

**Welcome to the Autumn 2008 edition of our newsletter. Recent months have again been busy at the Centre.**

In September we organised and delivered the Fifth Annual Conference and Dinner of the Scottish Financial Crime Group concentrating on Physical Security, e-Crime and Fraud – Combating 21st Century Threats.

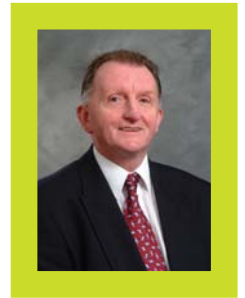
In addition we have are setting the plans for some Conferences in the Autumn. The Scottish Business Crime Centre, Strathclyde Police and Glasgow Community and Safety Services are jointly hosting Project Argus Night Time Economy (NTE) on Tuesday 21 and Wednesday 22 October 2008 at the Glasgow Audi and Conference Centre.

Project Argus NTE is a new National Counter Terrorism Security Office initiative, aimed at educating licencees, owners and managers of businesses in the night-time economy to help them prevent, handle and recover from a terrorist attack. This multi-media simulation provides a

unique opportunity to both learn from and contribute valuable lessons to help protect individuals, businesses and communities. The event will be aimed at Managers and Assistant Managers.

In November, we plan to pilot an Identity Theft seminar in Glenrothes supported by APACS the UK Payment Association, GB Group, Fife Constabulary and Business Gateway in Fife. This seminar is targeted at Small to Medium Enterprise businesses and will focus on 'Managing Your Company's Data Security'.

On behalf of the team at the Scottish Business Crime Centre, I would like to thank you for your continuing support of our work.



Alan Dobie,  
Executive Director

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Executive Director**

**Welcome**

**The Scottish Business Crime Centre are delighted to welcome the following newcomers to the Centre.**

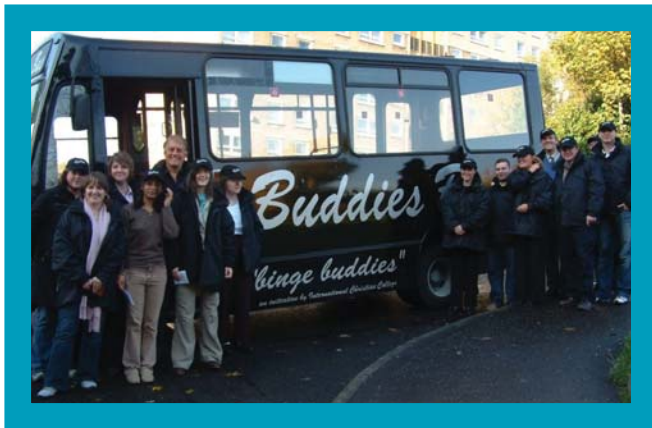


Louise Allan joined the team in August 2008 as Administrative Support Officer. Louise previously held the role Customer Service Officer for a major national insurance company.

Lisa Toon joined the Centre in September 2008 as National Development Officer for the Association of Neighbourhood Watches. Lisa previously worked as a Training and Development Officer for the Scottish Court Service. Lisa studied Marketing at Strathclyde University and then completed a Masters in Information Technology at Stirling University.



## Buddies Bus



**In 2006, Reporting Scotland ran a news item on binge drinking and its effect on young people that highlighted the violence, vandalism and crime that this conduct can sometimes provoke.**

The International Christian College in Glasgow decided to respond to this concern through the introduction a 'buddies bus' that is parked in Sauchiehall Street on a Saturday Night between midnight and 3.30am. Working in partnership with the Glasgow Nitezone Initiative, a team of 8 to 10 trained volunteers from various backgrounds are based at the bus and their role is to provide care and protection to those who need it.

This may be a physical injury where St Andrews Ambulance assistants can help or it may be used as a place of safety for people waiting to be re-united with friends or for a family member to come and collect them.

The bus also has a small bar that serves free refreshments and lollipops to those who just need to 'chill out' and sober up a bit before making their way home. Whilst promoting an environment of safety the atmosphere of the bus is kept light hearted. The most recent addition to the service they provide for clubbers are free flip flops for those whose shoes are hurting their feet.

**In the near future the ICC hope to expand the use of the bus in Glasgow to both Friday and Saturday and have recently received support from Glasgow City Council and Stagecoach.**



## B.S.I.A Award Winner

**We are pleased to announce that Alan Dobie our Executive Director has received a prestigious award at the British Security Industry Authority (BSIA) National Awards Ceremony in London.**

The winners of the BSIA Chairman's Award 2008 were announced rewarding individuals that have made an outstanding contribution to the industry over the past year.

Alan was delighted to receive the Chairman's Contribution to the Community Award for his determined commitment to reducing business crime in Scotland. The award was given for Alan's unwavering enthusiasm for this issue that has led to the significant success of the SBCC and its involvement in a number of crime prevention initiatives which are bringing widespread benefit.

Alan was both surprised and pleased to receive this superb award and saw it as recognition of the hard work of the team at the SBCC and the progress that the centre has made in the last few years.

The Chairman Awards were presented by the BSIA Chairman, Stuart Lowden at the BSIA's Annual Lunch at the London Hilton, Park Lane.

## Fire Prevention Advice

**As we approach Bonfire Night and the Festive Season, the Scottish Business Crime Centre would like to provide advice to businesses both large and small to help reduce the possibility of accidental fire or deliberate fire-raising affecting your premises.**

### Steps to Protect Your Business from Fire:

Fire needs heat, fuel and air to develop and a fire-raiser needs access and opportunity to start the fire. The following simple steps will prevent access to fuel and therefore minimise opportunity and help prevent a fire.

Deal with the waste and rubbish threat:



No packaging, waste or rubbish should be left to accumulate anywhere on the premises or immediately outside.



Any skips should if possible be positioned at least 8 metres from the building and be provided with a non combustible cover.



Packaging, waste and rubbish should be removed regularly to a safe storage area.



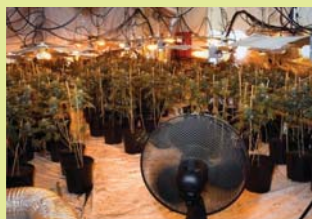
Safe storage means metal bins with closed lids, preferably locked away in their own compartment.



Arrange regular/frequent collection of refuse/waste by a local authority or contractor.



## Help Prevent Cannabis Cultivation



**The Scottish Police Service, power suppliers and other key partners are working together to crack down on cannabis factories and are seeking public and business support in identifying and eradicating these facilities. Evidence suggest that premises are under threat due to the increased fire risk associated with this type of activity and the police are urging everyone to be vigilant and look out for the following tell tale signs.**

Some of the factors combined may indicate that there is a cannabis factory on the premises.



The windows of the property are permanently covered from the inside



Visits to the premises occur at unusual times of the day or night



People often either don't live on the premises or only pay a visit to maintain them



Be aware of premises that are visited daily or weekly and where the visitors don't usually stay too long



Cannabis or by-products such as fertiliser, will be removed in black bin bags or laundry bags



Compost bags or gardening equipment may be left outside the premises usually at the rear of the building



There may be a vent protruding through the roof of a rear window to expel the pungent smell of cannabis cultivation



There may be noise coming from equipment on the premises (e.g. cooling fans etc)

If you believe there is a cannabis cultivation factory in your area, do not approach the premises yourself.

**Please contact Crimestoppers on 0800 555 111 or your local police office.**

## Drinks Industry Project Scotland

**On 8 September 2008, DIPS held an awareness/recruitment event at the premises of Wm Grant & Sons in Bellshill. A number of companies attended and were made aware of the aims and objectives of DIPS and the benefits membership can offer.**

It is hoped that these companies will decide to join DIPS as the more members we have sharing information the better picture we can build about what is happening in the supply chain and better inform and prepare members

DIPS continues to liaise with Police and industry partners and share information to reduce crime in the supply chain. For a number of reasons crime in the supply chain is on the increase and companies must be aware of the potential loss of product and business if they are victims of crime. It is ultimately in the best interests of member companies to be aware of the crime trends and take steps to tighten and strengthen security at their own premises and in their supply chain.

The DIPS Chairman, Hugh Brown and Co-ordinator, George Mitchell, attended a TAPA conference in Amsterdam on 15 September. The subject of the conference was crime in Holland and specifically the Amsterdam area and this is relevant to DIPS members as the spirits products enjoy a global market. It is also worth considering that what is

happening on the continent will find its way to the UK, if it's not already here.



There have been 4 incidents recently where DIPS members have suffered losses as a result of crime. In all incidents the methods used have been different and there is nothing to suggest that the same people have been involved in all the crimes.

It is indicative of the economic situation and the start of the Christmas business that criminals are stepping up their own activities and targeting businesses.

Information has also been received from England of 2 incidents where a driver was stopped en route to a pick up location and threatened by masked men who then showed him photos of his wife and threatened her if he did not do as they instructed. The drivers followed instructions and in both cases product valued at £1 million was stolen. This type of crime is known as Tiger Kidnap and is a worrying trend to be used in the supply chain.

DIPS is looking to gather information on this type of crime and prepare advice for members.

**George Mitchell can be contacted by e-mail: [george.mitchell@sbcc.org.uk](mailto:george.mitchell@sbcc.org.uk).**

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## Technology and Logistics Security Group



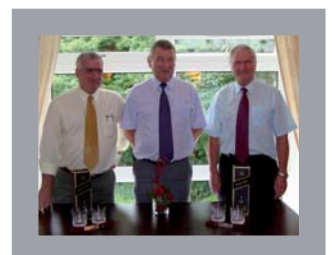
**During the course of the last few months the TLSG have been approached by a cross section of businesses from the manufacturing and distribution sectors in Scotland with a view to joining the group. As is normal this process takes time while all the risk and budget stakeholders review the benefits before coming on board.**

The group have been actively involved in raising awareness of High Value Metal Theft and have issued a number of bulletins to the business sector on this subject and self help preventative measures. During July a request for assistance on this subject was received from the main Milk Supplier in Scotland who was on this occasion also representing the other principle players in that industry. It appears that over the last year the main players have been subjected to a spate of milk trolley thefts across the UK with losses in excess of £100K being recorded. These thefts have the potential to cause considerable difficulties to their supply chain if allowed to go unchecked. As a result of this request an awareness bulletin was produced and circulated to both police and business throughout the UK.

The TLSG has also continued to play an active part in raising the awareness of the damage caused to business both reputationally and financially by the sale of counterfeit products both within Scotland and the UK in general. The manufacture and distribution of such products is clearly the work of organised criminal gangs and as such it is imperative that we strive for a Fake Free Scotland as we head towards the Olympic Games in London in 2012 and the Commonwealth Games in Glasgow in 2014.

## TLSG Retiral

At the recent bi-monthly meeting of the Technology and Logistics Security Group, it was announced that Mike Mill from Shop Direct Group and Bill Simpson from Keyline would be retiring from their roles within their respective companies. Members of the TLSG wished Mike and Bill the best for the future. Presentations and thanks for their commitment to the group were provided by the Project Co-ordinator, Jim Smith.



## Businesses Encouraged to Spot Stolen Banknotes

**What would you think if you were offered a stained banknote as part of a transaction? Would you consider that the note might be stolen? Or would you think nothing of it and accept it automatically? The national crime prevention initiative Banknote Watch is launching a new campaign to educate the businesses and the public that a stained note is probably a stolen note.**



Alan Townsend, Chairman of Banknote Watch, comments: "Each year in the UK, hundreds of thousands of pounds in cash is stolen and stained during the robbery due to the use of cash degradation systems that serve to indelibly mark the cash. If this stained cash then goes into circulation, criminals are being allowed to profit from the proceeds of crime and are encouraged to steal again."

"To help prevent this cycle of crime, businesses are advised not to accept stained banknotes if offered them by a customer. Ask the customer to take it to a bank, building society or Post Office and obtain a form BEMN for the repayment of damaged notes. By filling in this form and going through the proper channels, providing the note is genuine, they will be reimbursed for the note they have handed in."

Notes can be stained with various different colours depending on the system used to stain the note when it is stolen – red, purple, blue and green stains are all used cash degradation systems. Posters showing what stained notes look like are available from Banknote Watch to educate your staff. More information and advice on stained and stolen notes is available from [www.banknotewatch.co.uk](http://www.banknotewatch.co.uk) or by emailing [info@banknotewatch.co.uk](mailto:info@banknotewatch.co.uk)



### ICE - In Case of Emergency

**We all carry our mobile phones with names & numbers stored in its memory but nobody, other than ourselves, knows which of these numbers belong to our closest family or friends.**

If we were to be involved in an accident or were taken ill, the people attending us would have our mobile phone but wouldn't know who to call. Yes, there are hundreds of numbers stored but which one is the contact person in case of an emergency? Hence this 'ICE' (In Case of Emergency) Campaign. The concept of 'ICE' is catching on quickly. It is a method of contact during emergency situations. As cell(mobile) phones are carried by the majority of the population, all you need to do is store the number of a contact person or persons who should be contacted during emergency under the name 'ICE' (In Case Of Emergency).

The idea was thought up by a paramedic who found that when he went to the scenes of accidents, there were always mobile phones with patients, but they didn't know which number to call. He therefore thought that it would be a good idea if there was a nationally recognised name for this purpose. In an emergency situation, Emergency Service personnel and hospital Staff would be able to quickly contact the right person by simply dialling the number you have stored as 'ICE.' For more than one contact name simply enter ICE1, ICE2 and ICE3 etc. A great idea that will make a difference!

Let's spread the concept of ICE by storing an ICE number in our Mobile phones today!

Please forward this. It won't take too many 'forwards' before everybody will know about this. It really could save your life, or put a loved one's mind at rest.  
**ICE will speak for you when you are not able to.**

## National Fraud Prevention Week

**National Identity Fraud Prevention Week, a nationwide awareness campaign designed to help protect you and your business from identity fraud, takes place between 6 and 10 October.**

NATIONAL IDENTITY FRAUD  
PREVENTION WEEK™

Now in its third year, National Identity Fraud Prevention Week is an initiative supported by leading UK organisations from the public and private sector including the Metropolitan Police, CIFAS, Royal Mail, Federation of Small Businesses, Callcredit, Experian, Equifax, DVLA, Identity and Passport Service, BBA, HM Revenue & Customs, APACS – the UK payments association, SOCA, City of London Police, the FSA, the Scottish Business Crime Centre and Fellows as well as regional police forces across the UK. If you would like to experience and online Identity Fraud - Are You At Risk? test to assess how safe your identity really is visit [www.stop-idfraud.co.uk](http://www.stop-idfraud.co.uk). **Good luck!**

## SFCG Annual Conference



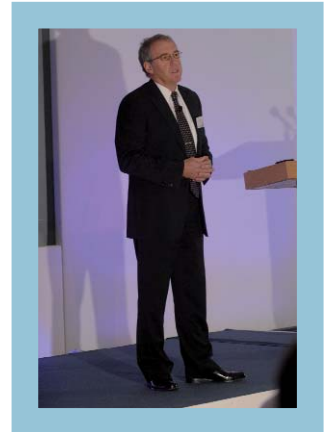
The Fifth Annual Conference of the Scottish Financial Crime Group was held at the Westerwood Hotel in Cumbernauld on 18 and 19 September 2008. The event this year was entitled 'Technology, Identity and Security – Combating 21st Century Threats' and was attended by 160 delegates, drawn from the Scottish Police Service, Finance, Retail, Insurance and Government sectors.

The Conference was opened by Hans-Jacob Anonsen, the Chairman of Physical Security Working Group for the European Banking Federation, with delegates receiving presentations from HM Inspectorate of Constabulary for Scotland, FBI, Royal Bank of Scotland, Microsoft Ltd and various industry experts involved in preventing and investigating a wide variety of financial crime.

Presentations included topical information on aspects of financial crime covering the three main SFCG sub-groups: Physical Security, Fraud and e-Crime.

The SFCG Annual Conference aims to unite and inform delegates from a variety of backgrounds and disciplines under a common purpose, while offering extensive opportunities for networking; strengthening existing partnerships and often forming new ones.

Analysis of the Conference evaluation forms indicates that, once again the event was well received with all attendees indicating that the event was both beneficial and value for money.



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## Fife Business Watch

**Businesses in Mitchelston Industrial Estate, Kirkcaldy are the first area in Central Fife to form a BusinessWatch scheme following on from the success of similar work in West Fife.**

Comments from the business community during the meeting identified that they saw the Kirkcaldy Business Watch Scheme as a positive step in working together to prevent crime, and promoting better links within the business community."

BusinessWatch is intended to create a closer Business Community reducing the opportunity for criminals to operate undetected and to improve the flow of information and intelligence between the Business Community and Police. A dedicated BusinessWatch email address will allow businesses to pass information to one another and also to the Police and similarly businesses can be alerted relatively quickly regarding any crime trends whether local or national.



**On Sunday 5 October, George Mitchell, the Project Co-ordinator for the Drinks Industry Project Scotland, will run the Loch Ness Marathon on behalf of CLIC SARGENT a charity for children diagnosed with cancer and their families.**

His colleagues at Scottish Business Crime Centre would like to wish him good luck in raising funds for such a worthy cause.

**If you would like to sponsor George in the marathon please go to [www.justgiving.com](http://www.justgiving.com) and enter the name George Mitchell.**

## Best Bar None - Aberdeen

**Aberdeenshire Community Safety Partnership recently launched the Best Bar None Accreditation Scheme which seeks to promote responsible licensed trade management and reduce disorder associated with licensed premises.**

Speakers at the event included Eddie Tobin, Chair of the Scottish Late Night Operators Association and Tom McDougall of the Scottish Business Crime Centre.

This Accreditation scheme is supported by the Scottish Business Crime Centre, Diageo as well as Aberdeenshire Community Safety Partnership.



It is anticipated that the Best Bar None Award Ceremony will take place some time in November.

## Best Bar None scheme gains sheriff's support

**A scheme aimed at reducing drink-fuelled city centre crime has met with the approval of an Aberdeen sheriff.**

Sheriff Douglas Cusine said any scheme which helps to cut alcohol related crime in the city centre should be applauded and supported.

The Best Bar None scheme, which was re-launched in Aberdeen earlier this month, is a partnership project involving the city council, Grampian Police, and the Joint Alcohol and Drugs Action Team (JADAT). It was developed to encourage a higher standard of management of licensed premises, and to make them safer and more welcoming.

The scheme, which is now in its third year, focuses on public safety and customer care, and gives each participating licensed venue an opportunity to prove that it meets a certain standard of operation.

## Retailers Training Seminar - Kirkcaldy

**On Thursday 22 May 2008 at Town House, Kirkcaldy, in response to a request from Sergeant Paul Rennie, Kirkcaldy Safer Towns Initiative, Tom McDougall and Willie Armstrong from the Scottish Business Crime Centre provided a detailed input to retail staff on "Targeting Retail Crime in Scotland"**

Sergeant Rennie, said " It is vitally important that we communicate with the Business and Retail Community

and work closely with them to address the issues they face.

I am delighted with the response to this Seminar and hope that it will provide the staff and management of the businesses in the town centre a better insight into the tactics and methods adopted by those who commit crime"

Tom McDougall from the Scottish Business Crime Centre said " These Seminars are important in allowing retail staff an opportunity to become familiar with the changing methods

that shoplifters adopt to commit crime. We will continue to work with Sergeant Rennie and his team of officers and I was pleased to see many of the town centre shops represented.



## Retailers Against Crime

**Retailers Against Crime in Northern Ireland held it's first conference at the Waterfront Belfast on 29th May to an audience of over 150.**

The event was a great success and has also encouraged more members to join RACNI . Since May The Bloomfield Centre Bangor, The Park Centre in Belfast, The Buttercrane Centre Newry, The Quays Centre Newry and The High Street Mall Portadown have joined RACNI. The input from shopping centres is invaluable to stores within the centres. These stores can benefit from early detection of offenders by centre security, before they enter their stores. Also

many shopping centre stores do not have camera systems installed – however if the centre is a member, the stores can alert security to capture any offender on camera and pass the footage/image to Retailers Against Crime.

**Retailers Against Crime in Scotland continues to identify offenders from Scotland who are impacting on stores in England. Most recent have been identifications for stores in Kendal and Carlisle, where a well known team from Scotland have been visiting those areas.**

Due to our information being circulated to a Manchester partnership, an arrest of two prolific offenders from Scotland was made. This endorses the sharing of information with retail crime partnerships and police which can only benefit all concerned.

## Drinks Spiking Initiative in Falkirk's Pubwatch Pubs

**Falkirk's vibrant night-time economy recently benefited from a partnership-led 'Drinks Spiking' initiative between Falkirk and District Town Centre Management Ltd, Central Scotland Police, Falkirk Council and Central Scotland Rape Crisis.**

This high profile initiative was aimed at educating patrons visiting licensed premises in Falkirk town centre about personal safety and the importance of being aware of the dangers of leaving their drinks unattended.

Supported by local Pubwatch members, the initiative, which was very well received by local revellers, involved the distribution of 1000 plastic bottle stoppers along with custom-made cocktail sticks displaying an awareness message warning of the potential risks posed by leaving drinks unattended. In a joint statement, Lindsay McLean of Falkirk and District Town Centre Management Ltd and PC Cheryl Hannah, Town Centre Liaison Officer stated "Falkirk's vibrant night time economy offers pub goers a positive, safe and enjoyable drinking experience. The purpose of this educational exercise was to encourage customers to take responsibility for their own personal safety which should always be a consideration when enjoying a night out."

## NEW MEMBERS

**Adwill Media are proud to be members of The Scottish Business Crime Centre.**

The logo for Adwill Media, featuring three small circles to the left of the text "ADWILL media".

At Adwill we deliver everything you would expect of a leading print and communications company. We manage a wide range of print projects using our extensive resources to deliver a complete service ranging from short run digital work to small and large format sheet fed litho, web-offset, direct mail, finishing, and fulfillment. We also have an extensive design, graphics and origination service covering all aspects of the creative process. Operating from offices in central Scotland, we offer a unique product harnessing the latest technology with traditional working values. We are proud of our customer service, always striving to utilise our resources effectively to benefit our clients. We have many years experience in all market sectors from finance and business management to tourism, electronics, healthcare and the government and charity sectors.

We would be delighted to have the opportunity to tell you more about Adwill, and to see if we can be of assistance with your print procurement in the near future.

**For further information please visit our website @ [www.adwill.co.uk](http://www.adwill.co.uk) or call David Willis on 01506 865382**



## Netmedia Business Solutions

**Netmedia Business Solutions have been in the forefront of the development of Internet software for 15 years. While offering a large selection of proprietary applications they also build bespoke solutions to meet the needs of clients.**

One such is the Scottish Business Crime Centre's online Business Crime Incident Database used by a number of SBCC initiatives. One type of "Off-the-shelf" software allows businesses to keep their website up to date without the need for programmers. For example, when the lady on the news says, "the company will announce changes on their web site during the day", how do you think it is done? Can your company do that in house? Also, everyone can benefit from doing their business online, and using a Netmedia E-shop is a relatively inexpensive process bringing potentially huge numbers of customers to a fully functional application. The company has built many online booking systems designed to save administrative time and eliminate double or missed bookings. These can be for meeting rooms, village halls, sports associations and even church halls. The London College of Fashion has used a Netmedia system for many years to control equipment bookings by students and staff. In 2009 all of the University will use this system.

**For more information please phone 01463 731000 or visit <http://netmedia.co.uk>**