE: 2762

... PLEASE KEEP FOR YOUR RECORDS ...  
 ... THANK YOU, CALL AGAIN SOON! ...

## TOP TIPS FOR PREVENTION

### ➤ SHOP THEFT



**1** Install a good quality CCTV system. It deters offenders and is essential when providing police with the evidence they need to make an arrest.

**2** Keep your high value items in sight. This might mean lowering shelving units or having additional dedicated CCTV.

### ➤ VIOLENT CRIME AND ABUSE



**1** Train your staff to deal with aggression. The training needs to be regularly updated and there needs to be a system for staff to report incidents and be given support.

**2** Work with the local community to address your concerns. Make sure the store is viewed as a community asset support local schools, community groups and good causes.

### ➤ ROBBERY



**1** Take simple measures by reducing the pay-off, like counter cache and reducing cash levels in tills.

**2** Good conflict management training is essential. This will help colleagues remain calm in these situations. Colleagues should never put assets before their life and should comply with the demands of the offender.

### ➤ THERE ARE THREE KEY ELEMENTS IN EVERY CRIME:



THE KEY ELEMENT YOU HAVE MOST CONTROL OVER IN-STORE IS TO MINIMISE THE OPPORTUNITY.

# DON'T PUT UP WITH IT!

# REPORT RETAIL CRIME!

EVERY DAY ACROSS THE UK THERE ARE MORE THAN **400 INCIDENTS OF VIOLENCE AND ABUSE** TOWARDS RETAILERS.

THE COST OF CRIME TO RETAILERS IS MORE THAN **£2 BILLION**.

THE PROTECTION OF WORKERS ACT (SCOTLAND) CAME INTO FORCE IN AUGUST 2021. IT PROVIDES IMPORTANT LEGAL PROTECTION FOR SHOP STAFF AGAINST ASSAULTS, THREATS AND ABUSE.

#dontputupwithit

FOR THE LEGISLATION TO BE EFFECTIVE RETAILERS MUST REPORT RETAIL CRIME.



Scotland  
**CrimeStoppers.**  
0800 555 111  
100% anonymous. Always.

Call  
Police Scotland: 999 or 101 or  
Crimestoppers: 0800 555 111  
Go to: [www.dontputupwithit.scot](http://www.dontputupwithit.scot)



Crime is one of the biggest operational challenges for retailers and the illustration below outlines some of the key considerations for managing crime.

Assessing the vulnerabilities of your business to crime and planning a proportionate response is essential, whether it is installing CCTV or providing additional training for staff. An example risk assessment for a convenience store is available from the Health and Safety Executive website: <http://www.hse.gov.uk/risk/casestudies/pdf/newsagent.pdf>

### CUSTOMER SERVICE

- ▶ Make eye contact with customers when they enter the store and acknowledge them.
- ▶ Reduce queuing in-store, as it can be a trigger for customer frustration.

### SELF-SCAN TILLS

- ▶ Ensure you have sufficient staff to authorise items during busy periods.
- ▶ Ensure staff are trained to support customers to scan difficult items through tills correctly such as fruit and vegetables.

### EXTERNAL SECURITY

- ▶ Ensure that all doors and windows are secured to prevent housebreaking.
- ▶ For high risk stores, consider the installation of external shutters (this may require planning consent).
- ▶ Where reasonably practicable, advertising should be restricted to allow for clear viewing into and out of the premises.

### POLICE

- ▶ Get to know your local community police officer.
- ▶ Attend local community meetings and email your local police office to raise your concerns through 'contact us' on the Police Scotland website, where you will also find more information.

### HATE CRIME

- ▶ Report hate crime by telephone, 999 (emergency) 101 (non-emergency).
- ▶ In person at any police office.
- ▶ Or attend at a third party centre (details online for your area).

### CCTV

- ▶ Ensure one camera provides quality images of everyone entering your premises and a second covers the till.
- ▶ A minimum of six frames per second should be used on your camera. Ensure recorded images are similar quality to live images and all images have a time and date.
- ▶ Identify the most important areas of the store for camera location and consider the angle of view and lighting.

### INTERNAL THEFT

- ▶ Regularly monitor stock levels and stock rooms to deter theft by employees.
- ▶ Theft by an employee is a serious offence and breach of trust, it should be reported to the police.

### BLINDSPOTS

- ▶ Reduce height of stock shelves to remove 'blindspots' in-store.

### TILL POSITION

- ▶ Are high value goods or targeted products (meat, cheese, alcohol) in view of the till?
- ▶ Ensure that the front of the store is visible from the till, so staff can see customers approaching.

### CASH

- ▶ Reduce the amount of cash held in tills and on your premises.
- ▶ Change the routine of banking procedures so they are not easily observable.

### AGE RESTRICTED SALES

- ▶ Ensure you have visible signage at the entrance, till and shelf edges of your store.
- ▶ Make sure staff know the store policy and acceptable proof of age documents.

### STAFF

- ▶ **Make sure staff have been informed about:**
  - Security measures such as panic buttons and CCTV.
  - Internal and external crime reporting structures.
  - Dealing with abusive customers.



Illustration source: ACS Crime Report / fluiddesignstudio.com

## RETAIL CRIME – THE BRUTAL REALITY

to hit me on the head with a bottle and then kneed one of my assistants in the groin area.

"A male under the influence tried to steal a four pack of cider. When stopped by members of staff the male tried head-butting them and spat twice towards the duty manager. Product was retained but male escaped."

"A male stopped by the store manager after attempting to steal £20 of fresh meat tried to bite, head butt and threaten the manager with a needle. The Police attended quickly and arrested the male."

"Male tried to steal four San Miguel beers, confronted outside the store and beers recovered but he started to initiate violence and threaten me. At this point I retreated to the store and attempted to close the doors, customers would not clear the way however, and I could not close the doors. At this point he started to assault me in store, at the point when he tried to grip my windpipe, he had to be physically removed resulting in an altercation in the foyer and at the store front, during which my thumb got broken. Subject was restrained on the floor until he regained his composure and took himself home (I deemed this the most suitable course of action, as restraining him for a long period of time could have been risky for all involved)."

"Female was responsible for a high value theft. Items were recovered before the female produced a needle, stabbed herself in the arm and threatened to stab security."

"Male known to the store form previous incidents asked male to leave store. He started to be abusive and was escorted from store. Male then produced a razor blade and attempted to attack staff."

"Known offender assaulted a member of store security in the street by pushing and spitting on him."

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



"One of the more violent incidents we faced was after detaining a shoplifter. Myself and one of our male floor managers escorted him to our holding area. Initially he had been calm but after the police had been called, he began to become increasingly hostile and aggressive, threats of violence being made to us. He then began to lash out, attacking us by biting and spitting. Our panic button was hit and police arrived promptly who then arrested him. He assaulted the officers by headbutting one of them. It was only after the male was taken from store, I could see the staff who had been present were visibly shaken. One of our girls had gone to the toilet and was sick, two of the young male staff members who had assisted me were trembling in shock over the ferociousness they had witnessed. One of the boys needed to be off the floor for a period to calm himself the other then was also sick. No one expects to face any form of aggressive or violent behaviour in the workplace and for any staff member to be faced with it can have lasting effects. Once the adrenaline fades rational thinking starts up again and the 'what if' factors come to mind. Shortly after the incident one of the boys left and other staff member asked to be moved to Stockroom duties as they were having issues dealing with the public in general."

"Shoplifter apprehended trying to leave the store by two members of staff. We detained him into the store but he refused to let go of the bags. Became verbally threatening and attempted to headbutt me just catching me on the side of the face. I refrained from any retaliation or restraint as he was shouting all sorts of abuse and threatened to kill himself."

"Delivery Driver incident: two youths around 14-15 years old were sitting in the middle of a busy road chatting on their bikes. The driver approached but they refused to move. The driver then beeped his horn and pointed to the side of the road for them to move. He then slowly moved around the road by the 2 youths and then they proceeded to kick the back of the van on the way past. The driver then got stopped at the lights at the top of the hill a very short distance away when one of the youths came up to the drivers window and spat through it and on to the drivers face. When the driver was wiping the spit of his face the other youth came up and spat through the window and on to his face again. They both then cycled around the corner and returned seconds later for one of the youths to spit at the driver again through the passenger's window."

"Threatened and assaulted by a shoplifter. Pushed the Store Manager and attempted to assault him with the bottles of beer he had stolen."

"Female detained for shop theft. While waiting for the police she threatened to stab me with her needle, spat on me while suggesting she had Covid19 infection. Attempted

## SAYING THANKS

The abuse, violence and thefts endured by Scotland's shop staff must stop. No-one should need to tolerate becoming a victim of crime simply for doing their job.

The Don't Put Up With It campaign, led by the Scottish Grocers' Federation (SGF), encourages retailers to take a zero-tolerance approach by reporting all offences against them and for customers to say thank you for all that local stores do for their communities.

We were delighted to have First Minister Nicola Sturgeon express her support for our drive for everyone to #SayThanks to staff in their local shops.

She took time to highlight our call after making the keynote address to the Scottish Grocers' Federation conference in Glasgow.



Ms Sturgeon also reinforced our wider Don't Put Up With It campaign, encouraging retailers and their staff to report every crime witnessed in their stores. #SayThanks stems from that, encouraging greater respect of retail workers.

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Visit: [www.dontputupwithit.scot/saythanks/](http://www.dontputupwithit.scot/saythanks/) to find out more.



## ➤ LATEST RESEARCH UNDERLINES HOW STUBBORNLY RESILIENT THE ILLICIT TOBACCO MARKET REMAINS IN SCOTLAND



Every year for the past eight years, the Tobacco Manufacturers' Association (TMA) has commissioned a poll of smokers in Scotland on their attitudes, awareness and understanding of illicit tobacco. The latest survey was undertaken in November and December 2021, along with parallel surveys at a UK-wide level and in Wales and Northern Ireland.

There are no major variations in the results between the surveys this year, but what is interesting, are the trends that can be identified across all four surveys. Some are positive developments, as respondents have become much more aware of the threat of illicit tobacco, who sells it and where those funds exchanged may end up, but equally, there remain areas of real concern, as many people still choose to turn a blind eye and regularly buy illicit tobacco, seeing it as a 'victimless' crime.

In the most recent TMA Scottish Anti-Illicit Trade Survey 2021, published in May 2022, there are eight key trends identified which help explain the complex relationship a large proportion of Scottish smokers surveyed, have with illicit tobacco.

To begin with the **positive trends** identified:

**1. Fewer people are buying illicit tobacco in Scotland:** 67% of those surveyed bought tobacco in Scotland last year that was not subject to UK tax - this is a reduction from a high point of 74% in 2019. Apart from Wales, Scotland has the lowest level of illicit tobacco in every nation and region in the UK.

**2. More Scots are reporting illicit tobacco:** 39% of respondents reported illicit tobacco when they were aware of it compared to 13% in 2018.

**3. More people see it as their business to report it:** 55% of those surveyed who were aware of illicit tobacco being sold in their area did not think it was their business to report it (compared to 66% in 2018).

**4. Illicit tobacco is a front for other illegal activities:** 47% of respondents were aware that illicit tobacco is used as a front for other illegal activity such as people trafficking or modern slavery compared to 23% in 2020.

**1. Many people are still buying only branded tobacco:** 1 in 5 Scots claimed to only buy 'branded' tobacco (i.e. not plain packaged cigarettes or Roll Your Own) even though it has been illegal in the UK since 2016.

**2. Social media is seeing a surge in illicit tobacco sales:** 18% of respondents purchased tobacco through social media and/or websites advertising cheap tobacco since the onset of 'lockdown' (compared to 9% in 2020 and 2% before the pandemic).

This is welcome progress, but there remain a series of **negative trends** which seem stubbornly resistant to change:

**3. Covid has caused more people to buy through 'informal' illicit channels:** 24% of Scots asked bought tobacco from friends and family since the onset of Covid-19 (compared to 4% before the pandemic).

**4. People still see no issue in buying illicit tobacco:** 67% of those asked had no issue with buying tobacco that has not had UK tax paid on it from a friend/relative, shops, etc.

The latest TMA Scottish Anti-Illicit Trade Survey findings contain some really positive steps forward, with many more people reporting illicit tobacco when they are aware of it, than was the case a few years ago (it was only 13% in 2018), and Scotland, along with Wales, is leading the way in the decline in people purchasing illegal tobacco in every nation and region in the UK.

However, the 2021 findings still highlight the continued widespread availability of illicit tobacco, as well as the entrenched perception among many consumers that it is still 'acceptable' to trade or buy illicit tobacco.

It is astounding that six years after 'branded' tobacco was prohibited from sale in the UK (i.e. non plain packaged) that 1 in 5 smokers surveyed, still only purchase 'branded' cigarettes or Roll Your Own tobacco.

Moreover, the surge in illicit tobacco sales through social media channels has become a major area of concern, with 18% of respondents in Scotland claiming to have used platforms to purchase and trade illicit tobacco, compared to only 2% before the pandemic.

To put the impact of the illegal tobacco trade in stark economic terms, according to the most recent HMRC Tax Gaps data, smuggling and consumption of illicit tobacco cost the Government £2.3 billion in lost revenue in 2019-20. In total, the Government has lost close to £49 billion<sup>1</sup> in revenue since 2000, that equates to £2.45 billion<sup>2</sup> in lost tax every year, which could be spent on vital public services.

## 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](mailto:info@the-tma.org.uk)



The illicit tobacco trade continues to have an extraordinary negative impact on retailers, with tobacco sales category for both independent retailers (34%) and the overall convenience market (21%) according to the Association of Convenience Stores<sup>5</sup>.

Covid 'lockdowns' have had an impact on illicit tobacco sales, with the survey findings pointing to a major spike in people buying illicit tobacco through social media and websites advertising cheap tobacco, as well as from friends and family. The pandemic has shown however, stronger enforcement measures at the border and across the country can deliver significant financial benefits. In the last two calendar years, the UK Government has received additional tax revenue from tobacco products of £3.4 billion (£2.8 billion excise + £0.6 billion VAT), as adult smokers have returned to the UK to purchase their duty paid products. It is important to note that this is not an increase in the smoking rates, it is a shift in where smokers are purchasing their products.

To address the challenge of illicit tobacco, I believe that 'we', meaning Government, law enforcement, industry and retail, must double down on our efforts and take the fight to those who bring about such misery through trading and supplying illicit tobacco.

If you have any enquiries relating to illegal tobacco or you would like a copy of the TMA Scottish Anti-Illicit Trade Survey 2021, or any further information about the tobacco industry in the UK, please contact [info@the-tma.org.uk](mailto:info@the-tma.org.uk) or visit [www.the-tma.org.uk](http://www.the-tma.org.uk)

<sup>1</sup> This does not mean that 67% of tobacco consumption is illegal. Within the survey, there will be respondents who have bought only one pack of illegal cigarettes/FYO in the year, some who buy one pack a week, up to those who only buy tobacco in branded packaging (i.e. 100% illegal). This is not an alternative to HMRC estimates, it is another way of assessing the prevalence of illicit tobacco, and as with the HMRC estimates the survey shows that illicit tobacco remains a significant problem.

<sup>2</sup> HMRC Measuring tax gaps 2021 edition - tax gap estimates for 2019 to 2020  
<sup>3</sup> Calculation from HMRC Measuring the tax gaps (2001-2021)  
<sup>4</sup> Ibid  
<sup>5</sup> STV News "Man charged after 800,000 illicit cigarettes discovered in container"  
<sup>6</sup> Association of Convenience Stores, Local Shop Report 2021



## ➤ 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, 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.



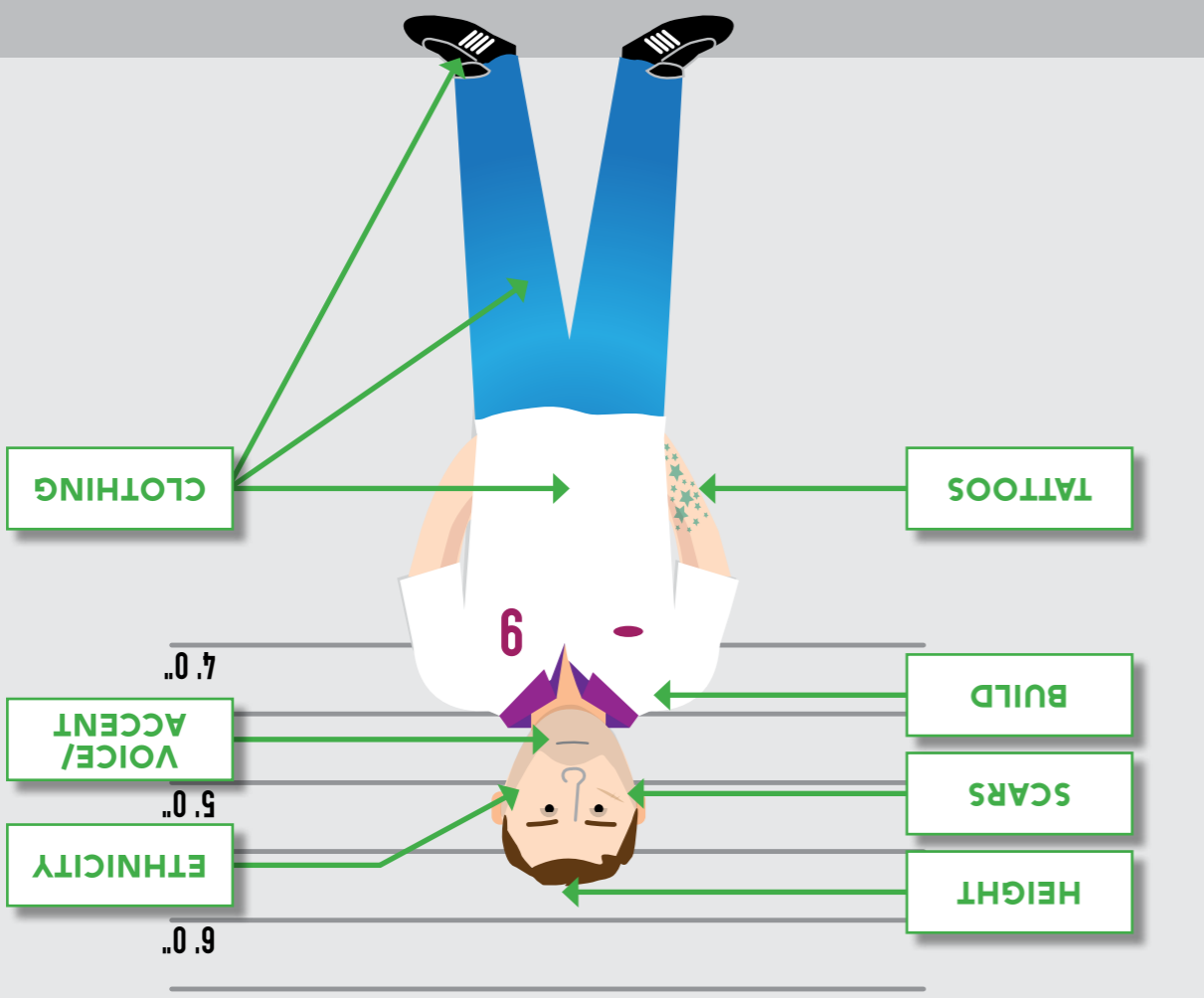
## TOP TIPS

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.

## ➤ 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 robbers 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 offenders.

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INTRODUCTION

SGF has developed this guidance document to support retailers to 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 guidance includes details on triggers for violence and abuse, robbery, illegal tobacco and retail crime – the brutal reality.

This guide has been produced with support from the TMA



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 customers 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 an incident of robbery.

LATEST RESEARCH UNDERLINES HOW STUBBORNLY RESILIENT THE ILLICIT TOBACCO MARKET REMAINS IN SCOTLAND



This TMA research sets out key trends identified which help explain the complex relationship which a large proportion of Scottish smokers when surveyed, have with illicit tobacco.

RETAIL CRIME – THE BRUTAL REALITY



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

SAYING THANKS



We were delighted to have First Minister Nicola Sturgeon express her support for our drive for everyone to #SayThanks to staff in their local shops.

CYBER SECURITY – IS YOUR BUSINESS READY?

PHISHING

Phishing is a process of hacking whereby attackers living in a virtually contactless world where everyone can select, pay for and receive goods in the touch of a button. 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 Cyber crime, however, it may protect your business enough to prevent huge financial or unrecoverable reputational damage.

**1. What is it?** Phishing is when users are encouraged to click a bad link that will download malware, or direct them to a dodgy 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. How to prevent it?** Educate employees about Phishing attacks, ensure they know the process to follow should an attack be attempted.

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: <https://www.sbrcentre.co.uk/resource/library/cyber-security-resources>



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 Multi Factor Authentication (MFA).** 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.

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 3 copies of data, on 2 different mediums, and 1 off site.

**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.



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Scottish Grocers Federation

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# SAFER BUSINESS GUIDE

THE SCOTTISH

