

Crime Survey 2021



PROFIT
PROTECTION
Protecting people & profits

Scotmid
COOP

Protecting people and assets on the road to the new normal.



We will continue to regard the safety of our colleagues as one of our key priorities. To fulfil our core purpose of 'serving our communities and improving people's everyday lives' it is essential that colleagues can operate in an environment free from fear of abuse or violence.

As I mentioned at our recent Food Conference, and in the midst of the most challenging and unique trading circumstances I have known in my career, I am immensely proud of what our colleagues have achieved during 2020/21.

None of us have been unaffected by the Coronavirus pandemic in one shape or form but as we entered the first lockdown in March last year we stayed open where we could, adapted and delivered for our customers and communities.

Whilst the final roadmap to a 'new normal' remains unclear, sadly what has remained clear and constant even through a global pandemic has been the impact of crime on our people and our stores. Worryingly, during 2020 we were exposed to new levels of reported anti-social behaviour and verbal abuse which increased 38% on 2019 as our colleagues had to deal with challenges around social distancing and mask wearing in our stores. Covid-19 related incidents made up for 26% of all reported violent crime during 2020 across our family of businesses.

It is encouraging to report that through the lobbying Scotmid were heavily involved in,

we have influenced the change in the law with Daniel Johnson MSP's Protection of Workers (Retail & Age-restricted Goods and Services) (Scotland) Bill, which offers more protection of our colleagues against this type of abuse. There is still more work to be done in this area and I will continue to work with my peers across the wider Co-operative Movement and retail industry to put pressure on Westminster so that the same protections can be afforded to all our colleagues across the UK.

At Scotmid over the last 5 years we have continually invested in equipment, projects and initiatives aimed at protecting our people and assets. I fully support the production of our Society's Annual Crime Survey, it is a temperature check on where we are on this important issue and a basis for targeted preventative action. I give my personal commitment that the Society will continue to regard the safety of our colleagues as a key priority. To fulfil our core purpose of 'serving our communities and improving people's everyday lives' it is essential that colleagues can operate in an environment free from fear of abuse or violence.

Anti-Social Behaviour (ASB)

We saw a massive spike in ASB incidents during 2020; 21% of these were directly related to Covid-19. Our colleagues became acclimatised to social distancing, masks and sanitiser stations that became the 'new norm'. However, customers often didn't follow the guidelines, and our colleagues faced the challenge of trying to keep themselves and customers as safe as possible.

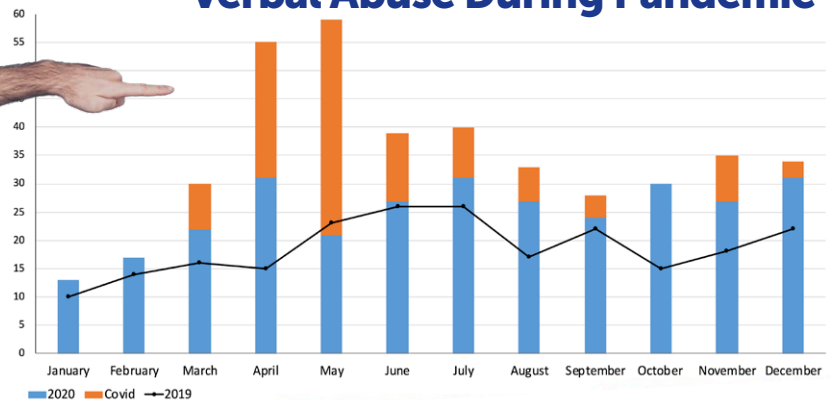
Other incidents of ASB included the congregation of youths outside our stores. This can be intimidating for our customers and on some occasions youths ask customers to buy alcohol or other age restricted items; known as a proxy purchase. Fly tipping became an issue over

the lockdown periods when refuse sites were closed, our stores reported incidents and we responded accordingly; this included the temporary installation of mobile cameras in problematic areas. The images from these cameras were used as evidence to assist the local Police and local Council to issue the necessary fines.

Total ASB Year on Year
 2019 - 351
 2020 - 712



Verbal Abuse During Pandemic



% of verbal abuse incidents hate motivated:



Scotmid - 0.25%
 ACS* - 21%

*Association of Convenience Stores (ACS)

The Society takes all incidents of violence seriously. Anything from verbal abuse to physical violence against our colleagues is categorised as violence within our violence statistics.

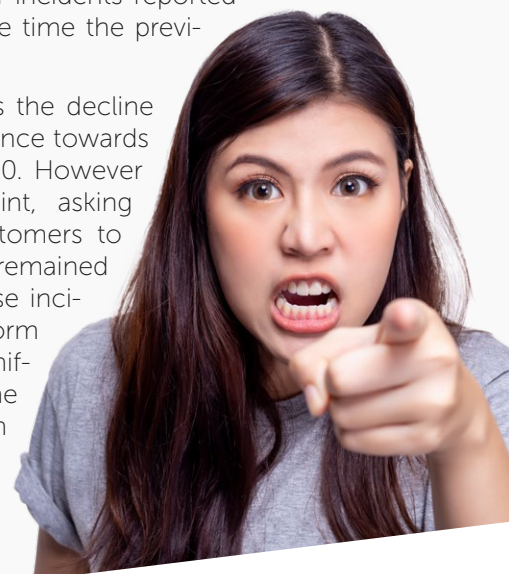
Unfortunately, in 2020 we saw a 40% increase in total violent incidents compared to the previous year. A substantial part of this increase was due to the pandemic with 26% of this increase being directly related to Covid-19. This takes us from an average of 1 incident of violence reported daily in 2019 to an average of just under 2 incidents of violence reported in 2020. Although incidents have increased we are still trending lower than the reported average of 3 incidents a day from the ACS Crime Report 2021.

Total Violence Year on Year
 2019 - 448
 2020 - 620

Verbal abuse was the category with the largest increase in reported incidents, it was almost double the recorded number in 2019. Just over a quarter of all reported verbal abuse could be directly linked to Covid-19 when cus-

tomers took their frustrations out on colleagues. In particular the months of April and May 2020 had more than double the number of incidents reported compared to the same time the previous year.

One positive area was the decline in actual physical violence towards our colleagues in 2020. However the main trigger point, asking previously barred customers to leave the premises, remained the same. 10% of these incidents involved some form of weapon, this is significantly lower than the incidents reported in the ACS Crime Report 2021, where just over a quarter involved a weapon.





Shoplifting

For the first time in several years we saw a decline in reported incidents of theft.

Whilst this is encouraging, we know that many incidents go unreported. The closure of some of our stores through the first Covid-19 lockdown may have contributed to this decline however, we have also tried to simplify the reporting process for store teams and with the incident reporting platform now in place on The Hive we hope that reporting accuracy will improve.

Average no. of shop theft incidents reported per store:

ACS - 183
Scotmid - 26

Average total cost of shop theft per store:

ACS - £1,360
Scotmid - £515

Average theft basket value:



Repeat offenders



Scotmid Society



Association of Convenience Stores

% of retail crime reported to the police:

ACS - 30%
Scotmid - 25%

Total incidents of reported theft

2019 - 5,262
2020 - 4,940

The top 3 categories targeted are:



1. Alcohol



2. Meat



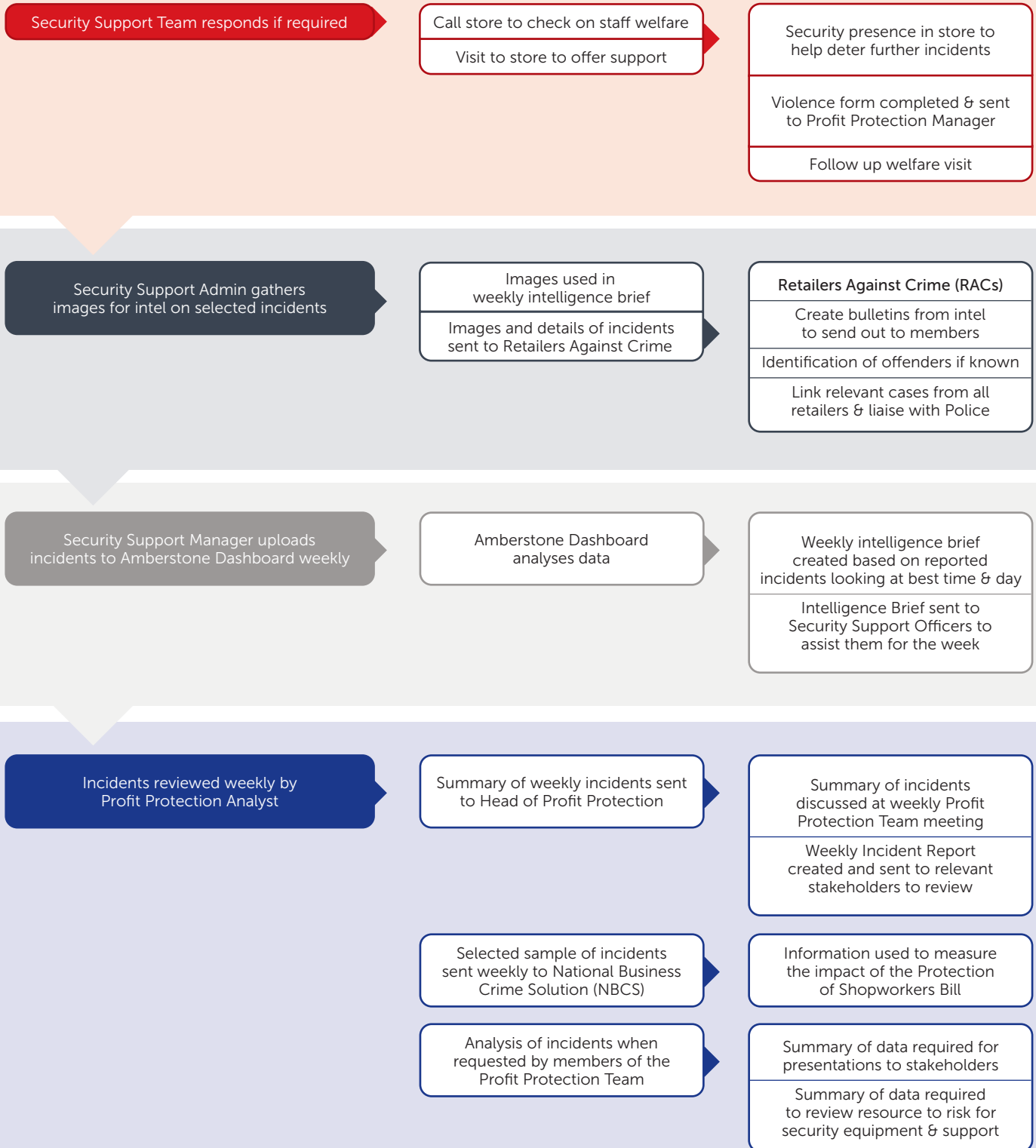
3. Cheese

We strongly encourage our colleagues across all areas of our business to report incidents ranging from anti-social behaviour to theft and all aspects of violence. This helps us as a department to see what is going on in stores, which in turn helps us to make informed decisions on where to place our resources.

Store logs an incident on The Hive

Email notification sent to relevant stakeholders

As you can see below a lot happens when a store reports an incident; this is just the beginning of the process.



Protecting our people | Security Support Team



Letter of thanks from a young child who was apprehensive about leaving a store due to an ASB incident. SST helped the youngster across the road and get home safely

To the Person Who helped
Me
Thx So Much I Really mean
apreciate for helping me come
over this
You saved my day

Enhance colleague and customer engagement by ensuring Scotmid is a safe place to work and shop.

In 2019 the Crime Prevention Team rebranded to what we now know as the Security Support Team (SST), this reflected the efforts made by the team to broaden their support to the Society covering all levels and aspects of security.

The Profit Protection Team, working collaboratively with Amberstone and the SST, has enhanced colleague and customer safety within our stores and the communities in which we trade. The team has increased the focus on incidents of violence, whether it be verbal abuse, threats of violence or physical violence against our colleagues and the aftercare required to ensure colleague safety and wellbeing. The team are equipped with GPS radios which allows our Alarm Receiving Centre (ARC) to contact the SST if a panic alarm is activated and they will respond and attend quickly to ensure the safety of our colleagues.

The team is based at the Semichem Warehouse which enables them to provide a unique service and an increased security presence whilst on site. Hard work, dedication and perseverance has built up working part-

nerships with Police Scotland and Retailers Against Crime and expanded the team's intelligence network. This has resulted in a greater number of prolific offenders being identified, detected, deterred and (when restrictions allow) detained. The incidents reported by stores and the information from the partnerships means our Security Support Officers can be in the "right place at the right time". This underpins our "resource to risk" strategy.

The Security Support Team have received additional training in First Aid, Mental Health Awareness, Suicide Awareness & Defibrillator training, all of which enhance the service they can provide to our colleagues and customers.

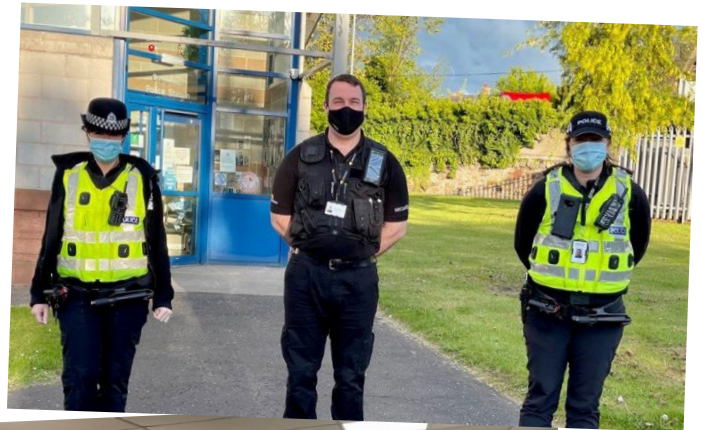


All SST cars are kitted out with first aid kits and defibrillators.

High Visibility Partnerships

Our Security Support Team pride themselves on their ability to provide a strong and visible presence within our stores and the communities we serve. Partnerships with local authorities and high visibility evening patrols are a vital component to the overall service. They also help to increase our knowledge of local areas, wider problems faced within the community, and develop and nurture our contacts and communications. It's great to be able to support our stores and work in partnership with our Local Community Police Officers to help provide a safer community to work and shop in.

Partnership patrols are one of the ways in which the SST increase their visibility in and around our stores and engage with the local community. Getting out and about in the communities and stores we support in a highly visible manner is very important. Partnership working, whether with other security teams, retailers or Police Scotland, can be a real asset when tackling crime and anti-social behaviour.



Community Alcohol Partnership (CAP)



Year on year our SST works in close cooperation with Scottish and UK licensing bodies to ensure that our stores and communities are protected and aware of the dangers of alcohol misuse and abuse. To support this, our team regularly attends Community Alcohol Partnership meetings and supports local community initiatives and nationwide campaigns to educate our youth about alcohol.

Previously we have supported the CAP, in conjunction with Police Scotland and Police Youth Volunteers with a 'Blue Light Silent Disco', Youth disco, and a letter campaign to raise awareness about proxy sale purchases. We have also joined our Licensing & Compliance department at stores to help raise awareness about the dangers of underage drinking and proxy purchase with pop up events.



Protecting our people | Protection of Workers Bill



Usdaw Campaign: Freedom From Fear

Each year the Profit Protection Team supports the Usdaw's Freedom From Fear campaign within our stores most affected by violence and abuse. The aim of the Freedom From Fear campaign driven by Usdaw is to prevent violence, threats and abuse against workers and raising awareness with the public and remind everybody that abuse is not part of the job.



Protecting our people is, and will continue to be, one of Scotmid's most important areas of focus. The Covid-19 pandemic and the increase in incidents of violence against our colleagues highlighted the importance of front line store colleagues in the communities we trade.

During 2020, Scotmid were instrumental in lobbying the Scottish Government in support of MSP Daniel Johnson's Protection of Workers (Retail and Age-restricted Goods and Services) (Scotland) Bill. The Bill, which was voted for unanimously, aims to give greater protection to retail workers, particularly where they are providing goods and services that are age restricted. The Bill applies to retail workers while they are doing their jobs and makes it a specific, new criminal offence to assault them, threaten or abuse them or obstruct or hinder them whilst performing their duties.

Whilst this greater legal protection is excellent news for all our colleagues based in Scotland, we continue to support change for our teams that are based in Northern Ireland and out stores in Northern England too. In May 2021, CEO John Brodie together with 30 other CEOs from across the wider Co-operative Movement and retail industry signed an open letter to the Prime Minister Boris Johnson asking for greater protection of retail colleagues be brought into force elsewhere in the UK. We will continue to vigorously support the introduction of similar legislation to protect all shopworkers and will monitor the impact of the Bill here in Scotland.

Violence should never be accepted as being 'part of the job' and at Scotmid we will continue to use our influence and strive to ensure that all our colleagues are protected at work.

Reporting and police response survey

This year we asked stores to participate in a survey on incident reporting and the response by the police. Approximately three quarters of our stores took part, helping us to better understand their views on police response and presence. This will help us to target and shape our drive to improve the service our stores receive from the police.

We found that just under a quarter of stores reported only up to 10% of all their incidents to the police. The feedback highlighted the difficulties in reporting incidents to the Police, which contributed to the low number of reported incidents. Scotmid's Profit Protection Team are working closely with Police Scotland, other retailers

and external crime partnerships to see where we can help influence changes that would ease the pressure on stores reporting incidents of crime.

Collectively our stores indicated that they were highly likely to report threats of violence or actual violence incidents; however, when it came to verbal abuse only a third of stores were highly likely to report the incident to the police. It is hoped that the awareness raised from the passing of the Protection of Workers (Scotland) Bill will improve these results.



1 ATM

We have implemented an early warning system to notify our alarm receiving centre of any suspicious activity outside our stores.

2 Bollards

Bollards are installed at some of our sites to help prevent ram raids and keep our customers safe while outside our stores. We have other physical measures to help prevent intruders from gaining access to our stores, these include internal and external shutters, break glass film and fog bandits.

3 Youths

We work with a number of agencies to encourage people to participate in local activities which are aimed at steering people away from a life of crime with an early intervention.

4 CCTV

All of our stores are fitted with CCTV systems throughout the store, these systems help with the prevention and detection of crime.

5 Tagging Solutions

Various tagging solutions are used within our stores to help protect our products from being the target of shoplifters. We also work with colleagues across other departments to influence store layouts to ensure that high risk products are within the line of sight of our colleagues.

6 Abuse

Stores are encouraged to report all incidents of violence including verbal abuse on our internal reporting system, this alerts the relevant stakeholders to the incident to ensure the right level of support is provided to our store colleagues.

7 Safe-i

Some of our stores are fitted with safe-i devices allowing them to send pre recorded alerts over the store radio system or connect to a controller who can view live footage and assess if emergency services need to be contacted.

Protecting our people | Safe-i

"Staff in the store feel supported and safe knowing that at the press of a button someone has got their back"

Suzanne Docherty, Store Manager



Safe-i is one of many colleague safety systems we can offer to our stores who experience incidents of violence whether it is verbal abuse or threats, it can even help with situations of anti-social behaviour, using pre-programmed audio challenges.

The welfare and safety of our colleagues has always been a top priority for the Society and we continue to look at all available ways to help mitigate risk to our colleagues. The Safe-i system is a video and audio surveillance system that is remotely monitored 24/7 by specialist conflict resolution operators.

The Safe-i system is there to offer reassurance to colleagues. At the touch of a button someone can communicate directly with the store, observe live footage and assist colleagues with challenging or aggravated customers.

Following a successful trial in 2020 we have begun to extend the Safe-i system into additional stores based on our risk matrix. The results continue to be positive with a reduction in reported incidents and more importantly colleagues say they feel supported and safer.



The Safe-i controller.

The system can also be activated via a lanyard button worn by staff on the shop floor.



Protecting our assets | Stock Loss Support Programme

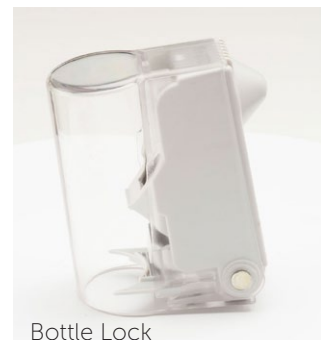
This year we have launched a new Stock Loss Support Programme in selected stores which covers both operational stock loss and shoplifting.

Shoplifting is one of our top three triggers for violence. Whether it be an opportunist thief or a prolific offender that targets our stores, we know that we must try and deter as well as make it harder for offenders to steal our products. One of the key solutions we deploy is EAS (Electronic Article Surveillance) tagging. Where we have deployed tagging in our stores, we have seen a positive effect in the reduction of shoplifting incidents as well as violence against our store colleagues.

We have started to roll out safer cases to protect meat and cheese products and we incorporate bottle locks for our wines & spirits lines across many stores. Innovation in this area is always changing and adapting and we aim to stay ahead of the game to help protect our colleagues and stores.



Safer Cases



Bottle Lock



SECURESHIELD



As a department part of our role is to ensure the safety and security of not only our people who work and shop with us but also the premises that we operate from.

In 2020 we moved all Society CCTV, alarm, fire maintenance and servicing to **Secureshield**. In addition to this service they also work alongside the Profit Protection

department helping to source and review new and innovative technologies. This helps keep us up to date with future technologies that could enhance overall safety and improve store operations.

CCTV and Alarm systems are a vital part in mitigating risk to our Society but is not the only technology we use to assist with this task.

FOG BANDIT

The World leader in Security Fogging



Fog Bandit is a system that has been introduced throughout the estate to help mitigate and deter incidents of break ins. The system is industry leading and is proven to be a key asset in reducing attacks on our Society stores. By early 2022, we hope to have this equipment rolled out across the entire Scotmid food store estate.



5 Seconds



As business operations alter and expand we are presented with new challenges; to assist with these challenges we also work alongside the following service suppliers...



Securitas provides a number of key services to the Society including guarding, key holder response, out of hours delivery services and patrols. The services that Securitas provide assist store operations with general safety, stock availability as well as reducing responsibilities and minimising impact on store resources.



amberstone™

Amberstone provide multi-skilled operational security personnel to fulfil the day to day security and system requirements for Scotmid. They also provide key services which include ad hoc static guarding, key holding response and security patrols; the services assist central and store operations and general safety throughout the Society.

Fit for the future
| GROW Programme

The team are involved in supporting the Society's annual GROW programme; available for newly appointed managers and enthusiastic individuals who want to progress to a store management position.

GROW is designed to give candidates the knowledge and skills to work effectively in their role. The Learning & Development team work closely with central departments to help colleagues gain a better understanding of how the support functions work and how they can work collaboratively with each department to become more effective. The Profit Protection team cover a wide variety of crime-related topics including robbery, shoplifting, incident reporting and general security including the use of security equipment. So far this year 30 candidates have taken part with more to follow.

Scotmid 



"I found the Profit Protection module very beneficial to my development as a store manager. During my time as a supervisor I had only dipped my toes into aspects of the business tools we are provided with. The GROW session with the Profit Protection team helped me to understand this aspect of the business and has enabled me to utilise the tools within the business effectively in order to identify potential stock loss. The programme also provided a valuable insight into how the team help our store staff remain safe and how statistical analysis help our stores remain profitable so we can contribute to the success of the Society going forward"

Gary Drummond, Store Manager

Fit for the future
| Identifying Risk



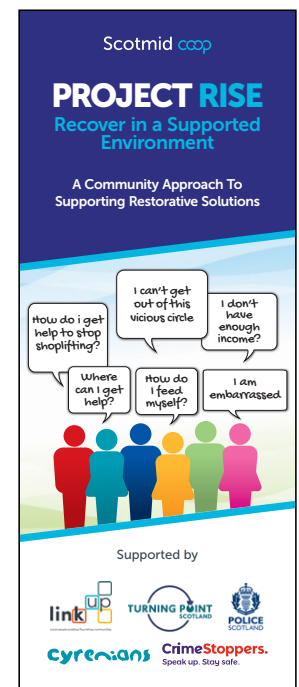
As part of our vision to build a PP team 'fit for the future' we are working on a risk modelling project to develop our 'resource to risk' service model for our stores that will provide us with a robust and objective measure of site vulnerability to crime.

Working in partnership with an identified supplier with over 30 years' experience specialised in identifying business risks, we will combine multiple internal and external datasets to build a risk profile of each site across the whole Society.

The project will create a risk review scoring model that will provide the following benefits:

1. **Identify** high risk locations and store specific loss forecasts
2. **Assist** with the objective deployment of resources
3. **Validate** existing security allocation and future spend
4. Assist with **proactive** investment decisions for new stores and refits
5. Create **tailored** response to incidents (focus on break ins)
6. **Protect** our People and our Assets

Fit for the future | Project Rise



Project Rise (Recover in Supported Environments) is a pilot programme designed to help people make positive changes and life choices with the aim of steering them away from a life of crime. The project which has been launched in the Leith area of Edinburgh has seen Scotmid partner with several support charities, Police Scotland and Crimestoppers and acknowledges the difficulties and pressures in people's lives can lead to ill-judged choices being made.

Where low level criminal behaviour has taken place, Scotmid's Security Support Staff and Store Staff will open up the conversation with individuals and, where there is an opportunity and within the right circumstances, a voluntary referral to our charity partners can be made as an alternative to Police action.

The project's goal is to help people turn their lives around, by the choices they make, and help them to address and resolve personal issues which have led them to a potential criminal situation.

At Scotmid our core purpose is to serve our communities and improve people's everyday lives. The Project Rise restorative justice initiative fits well with those values and principles.

Fit for the future | Body Worn Cameras

Shopworkers play an essential role serving communities, yet often have to contend with unprecedented levels of violence and abuse. This can result in lasting effects on the lives of shopworkers – both mentally and physically.

For this reason, and following research with other retailers, Scotmid are about to launch a trial of Body Worn Cameras (BWCs) in some high risk stores. This solution could help address criminal behaviour at the point at which it occurs and empower our colleagues and make them feel more secure.

Within a retail store environment, security and operations teams regularly deal with any number of security-related issues, ranging from theft to violence and aggression against staff or other customers.

The use of BWCs can help teams capture vital evidence

that can aid the management of 'flash-point' situations. In particular interactions that are more likely trigger conflict such as age-restricted sales, complaints and prolonged queuing.

Research has shown that the use of body-worn technologies can help deter aggression, making people think twice before engaging in anti-social behaviour towards store staff. For everyday shoppers, the presence of BWCs has very little impact on their experience, except where it improves store safety. But, to the perpetrator of violence or intimidation, the camera represents a risk of being captured and brought to justice for their behaviour.





CCTV systems have traditionally been a more reactive rather than a proactive security solution. Over years they have become less of a deterrent to crime and they still rely on human intervention to find an incident after it has happened.

The use of machine learning, and video / CCTV analytics in particular, in the retail sector has been one of the most important technological trends in recent years. This technology can now be combined with other security equipment such as our Safe-i devices and Vocovo headsets, to provide a fully integrated security solution for our stores to help protect our people and assets. At Scotmid we have started our CCTV analytics journey with a proof of concept trial in several of our food stores.

No longer just used to combat crime, CCTV and video analytics can provide valuable marketing information such as number of customers in store, customer's characteristics, duration of visit, heat mapping and shopping patterns.

CCTV and video content analysis systems can be trained to detect specific events, sometimes with a high degree of sophistication. The functionality offered by CCTV analytics grows day by day and is customisable for each store setting up alerts that remove the need for staff to endlessly trawl through recorded footage to identify an incident.

No longer just used to combat crime, CCTV and video analytics can provide valuable marketing information such as number of customers in store, customer's characteristics, duration of visit, heat mapping and shopping patterns.



The Profit Protection Team will continue to focus our attention on initiatives aimed at protecting our people and assets.



I hope that you have enjoyed reading our annual crime survey and I would encourage that you share it with your store teams so that everyone is aware of the support the Society can offer and the various projects the Profit Protection Team are involved in. 2020 was a challenging year for our business and everyone associated with it. Joining the Society in January this year and learning how we successfully managed our way through the pandemic in 2020 has made me feel incredibly positive of our future no matter what challenges come our way.

Crime is and will continue to be a challenge for the Society to manage. It is reassuring to note that when we benchmark our own crime statistics with those across the wider retail sector, Scotmid offers our colleagues a safe place to work. However, we can never take this for granted and The Profit Protection Team will continue to focus our attention on initiatives aimed at protecting our people and assets.

The different technologies we are trialling and the continued investment that the Society makes in projects aimed at protecting our colleagues is incredibly encouraging. I look forward to the positive impact that the Protection of Workers Bill will have for our colleagues in Scotland and will work with peers across the industry and wider Co-op Movement to campaign for the same protections for our colleagues based in England and Northern Ireland.

The Profit Protection team will continue to work collaboratively with all departments across our businesses to ensure that we provide the necessary support, training and resources that will help protect our assets and improve the well-being of our people. If you or your team has any questions about the support Profit Protection can offer then please contact us.

Useful Numbers

Profit Protection Team: 0131 335 4569

Option 1 – Security Support Team

Option 2 – Profit Protection Team

Option 3 – Alarm Receiving Centre

SST (Early shift 9am – 3pm) – 07436171146

SST (Back shift 3pm – 10pm) – 07436171137

Police

In emergency dial 999

Non - emergency 101

Crimestoppers

0800 555 111

Retail Trust

0808 801 0808

www.retailtrust.org



PROFIT
PROTECTION
Protecting people & profits

Scotmid
coop

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October 2021