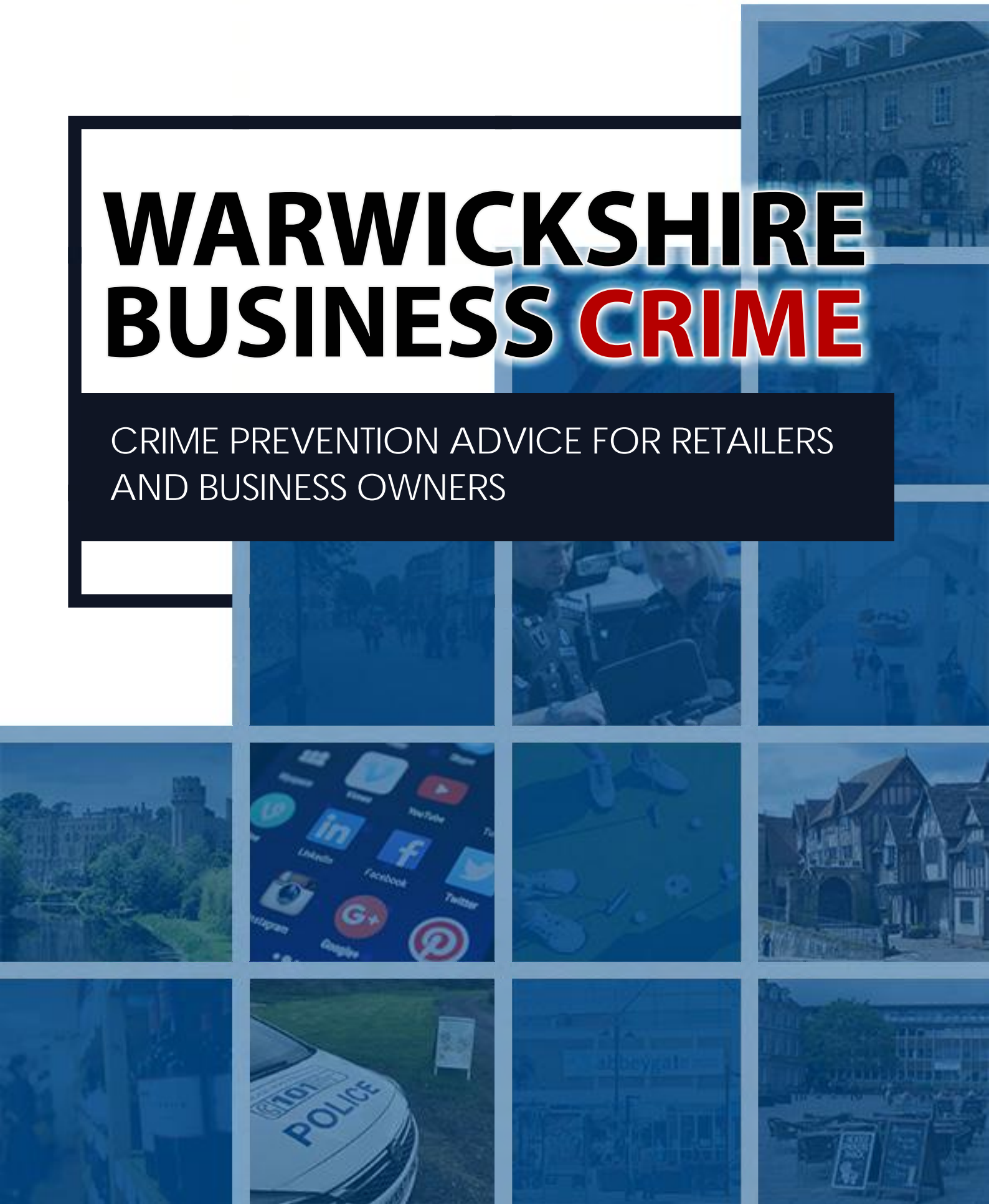


WARWICKSHIRE BUSINESS **CRIME**

CRIME PREVENTION ADVICE FOR RETAILERS
AND BUSINESS OWNERS



FOREWORD



Businesses are at the heart of our communities across Warwickshire, providing employment, manufacturing goods and delivering services for local residents. They boost the local economy enormously and are part of the reason that Warwickshire is such a good place to live and work. That's why it's vitally important we all do as much as we can to support business in the county to thrive.

Crime can have a major effect, however, reducing profitability, causing inconvenience to customers and in extreme cases, threatening the viability of businesses altogether. That's why tackling business crime is identified as an important priority in my Police and Crime Plan for Warwickshire and why I dedicate specific funding for initiatives to help businesses safeguard themselves from criminal activity.

For example, Warwickshire Business Watch has been established to help ensure there is a strong network among businesses and retailers, sharing timely information and working closely with the police to help bring offenders to justice. My Business Crime Advisor also acts as a focal point for much of the work to help businesses protect themselves, working across all sectors and with Business Improvement Districts and organisations such as the Federation of Small Businesses, the Coventry and Warwickshire Chamber of Commerce and Association of Convenience Stores.

Overall, prevention is key, so a first step is helping your business to understand the signs of crime and what vulnerabilities you might have, as well providing advice on what to do if and when crime strikes. That's the main aim of this crime prevention guide and I am delighted to support its introduction.

By making life as difficult as possible for the criminals who target businesses of every size and in every sector, you will be protecting yourself from some of the main risks that have been identified here in Warwickshire.

Working together, businesses, the police, trade organisations and the wider community can all make a difference, so I hope you find this information guide useful.



Philip Seccombe

**Police and Crime Commissioner for
Warwickshire**



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WHAT IS BUSINESS CRIME?

According to the National Police Chiefs' Council, the term 'business crime' is defined as:

"... any criminal offence that is committed against a person or property which is associated by the connection of that person or property to a business." (*National Police Chief's Council, 2020*)

BUSINESS CRIME IN WARWICKSHIRE

Warwickshire Business Watch has been created in partnership between the Warwickshire County Council Community Safety Team, Warwickshire Police and Crime Commissioner and Warwickshire Police. Our main aim is to work with government and non-government partners to provide information and advice to businesses, helping them to protect themselves from becoming victims of crime.

The Warwickshire Business Watch website (www.warwickshirebusinesswatch.co.uk) contains many useful downloadable documents and links which will help protect your business from becoming a victim of crime. It includes Secured by Design (SBD) crime prevention advice, the official police security initiative that works to improve the security of buildings and their immediate surroundings to provide safe places to live, work, shop and visit.

PARTNERSHIP WORKING

Warwickshire Business Crime Team is proud to work in partnership with national and local organisations, as well as with local businesses to help reduce crime in our business communities:



GENERAL BUSINESS SECURITY

You can prevent crime by taking simple measures to ensure site safety and security inside and outside your business. This will help to deter criminals from attempting to gain access to your business.

TIPS TO CONSIDER:

PERIMETER SECURITY

When installing perimeter security, fencing is highly recommended and effective against criminals. It is important to make sure all entry points are robust and secure.

SURVEILLANCE

The level of security you invest in should depend on the level of risk your business is subjected to e.g. the area the business is located, age of the building and business specialism. CCTV, alarms, security lighting and natural surveillance by employees are some of the most important security features to consider.

ALARMS

Alarms are an effective deterrent against criminals. They provide a useful warning. There are a wide variety of alarms available to purchase depending on requirements and budget. A reputable alarm company will be able to advise you on options available. It is also worthwhile checking with your insurer as your premium can be reduced by taking extra security measures.

CCTV

CCTV systems are an effective and useful tool for crime prevention and can help with the investigation of crime. However, careful consideration must be given to placement and management of any CCTV system.

For the system to be effective you should take the following advice:

- Make sure the camera faces towards the main doorway/entrance so you get a clear head and shoulders image of everybody entering and leaving the premises.
- Make sure there is enough light for the camera to give a proper picture.
- Place CCTV signs around your building/s and inside reception areas.



SECURITY LIGHTING

Installing security lighting outside your business is a good deterrent for criminals. It often makes criminals feel vulnerable and observed.

CAR PARKS

Car parks should be in good view and in well-lit areas that are safe to access from the buildings they serve. Professionally installed CCTV systems and guard patrols (for larger car parks) are ideal for car park security. Barriers are also effective.

BUILDING SECURITY

Your building security is vital to help prevent thieves entering your premises. It is important to identify possible weak points, which can include doors, windows, delivery bays, and skylights, access hatches and ventilation grilles.

Windows

- Windows on the ground floor and at the back or side of your building should be fitted with good quality window locks.
- Blinds can be fitted to prevent criminals from seeing any electrical equipment, high value goods or stock inside.
- Shutters and grilles can be added as additional security.

Doors

- Quality doors locks for many businesses still provide the most cost effective and simple security measures.
- External doors should be strong enough to withstand attack and possibly linked to an alarm.
- Consider security for internal doors as well as external e.g. locking stationery cupboards or computer rooms when they are not in use.

Reception Areas

- Usually the first point of contact in any business, provides the first line of defence.
- The reception area should never be left unattended during business hours.
- Every visitor should sign in and out and be issued with an identification badge or security pass.
- Ensure your reception staff are given basic security training.
- Ensure reception has an emergency alarm button.
- Install electronic or mechanically controlled doors where necessary



PROPERTY MARKING

Marking your property is a positive way to fight crime, it can act as a deterrent, it allows you to prove ownership and helps you to identify your property easily if it is offered for sale.

Marking your property also provides a means for the Police to identify stolen goods and return them to their owners.

VISIBLE MARKERS

- ▶ Permanent marker pens Waterproof paint Stencils
- ▶ Engraving
- ▶ Specialised overt marking kits available on the market such as Cremark (being used for Rural Crime property marking events)

INVISIBLE MARKER

- ▶ UV Pens
- ▶ Specialised forensic kits such as SmartWater, SelectaDNA, Red Web etc.

WHAT TO MARK YOUR PROPERTY WITH:

When marking an item it is recommended to use your postcode prefixed with the number of your address i.e. 23 B78 1XX. This will provide a unique marking number for your items.

Just putting a name or symbol on the property makes it identifiable but does not provide details to the Police of who owns the property and where it came from.

It is also strongly recommended that you take a photo of all your valuables and make a note of any distinguishing marks, including where and how you have property marked it. Make sure you have those photos saved.

RECORD IT

Register your valuables using an accredited property database. Take photographs and keep documents like receipts related to your property so you can prove ownership.





CCTV

You can prevent your business from being vulnerable to crime by taking simple steps to ensure your business is safe and secure, both inside and out.



With the cost of CCTV systems reducing quite dramatically over the past years, a camera system for small businesses has now become a viable security add-on. Business ownership of CCTV is now considerably higher.

Most burglaries and theft are committed by opportunists. Burglars target businesses with no obvious signs of security, or in places they think they won't be seen.

To reduce the chance of your business being targeted by criminals, consider the following website www.securedbydesign.com and also see some equipment available from a broad range of options that might suit your business.

THERE ARE FOUR MAIN CCTV IMAGE CATEGORIES:

MONITORING:

Cameras provide a wide-angle view of an area, showing what people within it are doing. It does not allow for identification of those people.

DETECTION:

This shows people at a size where they fill approximately 10% of the screen, allowing details such as clothing colour/ type and vehicle colour be seen.

RECOGNITION:

Here people will fill not less than 50% of the screen, allowing for recognition by those who know them well.

IDENTIFICATION:

People fill not less than 100% of the screen, at a picture quality that enables their identity to be established beyond reasonable doubt.

It's vital you know what you want your CCTV system to achieve. Is it to monitor customers and staff or is it to act as a deterrent to would be thieves? Once you decide what you want from your CCTV, you can tell your supplier who can then advise what type of system is best suited.

Importantly, always use a reputable company to install your CCTV. Both the National Security Inspectorate (www.nsi.org.uk) and Security Systems and Alarms Inspection Board (www.ssaib.org) list companies that meet the essential standards.

Remember, if you want your CCTV to function at night, you must specify this to the supplier so suitable lighting options can be installed alongside the cameras.

CCTV AND THE DATA PROTECTION ACT 1998

All aspects of the CCTV system must comply with the Data Protection Act 1998. The Office of the Data Protection Commissioner has produced guidance in relation to how the Act should be interpreted, including advice on the required signage.

REGISTERING WITH THE INFORMATION COMMISSIONER'S OFFICE (ICO)

All businesses that have CCTV must register with the ICO. Owners should be aware that under the Data Protection Act notification is a legal requirement for organisations processing and collecting CCTV images. Therefore it is important that businesses that operate CCTV equipment notify the ICO, as failure to notify is a criminal offence.

Additionally, some systems can deliver CCTV footage to your mobile phone and can be accessed worldwide. Cameras can also be motion activated and deliver remote alerts to your phone. Ask your CCTV installer for more details.



KEEP YOUR CCTV IN GOOD WORKING ORDER

Completing regular maintenance to keep your system working properly, including cleaning lenses every two months and regularly checking image quality to make sure your system is correctly adjusted to the conditions. Fitting cameras with robust anti-tamper housing to reduce interference and vandalism.

PROTECTING YOUR CCTV EQUIPMENT AND FOOTAGE

Ensure recording equipment is kept in a secure area with restricted access. The hard drive where footage is recorded must be protected against theft or any evidence gathered will be lost.

SHOPLIFTING

REDUCING THE IMPACT OF SHOPLIFTING

As business owner, manager or leader, it is imperative to understand the following criteria:

- ▶ The top targeted items (The most common targeted items are purses/handbags, wallets, food, small easy-carrying products etc);
- ▶ Vulnerable stock (Vulnerable stock can range from a variety of products such as electronics to expensive cuts of meat);
- ▶ Vulnerable time of the day, weeks and even yearly seasons.



WHAT ARE THE METHODS PEOPLE USE TO SHOPLIFT



Noteworthy, people can be creative when it comes to shoplifting methods therefore, understanding these methods can help towards the reduction and prevention of shoplifting.

DISTRACTION THEFT

Groups of people entering stores, divide and distract staff in order to steal.

STAFF COLLUSION

Staff members working together with thieves in order to steal.

BAGGING

Items will be hidden within metal lined bags to prevent any exit tagging alarm systems.

HIDING MERCHANDISE

Goods are hidden in prams, within clothing, bags, purses, backpacks or packing less expensive products.

PRICE SWAPPING

Changing price tags between products in order to pay less.

'ACCIDENTAL' STEALING

Stealing goods while claiming it was an accident.

FAKE RETURNS

Thieves stealing store items and take them to desk points claiming that they have 'lost' the receipt.

SIGNS A PERSON MAY BE IN YOUR STORE TO SHOPLIFT:

A shoplifter may exhibit certain behaviour and body language which can arouse suspicion, such as:

- Attempting to avoid attention Sweating / looking flushed / anxious
- Repeatedly browsing
- Eyes wandering / looking elsewhere than the products
- Wearing inappropriate clothing for the weather e.g. larger clothes to conceal stolen items
- Carrying large bags



PREVENT SHOPLIFTING



STAFF TRAINING

Ensuring that all staff members are trained in procedures for dealing with shoplifting incidents will mean they are 'tuned in' to the impact of shoplifting upon the business and recognise the tactics thieves use to steal.

Training also ensures that there are processes in place to safeguard employees' personal safety in the event of a shoplifting incident.



CUSTOMER GREETERS

By greeting genuine shoppers, not only does this provide a positive impression of your store, it also deters potential shoplifters. An offender is less likely to shoplift if they sense that they are to be seen and noticed by staff.



SECURITY STAFF

Consider employing full time security or part time security during the vulnerable times of the day/week.



DISRUPTION TECHNIQUES

If an individual is displaying odd or suspicious behaviour, employees should be encouraged to approach and offer assistance. Other disruption tactics include tidying/rearranging stocks and aisles nearby the potential shoplifter.



SIGNAGE

Make it clear that shoplifting will not be tolerated and incidents will be reported to the police.



CCTV

CCTV covering entrances and exits are prime places for capturing images of people entering and leaving the store. Additionally, CCTV should cover high value and known targeted stock.



WORKING IN PARTNERSHIP

If available in your area, why not consider joining a local retail crime initiative such as the Business Improvement District, Shopwatch or the Business Crime Reduction Partnership. If you are part of a scheme you can and join the schemes' retail radio link, share CCTV and work with the police and other stores to deter shoplifters.



ELECTRONIC ARTICLE SURVEILLANCE TAGS (EAS)

Consider attaching EAS tags to high value and known targeted stock. These tags are known to be a deterrent for potential shoplifters.



STORE LAYOUT

Store layout can be designed to prevent blind spots and can be a contributing factor to reducing shoplifting.

Understand your power when detaining a suspected shoplifter

For security guards, it can sometimes be difficult when it comes to Shoplifting. Many shops and retail premises use various crime prevention techniques to prevent shoplifting, and most of them act only as a deterrent.

Under Section 24A of the Police and Criminal Evidence Act 1984, security personnel are permitted to perform citizen's arrest based on reasonable grounds for suspicion of the person committing an offence, if:

- They witness or have reasonable grounds to believe that a person has committed a criminal offence.
- They witness or have reasonable grounds to believe that a person is in the act of committing a criminal offence.
- To protect a person from causing injury to themselves or others.
- Prevent a person from damaging property or causing a loss to property or business.
- To stop a person from leaving the scene before an officer arrives to take over responsibility.

USE OF REASONABLE FORCE AND SEARCH POWERS

Security guards must only use reasonable force when completely necessary and when in process of detaining someone.

Security guards often act as a preventive for potential criminals, but if a situation arises, they should be prepared to deal with the issue quickly and calmly.

Security guards do not have the power of searching people of their possessions, unless consent is given. As a security guard, If you have reasonable grounds to believe or suspect someone has committed shoplifting in your business, the security guard will need to detain the suspected shoplifter until a police officer arrives and can legally conduct a forced search.

REFUSE ENTRY

As a security guard, you are allowed to deny entry to the premises if consent is not given to allow search of possessions. This is often a standard rule set by majority of businesses across Warwickshire, which are mainly part of the night time economy.



THEFT BY EMPLOYEES

Employee theft can include a variety of things such as theft of cash from a till, theft of inventory items/equipment or theft of information.

YOU CAN REDUCE THE RISK OF THEFTS BY EMPLOYEES THROUGH:

1. Checking references - even for temporary employees;
2. Establishing a clear policy on theft and security and give to all employees;
3. Dividing financial responsibilities among several members of staff;
4. Controlling cash flow and accurately documenting where money is spent;
5. Making regular deposits of cash rather than allowing them to accumulate in cash tills;
6. Checking all invoices to make sure they match what was delivered and to ensure vendors were paid;
7. Monitoring high-value items like laptops and sat-navs by using a sign-in and sign-out system;
8. Refunds or voids should only be authorised in the presence of the customer;
9. Checking bins in staff areas regularly and at random intervals;
10. If there are any irregularities with the cash at the end of the day, investigate and respond appropriately;
11. Allocating a secure place for staff to put their personal belongings;
12. Ensuring that two employees are present at the opening and closing of the store.

RETAIL CRIME

The Warwickshire Retail Crime Initiative Limited (WRCI) is a County wide Partnership approach to prevent and reduce crime and anti-social behaviour in retail and licensed business premises in Warwickshire with members in Leamington, Warwick, Kenilworth, Stratford, Rugby, Atherstone, Nuneaton and Bedworth and villages in Warwickshire.

Benefits of membership:

- Use of the DISC App to submit reports and view offender images both known and unknown
- View individuals excluded from WRCI member premises
- WRCI stickers to identify a premises as a member
- Participation in the exclusion order scheme
- Services of the WRCI Administrators
- Over 500 members to share information with
- Access to over 450 offender profiles
- Access to the instant message facility on the DISC App
- A weekly newsletter containing links to the latest news, alerts, documents and upcoming events.



Outlined below are the top three triggers for violence and aggression in-store. Managing and preventing these circumstances will help you and your staff avoid abuse in-store.



CHALLENGING SHOP THIEVES

In attempt to prevent shop theft offenders from fleeing the store, retailers can experience verbal abuse and violence from the offender. The best way to prevent shop theft is by being attentive, meeting and greeting all customers as they enter the store, so that potential thieves know you are watching them. Ensure that you put your own safety first. Keep a safe distance when engaging with potential shop thieves.



REFUSING TO SERVE INTOXICATED PERSONS

Retailers are legally obligated to refuse an alcohol sale to someone who is intoxicated. If you have to refuse to serve a customer who is drunk, stay calm and polite. For example, "Sorry we cannot serve you today" – do not say that they are drunk.

If they become aggressive, keep at least an arms-length distance between you and the customer and seek help from other colleagues.



ENFORCING AGE RESTRICTED SALES

Making sure that staff enforce age restricted sales such as alcohol and tobacco is important but can often lead to confrontation. Retailers and their staff should consider using the following techniques to stop confrontation when asking customers for their ID when purchasing age restricted products:

Deflect

Move the blame onto the law, by explaining that retailers are required by law to ask for ID.

Flattery

Be complimentary, for example, by telling the customer they look good for their age.

Be constructive

Help the customer understand what ID they need to bring



SCAM ALERT!

Retailers may experience scams in their stores. These are the top scams that retailers should be aware of to prevent them in-store:

Cash Swapping

The scam works as an attempt to confuse retailers and their staff by trying to swap bank notes for other bank notes or coins repeatedly. Often the scammer is known to ask for change or purchases a small value item with a large banknote.

Distraction Theft

Two or more people enter the store, one distracts a staff member by asking questions, being loud or noisy. Sometimes the staff member may be led to the back of the store. The other person goes unnoticed and selects and steals goods.

Refund Requests

A person selects a high value item from the shelf and takes it straight to the till asking for a refund (although they have never purchased the item). The person may attempt to use an old receipt or no receipt.

Credit Cards

Fraudulent card transactions which occur in store could risk retailers being required to pay this money back. Offenders often use fraudulent credit cards to purchase high value items with a card that bypasses pin verification and produces a signature slip.

Bag Swap

Two people enter the store with the same bag. One of the offenders selects products off the shelf and put them in their bag, while the other offender walks around selecting nothing. Before leaving, the offenders switch bags. Upon being checked on the way out, the offender has nothing in their bag. However, the other offender leaves with the products unchallenged.



REPORTING CRIME

To report a crime that does not require an emergency response call 101. Call 999 immediately if it feels like the situation could get heated or violent, the crime is in progress, someone is in immediate danger and/or you need help right away. If you and/or your business have been a victim of crime, make sure you fill in a Business Impact Statement which can be found on the Business Watch website.

VIOLENCE AND ROBBERY

PROTECT YOUR BUSINESS AGAINST ROBBERY

THE DEFINITION OF ROBBERY

A person is guilty of robbery if he or she steals and immediately before or at any time of so doing, and in order to do so, uses force, or puts or seeks to put any person in fear of being then and there subjected to force. In summary, robbery is stealing aggravated by violence.

WHAT CAN YOU DO ABOUT IT?

Not all the following practical suggestions will apply to your business. The risk of a robbery occurring at your shop will depend on a number of factors - some of which are beyond your control. These factors will include:

- the goods your shop sells,
- location and the local crime rate,
- whether you stay open late,
- number and age of staff

TRAIN YOUR STAFF

You will need to involve your staff in your robbery prevention plans, and to train them carefully in the use of any equipment or system you install. However, be aware that advice to staff - if not handled carefully - can raise unnecessary anxiety; training also needs to reassure.

- Reporting Suspicious Circumstances
- Handling cash
- Limiting the impact of a robber

You should make sure that your staff know what to do in the event of a robbery. Firstly, they are less likely to get hurt if they co-operate with the robbers' demands; they must keep still and not make sudden movements or risk their lives by 'having a go' On a more positive note, train them to observe details about the robbers such as hair and eye colour, height, build, clothing, sound of voice or accent. This significantly improves the chances of detection, makes staff feel less 'helpless' and gives them confidence.

- Using a check sheet

If you provide staff with a check sheet for recording details of offenders and the offence immediately after it has taken place, you greatly improve the quality of the evidence available to the police.

SIMPLE SECURITY PRECAUTIONS

- Remove advertising or posters from windows if they obstruct the view of staff.
- Don't hold large amounts of cash in your till.
- Do not count cash in public view. Cashing up should take place in a back room, preferably where the safe is located, with the door locked.
- Staff need to be aware they must be extra vigilant at opening time and in the lead up to closing time.
- Keep a record of all suspicious incidents.
- Advertise the security systems that are in place.
- Train staff on how to deal with the public in violent or confrontational situations.
- Install a safe with a time delay system

OTHER SECURITY OPTIONS

- Install CCTV
- Install a remote locking device that allows you to control who enters the premises.
- Install intruder and hold-up alarms. For details of approved alarm companies please visit The National Security Inspectorate website www.nsi.org.uk

BANKING ADVICE

Banking can be a vulnerable time, as the journey to the bank means you do not have the security that you have in-store. Reduce the risk:

- Identify a number of safe routes to the bank.
- Vary the days, times and routes of bank runs.
- Place cash in a rucksack, rather than a cash tin or bag.
- Use physically fit staff who have received relevant security training.

WHAT TO DO IF A ROBBERY TAKES PLACE

- Remain calm: Try not to panic and don't make sudden movements
- Think safety: The safety of you, your customers and staff is paramount
- Alarms: If there is a hold-up alarm installed, use it, but only when it is safe to do so
- Descriptions: It is important to remember as much detail as possible

WHAT TO DO FOLLOWING A ROBBERY

- Close your business immediately as this will help the police crime scene examiners.
- Help customers or staff who may have been injured or appear to be suffering from shock.
- Call police dial 999 and provide the operator with details. They will need the address, details of any injuries, and details about the offenders.
- Don't touch anything that has been handled or left by the robber(s). Firearms or other weapons should not be touched but left in place for police to deal with. Secure any CCTV images. Do not watch the footage, but tell police that CCTV exists.



REFUND FRAUD

REFUNDS ARE ONE OF MOST TARGETED OPPORTUNITIES FOR FRAUD.



EXAMPLES OF REFUND FRAUD INCLUDE:

- Stealing either from your store or another store and returning goods for a refund.
- Fraudsters buying goods at discounted prices and returning the goods for a full-priced refund.
- Employees purchasing goods at discount prices and have their associates return the goods (without receipt) for a full-priced refund.
- Fraudsters buying goods, using them and returning them for a refund. For example, someone buys a suit, wears it and returns it as though they hadn't worn it.
- Employees keeping receipts from previous sales and using these receipts to process refunds for themselves.
- Employees taking and 'returning' goods using fictitious customer information.

TIPS TO COMBAT REFUND FRAUD:

- ▶ Insist on a no proof of purchase, no refund policy.
- ▶ Be aware that thieves could steal in one branch and then use the item to obtain a refund in another store.
- ▶ Check for obvious fictitious names, incomplete details or a lack of ID.
- ▶ Articles being stolen in one branch and used to obtain a refund in another store.
- ▶ Where a refund is granted, make sure staff record the customer's contact details, including a form of photo ID.
- ▶ Never allow a single person to process a refund. Always ensure a second staff member sees the customer returning the goods and countersigns the paperwork.
- ▶ Be aware of customers who seem to be in collusion with sales assistants and keep an eye out for a high number of returns every time a particular employee works.
- ▶ Be wary of refunds first thing in the morning, just before closing and where there is only one person on the sales floor
- ▶ Record the total number of refunds at the end of each month and investigate any fluctuations from month to month.
- ▶ Ensure cash refunds are analysed by the various departments in conjunction with the internal auditor or accountant.

LONE WORKER

WHO ARE LONE WORKERS?

If you own a certain type of business, such as a convenience store or petrol station, there may be a higher chance of your staff having to work their shift alone.

Please find guidance to help reduce the risks to your staff when they may have to work alone.

- Your business has a lone working policy and procedure so that staff know what they should do when working alone. This should include a means of recording that someone (a manager or supervisor) knows they are working alone and what time their shift starts and ends. Implement policies such as “buddy system” or similar to ensure everyone is being looked after.
- Your staff are secure and that exits are clearly marked and accessible in an emergency.
- Staff know what to do should they need to react to an emergency situation.
- There is a working phone that is easily accessible to your staff in case of emergency and that a list of emergency numbers are close to hand.
- You use security measures such as CCTV, door locks, panic buttons and personal protection alarms.
- You provide a safe space for staff to secure their personal possessions (such as mobile phones, wallets or purses) to avoid them being the target of an opportunist thief - it takes seconds to smash a window to grab something like a mobile phone.



ARE PEOPLE LEGALLY ALLOWED TO WORK ALONE?

Yes. There is nothing specific in general legislation that prohibits a person from working alone.

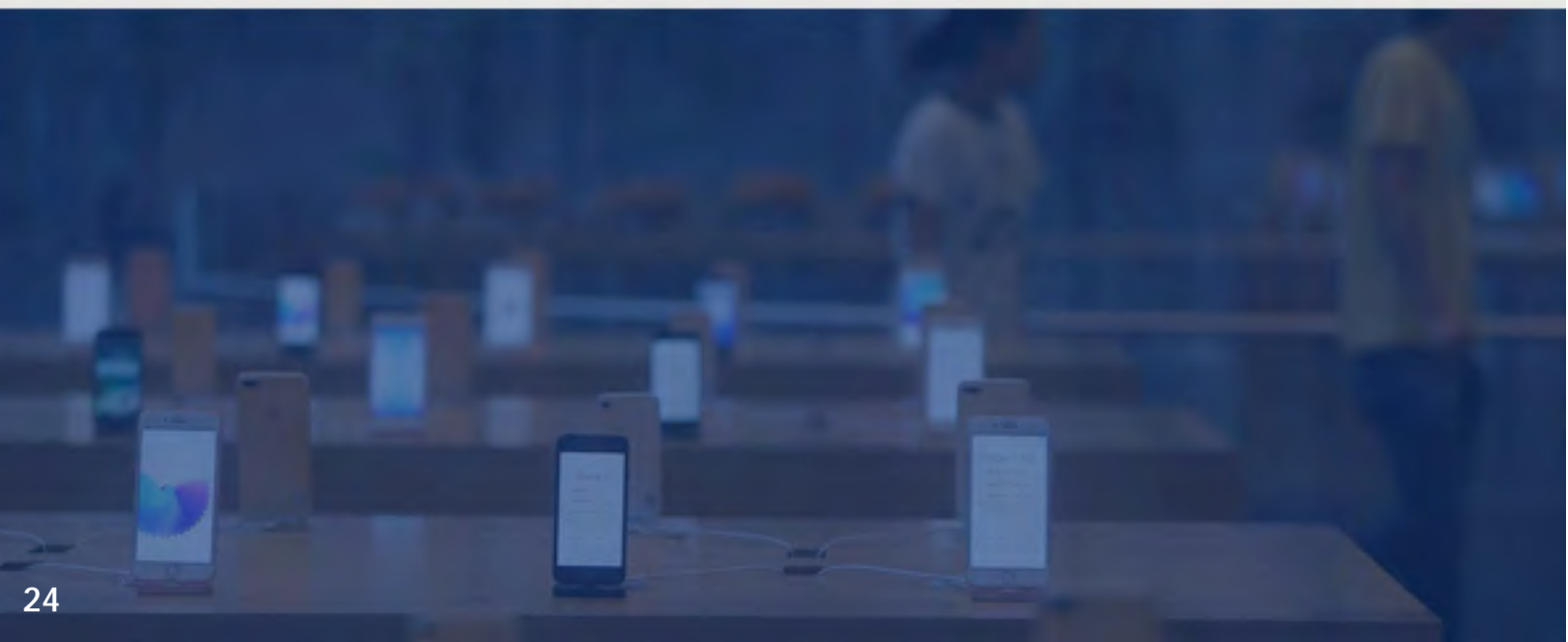
Section 19 of the Safety, Health and Welfare at Work Act 2005 requires the employer to undertake a risk assessment, and so this shall determine whether or not an employee may work alone. Therefore, in general, an employer must assess whether an employee is at significantly higher risk when working alone.

However, employers must be aware of any specific legislation on lone working, which may be applicable to their specific industry, e.g. supervision in diving operations, vehicles carrying explosives.

WHAT RESPONSIBILITIES DO LONE WORKERS HAVE?

The employer holds the main responsibility for protecting the safety and health of lone workers. Nonetheless, lone workers themselves have a responsibility to help their employer fulfil this duty, and so they must:

- Take reasonable care to look after their own safety and health.
- Safeguard the safety and health of other people affected by their work.
- Co-operate with their employer's safety and health procedures.
- Use tools and other equipment properly, in accordance with any relevant safety instructions and training they have been given.
- Not misuse equipment provided for their safety and health.
- Report all accidents, injuries, near-misses and other dangerous occurrences.



CAR/VAN SECURITY

KEEP YOUR CAR OR VAN SECURE.

PREVENT YOUR TOOLS FROM BEING STOLEN.

HELP STOP THIEVES.

The theft of lorries, vans, the fuel or their contents can be extremely costly to businesses and small entrepreneurs. Follow these simple tips to minimise the risk of becoming the victim:

- ▶ Remove the keys and lock the doors whenever the vehicle is left unattended, even for just a minute.
- ▶ Drive with the doors locked in order to deter thieves who may try to enter the vehicle when it is stationary.
- ▶ When parking overnight try to use approved locations if possible. Avoid dark, isolated places. If you can, park in a way that prevents access to rear doors.
- ▶ Try to travel in convoy with other trusted drivers when delivering high value or vulnerable loads.
- ▶ Be aware if anyone asks you to stop. Thieves may try to distract you by claiming to have had a puncture, have been in an accident or by asking for help.
- ▶ Don't talk to others about what you're doing, where you're going or what you're carrying.
- ▶ When returning to an unattended vehicle, always check for signs of tampering with doors, seals, straps or sheets.
- ▶ Don't offer lifts in your vehicle.
- ▶ Vary your routine, so thieves can't predict when you will stop.

PROTECTING YOUR TOOLS.

Vans are often targeted by thieves for the tools stored inside, as they are expensive and easily disposed at boot fayres or via websites. Replacing the tools could be costly for tradesmen or businesses, not to mention the inconvenience of the loss of trade. Moreover, thieves often target the same victim or business again once the stolen tools have been replaced.

You can reduce the risks by following some simple advice:

- ▶ When you're parking your van, even for short periods at the builders' merchants, a café or on a job, you should think carefully about where you are stopping. Parking with the rear or side doors against a wall or very sturdy railings will help to ensure that they can't be prised open;
- ▶ Where possible, make sure you park in well-lit areas with lots of foot traffic, and ideally with CCTV cameras in sight or where you can see your vehicle from where you are working;
- ▶ Fit a secure van vault in the rear for expensive power tools. They come in a range of different sizes and can be bolted to the vehicle cargo floor;
- ▶ Tools and other property can be registered on an SBD approved Tool and Asset databases, these systems can assist the Police to trace stolen property back to the owner and importantly prove it was stolen;
- ▶ Advertise the fact you use a security system for your van and tools with a sticker on the vehicle. Consider using a battery-operated GSM mobile alert system and camera which can alert you to anything suspicious;
- ▶ Tracking systems can be used for larger tools. Many systems are battery operated and activate once the item is stolen and track the car via GPS and other systems. SBD have several members which specialise in this area and can advise on the best system and fitting of the product for your vehicle type;
- ▶ Remove tools from your van when left overnight and store them in a safe place;
- ▶ If you are parking your vehicle on the street overnight, consider parking it under or near a street light. The opportunistic criminal does not want to be seen or caught and this simple tip may just protect your van, not only from theft but, someone causing criminal damage to your vehicle.

Install CCTV

CCTV can be a deterrent and help protect both your van, its contents and your premises. It is important to remember that you must comply with the requirements of GDPR.

Keeping you and your deliveries safe.

DELIVERY

Recognising
high-risk situations
and knowing how to
protect yourself and
your vehicle can help
reduce the chances
of becoming a victim
of crime.

Here are some tips to help keep you and your deliveries safe:

1. Be aware of any vehicle following you. If followed, do not exit the vehicle, keep doors locked, keep moving, and call the police.
2. If something does not look or feel right, do not make the delivery. Stay in your vehicle and report any suspicious activity to the police.
3. Never leave your engine running or your keys in the ignition when making a drop. Always lock your doors, take your keys with you and remain vigilant when making your delivery.
4. Be aware of your surroundings and avoid areas that are not well lit. Park under a streetlight if possible and carry a torch to illuminate dark areas and walkways.
5. Be alert to anyone acting suspiciously in the immediate area of the delivery location.
6. Ensure your vehicle is working properly.
7. Fit a tracker on your vehicle and install dashcam.
8. If you feel threatened, activate the panic alarm on your vehicle or sound your horn to draw attention to the situation and potentially deter the criminals.
9. Do not flash money during transactions and limit the amount of cash you carry.
10. If an emergency occurs, remain at the scene only if it is safe and call 999. If it is not safe to remain at the scene call 999 and get to a place of safety.



Philip Secombe
Police and Crime
Commissioner
for Warwickshire



Warwickshire
POLICE

CrimeStoppers.

0800 555 111

100% anonymous. Always.

FUEL THEFT

FUEL THIEVES HAVE THREE PRIORITIES WHEN COMMITTING AN OFFENCE WHICH CAN GIVE THEM AWAY:

1. Concealing their identity
2. Concealing the identity of their vehicle
3. Making a quick getaway

It is important that if you own or manage a petrol station your forecourt attendants are aware of these behaviours and know what to do if things go wrong.

TOP TIPS FOR FORECOURT ATTENDANTS

If you are suspicious of a customer who is concealing their identity, concealing the identity of their vehicle or generally acting suspiciously:

► Take your time to assess the vehicle

- Has the vehicle's number plate has been removed, covered up, restricted or tampered with and is the vehicle in a poor state?
- Are any of the car doors open while the vehicle is being filled? Is the passenger filling the vehicle while the driver remains in the car? Are the lights on and is the engine still running?

► Look out for any customers covering their face with a hood, hat or helmet, who are concealing themselves behind their vehicle or pump or are using the pump furthest away from the store/nearest to the forecourt exit.

REDUCING THE RISK OF NO MEANS OF PAYMENT

A simple way to try to reduce the risk of no means of payment is to ask all customers at the till if they had any fuel.

This prevents customers from claiming they forgot to pay or weren't asked. Sometimes customers genuinely forget to bring payment with them for fuel, but as long as you get the right information from them this should reduce the risk of non-payment.

Commercial vehicles are an important part of daily work for businesses.

FOLLOW THESE SIMPLE STEPS TO KEEP YOUR COMMERCIAL VEHICLE SECURE:

- ▶ Lock all doors and close all windows every time your vehicle is unattended, however briefly;
- ▶ Always remove the ignition keys and never leave your vehicle unattended with the engine running;
- ▶ Always keep your vehicle keys in a safe place, out of sight and away from windows and doors;
- ▶ Consider fitting number plate security screws;
- ▶ Fit your wheels with lockable wheel nuts. You can also protect the spare wheel from being stolen by fitting a spare wheel guard.

SECURING THE CONTENTS OF YOUR COMMERCIAL VEHICLE

- ▶ Keep expensive equipment in a storage box that is fixed to the floor of the van;
- ▶ Use notices that say no valuable items are stored in the van overnight;
- ▶ Mark all items with a visible marking system;
- ▶ Take all your belongings with you when you leave your vehicle. If you are unable to do this do not leave your items on display;
- ▶ All vehicle equipment, whether you can remove it or not, should be permanently marked, in a visible place, with the vehicle's registration number.

YOU MAY ALSO WISH TO CONSIDER THESE ADDITIONAL OPTIONS FOR YOUR VEHICLE:

- ▶ A professionally installed alarm;
- ▶ A catalytic converter protection device or marking system;
- ▶ A tracking system to enable you to track the vehicle's location An immobiliser to prevent the vehicle from starting;
- ▶ An On Board Diagnostic or Engine Control Unit protection device;
- ▶ An in-vehicle surveillance camera;
- ▶ A pedal box to encase all pedals and prevent access.

TIP

Don't park in isolated areas to do paperwork or to take a meal break.

CATALYTIC CONVERTER THEFT

CRIME PREVENTION ADVICE



VEHICLE OWNERS AND BUSINESSES ARE URGED TO BE VIGILANT AND CONSIDER TAKING SAFETY MEASURES TO PROTECT THEIR CARS.

The precious metals used in catalytic converters such as rhodium, platinum and palladium has led to an increase in their theft. Cars that are most often targeted are hybrid vehicles as these vehicles have two power sources (electric and petrol or diesel) so the catalytic converter is used less frequently - the metals are less likely to corrode, meaning they are worth more and therefore are more attractive to thieves.

HOW ARE THE CATALYTIC CONVERTERS (CATS) REMOVED?

A pipe cutter, or similar tool is used to cut the CAT from the pipe. Offences are most commonly occurring in residential locations and also business car parks. Vans and cars with higher ground clearance are being targeted.

If your catalytic converter is stolen, you'll know about it because your vehicle will sound different. Transit/Sprinter vans and other high clearance vehicles are especially vulnerable. Hybrid and light weight vehicles are also a potential target possibly because they contain more precious metals than other vehicles and can be easier to lift with a car jack.



Did you know that a thief can take the catalytic converter from your car in a matter of minutes?

PREVENTION TACTICS TO HELP REDUCE THE NUMBER OF CAT THEFT INCIDENTS

- Park your vehicle in a secured area or locked garage/compound at all times.
- Employ defensive parking to ensure vehicles that are most vulnerable to theft are parked where they are least accessible to thieves. Consider blocking high clearance vehicles in with low clearance ones to prevent a would-be thief from getting underneath.
- Mark your catalytic converter by etching your vehicle registration onto the metal shell, or by using a Secured by Design (SBD) approved forensic marking solution which is heat-resistant. This makes it easier for police to trace the converter back to your vehicle should it ever be stolen, and links offenders to a crime.
- Report suspicious activity by looking out for people "working" under vehicles as they may not be the owners of lease holders, even if they have fluorescent jackets on.
- The use of alarms, lighting and CCTV can deter thieves. If this is not possible, park in a well-lit public area.
- Consider fitting additional security on your vehicle(s) by installing SBD approved converter security product, such as a clamp.
- Check vehicle protection measures you are considering are approved by the Association of Chief Police Officers' Secured by Design scheme: www.securedbydesign.com.

DOMESTIC ABUSE AT WORK PLACE

WHAT IS DOMESTIC ABUSE?

Domestic abuse is defined by the Home Office as *"Any incident of controlling, coercive or threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults, aged 16 and over, who are or have been intimate partners or are family members, regardless of gender and sexuality."*

This definition includes honour-based violence, forced marriage and female genital mutilation.

The impact of domestic abuse can range from loss of esteem to loss of life.

Domestic abuse happens in all communities, regardless of gender, age, disability, gender reassignment, race, religion or belief, sexual orientation, marriage or civil partnership and pregnancy or maternity.

As a business, when dealing with domestic abuse it is important to recognise differences between all protected characteristics. It follows that different approaches and resources are needed when addressing domestic abuse with different groups.

THE IMPACT OF DOMESTIC ABUSE IN THE WORK PLACE:

- Changes in behaviour including uncharacteristic depression, anxiety, distraction or problems with concentration
- Changes in the quality of work for no apparent reason
- Arriving late or leaving early
- Poor attendance or high presenteeism without an explanation
- Needing regular time off for appointments
- Inappropriate or excessive clothing
- Increased turnover.

THE IMPACT OF DOMESTIC ABUSE ON WORK COLLEAGUES:

Domestic abuse also affects people close to the victim and this can include work colleagues. Some effects may include:

- Being followed to or from work
- Being subject to questioning about the victim's contact details or locations
- Covering for other workers during absence from work
- Trying to deal with the abuse and fear for their own safety
- Being unaware of the abuse or not knowing how to help.

THE IMPACT OF DOMESTIC ABUSE ON THE EMPLOYER:

SOME EFFECTS MAY INCLUDE:

- Negative impact on productivity, performance and morale
- Staff turnover, as employees may have to leave work or move away to escape abuse.

CONFIDENTIALITY AND RIGHT TO PRIVACY:

Staff who disclose that they are a victim of domestic abuse can be assured that the information they provide is confidential and will not be shared with other colleagues without their permission. There are however, some circumstances in which confidentiality cannot be assured. This may occur when there are concerns regarding children, vulnerable adults or where the organisation is required to protect the safety of their staff. In these circumstances, the member of staff will be informed as to the reasons why confidentiality cannot be maintained. As far as possible, information will only be shared on a need to know basis.

CONFIDENTIALITY CANNOT BE ASSURED FOR STAFF WHO DISCLOSE THAT THEY ARE A PERPETRATOR OF DOMESTIC ABUSE.

SUPPORT FOR STAFF

There are a number of ways in which staff experiencing domestic abuse can be supported by different businesses:

- through offering practical support
- raising awareness generally of the issues and in particular amongst managers
- providing training opportunities to line managers
- signpost to an appropriate counselling service if appropriate
- taking a clear anti-abuse stance against perpetrators.

It is essential that staff feel able to disclose this personal information and are encouraged to discuss this with their line manager.

However, if they feel unable to raise this with their line manager, support is available from second line managers, HR Advisors/ managers or via self-referral to Occupational Health (if applicable).

If you, or a colleague are experiencing Domestic Abuse, please contact the Warwickshire Domestic Violence Service Helpline on **0800 408 1552**. The helpline provides information and advice to victims-survivors as well as family, friends, and colleagues. For further information about the service, please see the websites:

www.talk2someone.org.uk

www.refuge.org.uk/our-work/our-services/refuge-warwickshire-domestic-violence-service/

For more detailed practical guidance for employers on responding to colleagues who are experiencing domestic abuse please see the guidance, provided by Safelives and the NHS on www.safelives.org.uk

RESPONDING TO COLLEAGUES EXPERIENCING DOMESTIC ABUSE

DO NOT contact the abuser. DO NOT compel a victim to accept support. DO NOT adopt the role of being a support worker yourself. If the employee or any colleagues are in immediate danger, call 999.

CHILD SEXUAL EXPLOITATION (CSE)

Child sexual exploitation (CSE) is a type of child abuse. It happens when a young person is encouraged, or forced, to take part in sexual activity in exchange for something. The reward might be presents, money, alcohol, or simply just the promise of love and affection.

It might seem like a normal friendship or relationship at the beginning, but the young person might be persuaded to do sexual things they don't want to do in return for something.



WHAT YOU CAN DO:

- Learn what child sexual exploitation is.
- Understand how abusers could try and exploit your business or service for their abuse
- Recognise the signs
- Something Not Right – Please visit www.warwickshirecse.co.uk for more information and guidance for licensed premises.

If your business operates under a licence, your licence is at risk if you do not take action to protect children. The law states that premises licence holders and supervisors have to make sure that children are protected from physical, psychological and moral harm at their premises.

Premises allowing in under-18s also need to have systems in place to safeguard children and young people. You must prove that you have used 'due diligence' to manage the risk of exploitation in your venue.

WHAT ARE THE POSSIBLE WARNING INDICATORS?

Sexual exploitation affects thousands of children and young people every year and professionals/ businesses play a vital role in identifying those at risk.

Abusers often make use of certain businesses and premises when carrying out child sexual exploitation. For example, they use places where people socialise and relax to befriend and 'groom' victims. By knowing the tell-tale signs, we can all play an important role in reducing that number.

- ▶ Spending a long time in one area.
- ▶ Seen out late at night, or when they should be at school.
- ▶ Appears to be travelling long distances or are out of their local area.
- ▶ Is accessing places that are not age appropriate.
- ▶ Is with an older person who doesn't seem to be their parent or carer.
- ▶ Is with an older person, or a group of older people.
- ▶ They have been approached by someone unknown to them.
- ▶ They are given gifts (including food, cigarettes, alcohol) or are offered a place to stay.
- ▶ Other people are speaking on behalf of the young person when they are being directly spoken to.
- ▶ They may be presenting with volatile or aggressive behaviour, or may be quiet, withdrawn, trying to hide or be secretive.
- ▶ The child or young person may be presenting as anxious or distressed, dishevelled or tired.
- ▶ The child or young person appears to be alone.
- ▶ Physical signs of abuse i.e. bruising or injuries.
- ▶ The child or young person appears to be under the influence of, or being given, alcohol or drugs.
- ▶ Evidence of self-harm or low self-esteem.
- ▶ Adults are frequently coming in to venues with different young people.

REPORTING CONCERNS & GETTING SUPPORT

If something's not right – please speak to someone.

Exploitation is never your fault, even if you went along with things at first. Abusers can be very clever in the way they manipulate young people.

Call police on 101 (always call 999 in an emergency).

TRAINING

Safe in Warwickshire's Cyber Crime Advisors and Prevent Officer deliver the 'Prevent Online Grooming' training to parents, carers and youth professionals. This aims to support them in keeping their children and young people safe online. Further information about this training can be found under the 'Training' heading on Safe in Warwickshire Prevent page.

Warwickshire CSE's team offer FREE CSE training to all education, policing, health, youth & voluntary sector services across Warwickshire, as well as free training for hotels and licensed premises.

MODERN SLAVERY AND HUMAN TRAFFICKING

Tackling Modern Slavery is a key priority for the Warwickshire Police and Crime Commissioner, Warwickshire Police and Warwickshire County Council. Part of this work is encouraging businesses to sign the Modern Slavery Business Pledge. This allows businesses to commit to tackling Modern Slavery and Human Trafficking in all forms, including in supply chains.

Section 54 of the UK Modern Slavery Act 2015 requires commercial organisations that operate in the UK and have an annual turnover above £36m to produce a statement setting out the steps they are taking to address and prevent the risk of modern slavery in their operations and supply chains; it is also known as the Transparency in Supply Chains clause (TISC).

As part of the Modern Slavery Tasking Group led by the Office of the Police and Crime Commissioner, work has been developed around producing a Modern Slavery Business Pledge for smaller the businesses that do not meet the required threshold of £36M turnover. This provides early intervention on preventing Modern Slavery from occurring within Warwickshire businesses and supply chains. The Pledge can be found online at www.warwickshirebusinesswatch.co.uk/modern-slavery.

The Pledge is a free, voluntary initiative that any business can sign up for. It consists of a short statement declaring the community's recognition that modern slavery is a business issue, and their commitment to step up and address it. It allows businesses with the turnover below the threshold to voluntarily develop a Section 54 statement to declare what are they doing to prevent Modern Slavery from occurring in their businesses and supply chains. Help and support with producing the statement is available on the Business Watch website.

We work and will continue to work collectively and share relevant information to inform business decisions, promote education and training, and contribute to the development of tools to help prevent and address modern slavery in Warwickshire.

Around the world, several million people are in slavery situations. Recognising this is a business issue, we advocate a zero-tolerance approach to this problem in all its forms throughout the business community and beyond through partnerships and cooperation.

WHAT CAUSES EXPLOITATION?

There are various reasons that cause exploitation to take place, such as:

- ▶ Global Root Causes
- ▶ Supply & Demand
- ▶ Poverty & Economic Opportunities
- ▶ Conflict
- ▶ Violence
- ▶ Gender
- ▶ Age

Victim vulnerabilities



Homelessness/ poverty



Immigration status



Drug & alcohol dependency



Difficult family background



Mental health problems



Child



Limited access
to education



Geographic instability,
natural disaster and war

INDICATORS

Indicators are the most commonly used method of identification of modern slavery and human trafficking in practice. In addition to the initial set of indicators, the International Labour Organisation (ILO) further developed a Deplhi model (ILO, 2018).

The use of indicators is common and provides guidance for various actors and enforcers. Businesses across Warwickshire are encouraged to make themselves aware of the following victim identification indicators. More information can be found at www.warwickshirebusinesswatch.co.uk/modern-slavery.



Passports
withheld



Money
withheld



Lack of
possessions



Language
barriers



Psychological
trauma



Chaperoned/
accompanied



Substance
addiction



Overcrowding &
accommodation

THERE IS NO ONE TYPE OF MODERN SLAVERY VICTIM

VICTIM VULNERABILITIES

Victims are targeted by offenders due to their vulnerabilities



Limited access to education



Immigration status



Difficult family background



Child



Mental health problems



Drug & alcohol dependency



Homelessness/poverty



Geographic instability, natural disaster & war

DECEPTION

Victims are promised something which does not come into being. Some victims know their intended employment, most do not. It is likely that most will not know how exploitative the circumstances will be



Adoption Boyfriend model School

Victims may travel to the UK with different expectations



Au pair Fruit, veg, flower picking

Victims may be misled about a job's nature, existence, or legality



Conditions Low wages Hours worked

Victims may be misled about their hours, wages, or living/working conditions

COERCION

Victims are coerced into exploitation through force, abuse or blackmail. Coercion may be ongoing throughout the exploitation



Substance addiction



Withholding of medication



Blackmail



Impersonation of authority



Abuse & force

Victims are promised a better life, job opportunities, and more money. They may have debts, families to support, and struggle to get work at home

SIGNS OF EXPLOITATION



Long hours



Substance addiction



Chaperoned/accompanied



Lack of possessions



Language barriers



Passport held by someone else



Pregnancy



Lack of personal protective equipment



Lack of access to medical care, strange injuries



Isolation & observation



Money deducted from salary for food



No keys/can't come and go



Malnutrition



Psychological trauma



Sporadic school attendance



Money withheld



Ritual abuse/witchcraft

WHY DO VICTIMS STAY?

Victims can stay within an exploitative situation for a number of reasons: they are scared to leave, feel they have nothing better to return to, or believe that they are living a better life. They may not see themselves as victims, or the situation might be more acceptable within their culture. Victims may have no money, are unsure where to go, or are fearful of authorities



Immigration status



Blackmail



Threats to family



ID taken



Debt bondage



Low wages

PROVING VICTIMHOOD



Is accommodation provided by the employer?



Is accommodation in poor condition or overcrowded?



Proof of organisation/payment of travel, to prove trafficking

Was the victim told to commit a crime?



Someone else has possession of the victim's documents



Proof of isolation



Health records



Use of CCTV to show who is withdrawing money from the victim's accounts



Was the victim accompanied to get their NI number? Did the chaperones give their contact details for a number of people?



Was the victim accompanied to get their bank card? What is the victim's money being spent on? Flights for other people?

THERE IS NO ONE TYPE OF MODERN SLAVERY

ORGANISATION & ROLES

Victims and offenders often share the same nationality



Depending on the size and level of organisation, offenders may have specific roles



VICTIM VULNERABILITIES

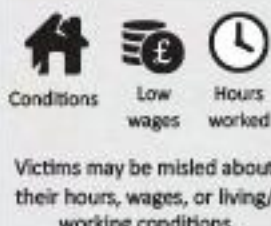


RECRUITMENT

Victims may be forced, coerced or deceived into exploitation - this can be over time so that the victim does not realise they are being groomed



DECEPTION



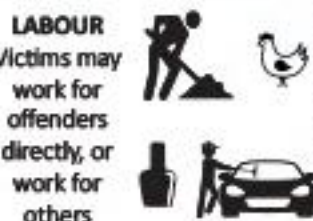
COERCION & CONTROL

Coercion may continue throughout exploitation as a method of control - explaining why victims remain in exploitative situations



TRAVEL

Non-UK victims enter the UK legally, illegally or clandestinely. UK and non-UK victims will be moved around once in the UK
Victims may be exploited en route



EXPLOITATION

CRIME
Victims are forced or coerced into criminal activities (e.g. begging, shoplifting, forced marriage)



SEXUAL

Victims can be forced, or appear willing to work in the sex industry, in a variety of locations



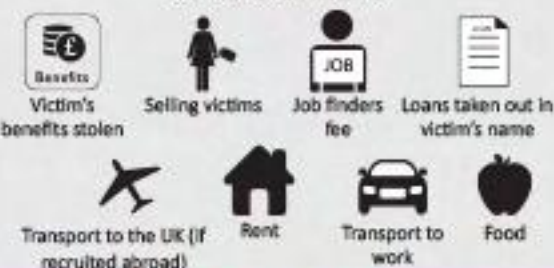
DOMESTIC SERVITUDE

Victims are forced to carry out household tasks - movement is likely to be restricted



MONEY

Offenders charge victims for everyday items, to maximise their profits and build a debt to increase control over victims



SIGNS OF EXPLOITATION

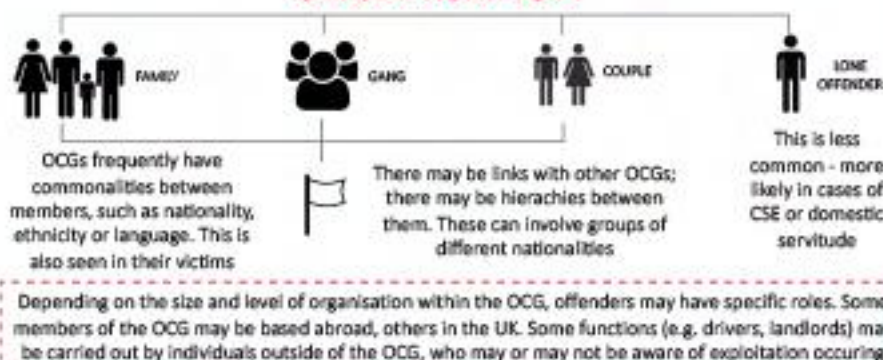


NCA 24/7 TAC Advisor for LEAs:

08447782406

Local Contact:

ORGANISATION



OFFENDER RATIONALE

Offenders may use the below to explain allegations of Modern Slavery



GENDER

Offenders may be male or female. Males are more likely to offend with other males, or with females. It is less likely that females will offend solely with other females

Female offenders, particularly within sexual exploitation, can be mistaken for victims, and may seek to prevent victims coming forward. Male offenders may pretend to be the boyfriends of victims

Female offenders can be involved in managing the business's money

ALPHA VICTIMS

The alpha victim is complicit in the exploitation of others - their conditions may improve despite remaining a victim themselves

Offenders force or groom victims to carry out other tasks, such as recruitment or violence, towards other victims



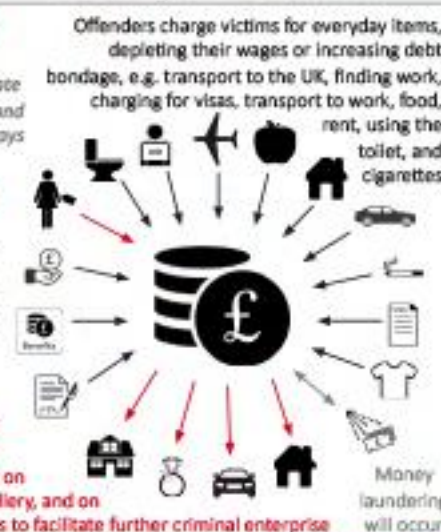
MONEY

Offenders can generate money from slavery and trafficking in many ways

Victims can be sold, increasing the offender's profits

Wages are held or taken from victims. Benefits, loans and bank accounts are taken out in the victims' name

Offenders may spend proceeds in the UK or in their home country on property, cars or jewellery, and on property or businesses to facilitate further criminal enterprise



MSPTU June 2018

Businesses' slavery and human trafficking statements must be:

1 APPROVED BY THE BOARD



2 SIGNED BY A DIRECTOR



3 AVAILABLE ON THE COMPANY'S WEBSITE



HELP FREE THE UK FROM
MODERN SLAVERY

THERE IS NO ONE TYPE OF MODERN SLAVERY

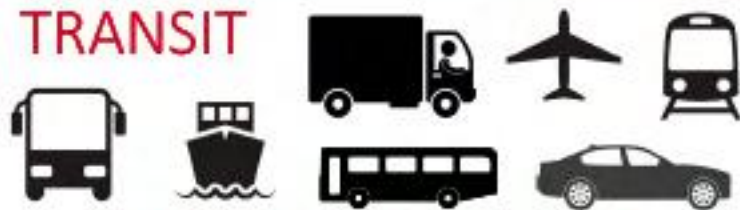
RECRUITMENT



Multiple methods may be used

Victims are forced, coerced or deceived into exploitation. This can be over time so that the victim does not realise they are being groomed

TRANSIT



Multiple methods may be used

Non-UK victims enter the UK legally, illegally or clandestinely via a range of transport methods. They may be moved around the UK through different methods. Victims may be exploited en route



Legal, counterfeit or fraudulent documents may be used at border controls. Victims may or may not know what they will be doing in the UK



LABOUR

Victims work for offenders directly or work for others and have their wages 'taxed' for living expenses by an offender



SEXUAL

Victims can be forced, or appear willing, to work in the sex industry in a variety of locations. Often involves the use of the internet and can involve children



CRIME

Victims are forced or coerced into criminal activities (e.g. begging, shoplifting, forced marriage)



EXPLOITATION

DOMESTIC SERVITUDE

Victims carry out household tasks and movement may be restricted

ORGAN HARVESTING

Victim's organs, blood or eggs may be taken to be sold. Not yet identified in the UK

CONTROL



Multiple methods may be used

MONEY

Offenders exploit victims for monetary gain

Some exploitation may be for personal benefit or gratification

Offenders may be involved in money laundering and benefit fraud, with victims sometimes indirectly or unknowingly involved

MODERN SLAVERY TRAINING & E-LEARNING

The Salvation Army provides specialist support for all adult victims of modern slavery in England and Wales through a government contract which was first awarded in 2011. We deliver a specialist support programme to protect and care for all adult victims of this heinous crime. It also provides specialist support for all adult victims of modern slavery in England and Wales. Our confidential Referral **Helpline 0300 3038151** is available 24/7.



Training gives you the benefit of our decade's experience of working on the issue at every level – working with victims and survivors, collaborating with law enforcers and government bodies, contributing to policy and research.

To access training please visit www.salvationarmy.org.uk.



'It Won't Happen To Me!' Crime Prevention Workshop for Warwickshire Businesses

Warwickshire County Council Community Safety Team, Warwickshire Police and the Office of the Police and Crime Commissioner for Warwickshire are working in partnership to deliver support to businesses in Warwickshire.

As part of this, we are running a crime prevention workshop to provide information and advice to Warwickshire's businesses. You will be given the chance to discuss facts and issues and reflect on what could you improve within your business, including information on Modern Slavery.

Six crime prevention areas for businesses are explored:

- Warwickshire Business Watch Partnership & Crime Prevention
- Modern Slavery & Human Trafficking: What are your responsibilities
- Cyber Crime: Common Threats, Social Engineering and the impact on SMEs
- GDPR: Why it's more than an IT problem
- Business Continuity: Emergency planning & Business Continuity
- Prevent & the Business Community: Spot the signs of radicalisation, extremism and terrorism

We would encourage as many businesses as possible to join us in eradicating human rights abuses in supply chains and show that there is a collaborative response when it comes to ensuring human rights due diligence here in Warwickshire. Your local Business Crime Advisor will provide an insight into modern slavery and human trafficking at an international, national and local level, as well as sharing best practice on how to spot the signs of modern slavery.

For more information about the training, please subscribe to our weekly updates and follow us on Twitter to keep yourself up to date with latest news and crime trends.

Unseen's training is aimed at professionals whose work may bring them into contact with potential victims of slavery. In the past we have trained Local Authorities, Police, Fire and Rescue, Housing Associations, Environmental Health Officers, Social Workers, NGOs, businesses and many other sectors.



PREVENT AND BUSINESS COMMUNITY

SIXTY SECOND SECURITY CHECKLIST

Specialist advice for companies operating in crowded places, such as major events, sport stadia, visitor attractions, bars, theatres and shopping centres, is available on the National Counter Terrorism Security Office (NaCTSO) website along with CT Policing's new ACT Awareness e-Learning tool.

The tool, developed to provide nationally accredited counter terrorism guidance helps industry better understand, and mitigate against, current terrorist methodology. The training takes just 45 minutes to complete and could save lives.

Training available online at
<https://www.gov.uk/government/news/act-awareness-elearning>.

Sixty Second Security is a quick list of security-minded questions that all security and crowded places staff should know the answers to in order to improve reactions to emergency situations.

SIXTY SECOND SECURITY CHECK LIST:

- Who is appointed to make decisions on the shop floor, and do they know what they're doing?
- How do you enter and exit the building in emergency?
- How do you lock down quickly?
- Where can you hide?
- How do you communicate and how do you stay updated if you find yourself in a RHT (Run, Hide, Tel) scenario?
- Have you briefed your staff?

COMMUNITIES DEFEAT TERRORISM

MAKE NOTHING HAPPEN

If you see or hear something that could be terrorist related, act on your instincts and call the police, in confidence, on **0800 789 321** or visit **gov.uk/ACT**



**COUNTER
TERRORISM
POLICING**

ACT

**ACTION
COUNTERS
TERRORISM**

WHAT IS PREVENT?

Prevent is a community safeguarding programme supporting those vulnerable to radicalisation. It forms part of CONTEST, the Government's counter-terrorism strategy and aims to stop people becoming terrorists or supporting terrorism.

THE PREVENT STRATEGY

The Prevent Strategy has three key objectives:

- Respond to the ideological challenge of terrorism and the threat we face from those who promote it;
- Prevent people from being drawn into terrorism and ensure that they are given appropriate advice and support;
- Work with sectors and institutions where there are risks of radicalisation which we need to address.

It is set up to challenge all forms of terrorism, including the influence of far right and far left extremists. It defines extremism as *"vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs"*.

Prevent operates in a pre-criminal space, providing support and re-direction to vulnerable individuals at risk of being groomed into terrorist activities before any crimes are committed. Radicalisation could be comparable to other forms of harm and abuse. It is therefore considered a safeguarding issue and thought of alongside the wider safeguarding agenda.

TRAINING

Workshop to Raise Awareness on Prevent (WRAP) is a specialist workshop designed by HM government to provide you with an understanding of the Prevent strategy and your role within it. It is available to communities, individuals, professionals, agencies, partners and commissioned services. Group or team training sessions on WRAP can be arranged at a time convenient to yourselves, to organise this please contact communitysafety@warwickshire.gov.uk.

WARWICKSHIRE PREVENT ANNUAL REPORT

The Prevent Annual latest report is available to read at www.safeinwarwickshire.com or request it from us via email at communitysafety@warwickshire.gov.uk.



CYBER CRIME

With the increase of the online world, it becomes particularly important that your business and your staff is aware of the simple steps they need to take to ensure online safety.

In line with the Government's 10 steps to Cyber Security, Cyber Essentials is a Government-backed scheme encouraging businesses to review their online activity and security. It is for all organisations of all sizes and all sectors of business.

There are two levels to Cyber Essentials, Cyber Essentials Basic and Cyber Essentials PLUS. Both levels cover 5 areas and they are: Secure configuration, Boundary firewalls and internet gateways, Access Controls, Patch (Update) Management and Malware protection.



**CYBER
ESSENTIALS**

EXERCISE IN A BOX

Exercise In A Box is an easy to use and free product created by National Cyber Security Centre designed for Small and Medium Businesses, Local Government and Industry Users.

It is an online service that helps businesses find out how resilient their organisation is to a cyber attack, which evaluates your readiness to respond to critical cyber incidents, and all in a safe environment.

It is also designed to complement your business practices and can direct you to other useful information and guidance, including Cyber Essentials and the Small Business Guide, which I'm going to talk about in a minute.

Exercise in a box has been created to enable any organisation to facilitate their own cyber exercise and it provides all the knowledge required to set up logistics planning, delivery and post exercise activity. More information can be found at www.ncsc.gov.uk.

SMALL BUSINESS GUIDE TO CYBER SECURITY

The National Cyber Security Centre also put together a Small Business Guide to help businesses improve their cyber security, following 5 easy steps. By securing your basics for your business cyber security, you could save time, money and even business' reputation, as these are the most affected areas in the event of a cyber attack for a business.

If you want to improve your cyber security further, you can also seek certification under the Cyber Essential Scheme, which has the benefit of demonstrating to your clients that you take the protection of their data seriously and have that peace of mind that you have covered the basics of your cyber security.

More information can be found at www.ncsc.gov.uk.



CYBER RESILIENCE

Cyber Resilience, Recovery and Business Continuity plays an important role to your business and also helps avoid disruption of your business services.

Business continuity planning is the process of creating systems of prevention and recovery to deal with potential threats to a company, including a potential cyber attack. Whether you are small, medium or large business, the business continuity plan is equally important to have in case of an emergency.



TOP TIPS to include in your business continuity plan:

- Recovery processes;
- Risk assessments;
- Tructure charts;
- Alternative equipment or location in the event of a cyber attack;
- Point out critical services and also look at cyber insurance elements if applicable;
- Always TEST and Exercise your business continuity plan;
- Create a record of periodic testing;
- Communicate your plan with your staff. Make it clear what communication channels are to be used for in and out of hours, such as work phones, emails, whatsapp groups etc;
- Ensure contact details (phone numbers, emails) have been tested and up to date. Consider looking at alternative contact methods.

The National Cyber Security Centre (NCSC) launched the latest measure to support small businesses test their cyber resilience while staff work remotely. The 'Home and Remote Working' exercise will form part the Exercise in a Box toolkit.

More information can be found at www.ncsc.gov.uk.

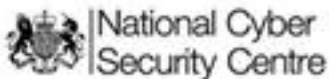
REPORT

Reporting online is quick and easy and it helps form a bigger picture of what the issues really are, and the impact that they may have on our business community.



To contact the Police or report a crime please dial **101**. Alternatively you can report crime online at www.warwickshire.police.uk. If a crime is in progress or there is a threat to life always call **999**.

If you have been or believe you have been a victim of Fraud or Cyber Crime please report it to **Action Fraud**. This can be done by visiting www.actionfraud.police.uk or calling **0300 123 2040**.



The **National Cyber Security Centre** has developed an email reporting system. If you encounter any potential phishing email, please do report it to report@phishing.gov.uk.

Warwickshire County Council Trading Standards are also dealing with reports from businesses in Warwickshire. To report any incidents of fraud and cyber attack to Trading Standards, please use email: tradingstandards@warwickshire.gov.uk.





Warwickshire Business Watch has been created in partnership between the Warwickshire County Council Community Safety Team, Warwickshire Police and Crime Commissioner and Warwickshire Police. Its main aim is to provide information and advice to businesses, helping them to protect themselves from becoming victims of crime.

Our Warwickshire Business Watch website contains many useful downloadable documents and links which will help protect your business from becoming a victim of crime.

www.warwickshirebusinesswatch.co.uk

