

# Crime Survey 2022



**PROFIT**  
**PROTECTION**  
*Protecting people & profits*

**Scotmid**  
**coop**

# 2021 at a glance



An average of just under **2 incidents of violence** reported per day in the Society in 2021



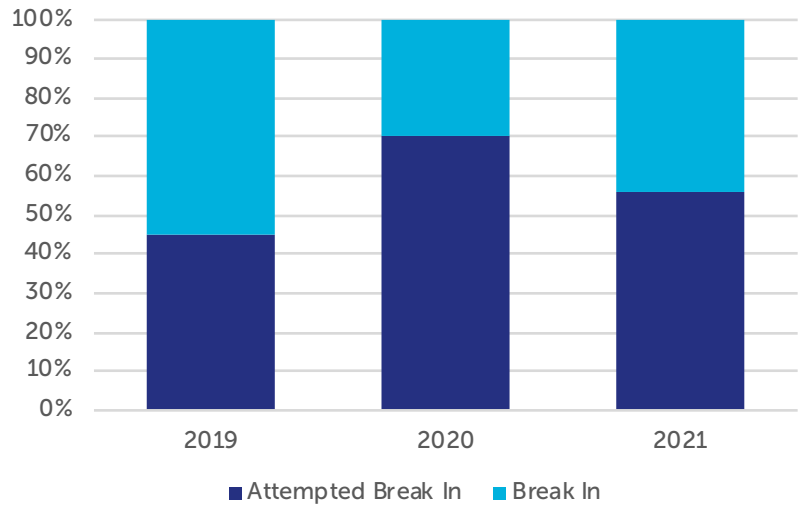
The Society **invested over £1.5m** in security measures during 2021



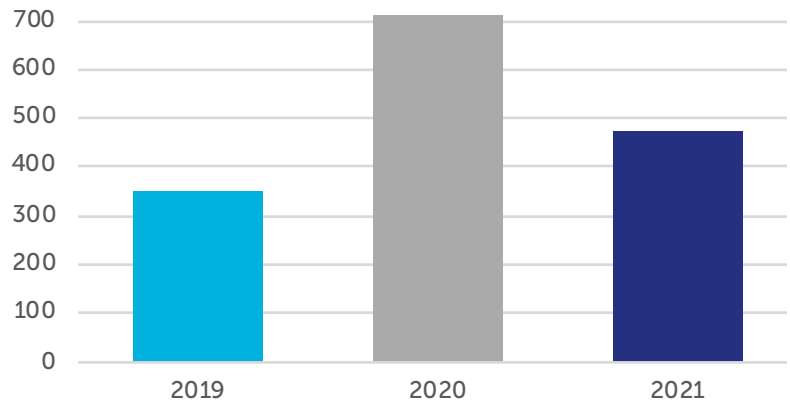
You told us the measures that made you feel safest were:

- 1. Panic buttons**
- 2. CCTV**
- 3. Vocovo**

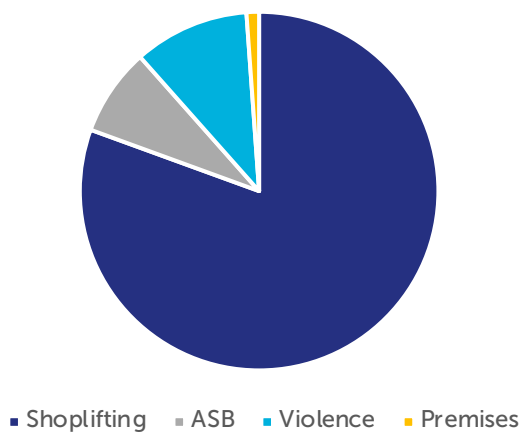
### Attempted Break in vs Break in



### Anti-Social Behaviour



### Proportion of Incidents 2021



## Another challenging year for the retail sector and for the Society.



*In this year's survey it is encouraging to note that overall reported retail crime reduced 5% year on year. Sadly however, verbal abuse and anti-social behaviour remained at considerably higher levels than they were pre-Covid which again was driven by challenges surrounding facial coverings and social distancing.*

**A**cross our business, the impact of Covid continued to add pressure and with the emergence of the Omicron variant in October last year, I was proud of the way you responded once again keeping stores open despite unprecedented levels of sickness and isolation absence.

Out with the impact of a global pandemic we also had to contend with supply chain disruption, particularly in food, associated disruption caused by Brexit and now the impact of a cost-of-living crisis, just like households we as a business face rising costs in all areas.

It's too early to say how these factors will influence the level of crime we will experience across our business and whilst many of these challenges are not directly in our sphere of influence to remedy, the Society will remain focussed on ensuring colleague safety and well-being is centric to everything we do.

In this year's survey it is encouraging to note that overall reported retail crime reduced 5% year on year. Sadly however, verbal abuse and anti-social behaviour remained at considerably higher levels than they were pre-Covid which again was driven by challenges surrounding facial coverings and social distancing.

Over the last year progress has been made on leveraging political support to the challenges facing retail workers with the Protection of Workers Act coming into force in Scotland in August. The initial findings of this legislation are contained in this year's survey, and it is encouraging to note that following Scotland's lead in this area, similar protections are going to be extended to our colleagues based in England with an amendment being made to 'The Police, Crime, Sentencing and Courts Bill' which is set to introduce a new aggravated offence for attacks on people serving the public.

Safety of our colleagues continues to be a key priority. Whether this be through investment, or the various projects and initiatives led by our Profit Protection Team or via our Employee Assistance Programme (EAP) provided by The Retail Trust, please continue to follow our safety guidance and report all incidents so the Profit Protection Team can target their response.



# Crime Summary

Covid was still ever present in 2021 with various lockdown restrictions continuing, hopes of vaccinations leading to a 'normal life', new strains emerging, Covid passports, booster jabs, furlough schemes ending and phased returns to work for those who had been working from home. Mix in with that, politics and changes because of Brexit, HGV driver shortages, supply chain shortages and you have a bubbling pot where criminal activity can take place.

A year on after launching the new incident reporting platform on The Hive, overall we have seen a similar level of reported crime from our stores compared to that of 2020; however, when breaking down to incident category type, we have seen some variances.



## ASB

Last edition we reported that anti-social behaviour (ASB) had spiked in 2020 with just under a quarter of the incidents being directly related to Covid. In 2021 we saw a decrease of approximately a third of the incidents reported in the previous year, this was to be expected as restrictions eased, and 'normal life' resumed. The number of ASB incidents reported in 2021 are still higher than pre pandemic levels showing that there are still some underlying issues, and we are tackling these with various approaches including police partnership patrols in the most troublesome areas.



**Across the UK, it is estimated that the cost of ATM attacks to communities over the past 12 months has been circa £150m**

## ATM Attacks

During the pandemic the volume of cash transactions reduced significantly. Gradually as levels began to revert to pre Covid levels the volume of ATM attacks across the UK by organised crime gangs increased. Recent research has shown that ATM attacks have doubled over the last 4 years. In most cases (80%), result in no cash being stolen but the impact on communities where these attacks take place can have a more profound impact. It is often the most vulnerable in our communities who suffer the most when cash machines are damaged or destroyed as these groups are least likely to be able to travel to another machine to gain access to cash.

During 2021 and early 2022 Scotmid were not immune to being targeted and we worked closely with Police Scotland, other forces across the UK, retailers, and ATM deployers to provide evidence and CCTV footage that was used to identify a significant crime network responsible for multiple ATM attacks.

Remain vigilant and report any suspicious activity in and around your ATM.





The ACS\* estimated that 25% of verbal abuse incidents were hate crime related.

Approximately 3% of the Society reported verbal abuse was related to hate crime.

## Violence

Concerningly, there was only a marginal decline in incidents of violence in 2021 compared to 2020, this is still 40% higher than pre pandemic levels. When we analysed each area of violence, actual violence against colleagues has continued to reduce slightly year-on-year which is good news.

Of the incidents that happened in 2021 thankfully none involved a weapon being presented, however a small number of incidents resulted in some of our colleagues sustaining injuries. Reported threats of violence against colleagues remained at the same level between 2020 and 2021 and verbal abuse also remained at a similar level.

Verbal abuse remains the area that is significantly higher than pre pandemic levels at still almost double the number of incidents reported. 2021 saw a slight shift in the causes of reported verbal abuse compared to 2020, however colleagues were still faced with it on a daily basis.



## Shoplifting

Once again, we have seen a small reduction in the number of shoplifting incidents that have been reported by stores in 2021. There could be several factors that have impacted this result including limited availability on shelves, limited staff resourcing due to isolation and sickness and increased security measures in selected stores that have experienced large volumes of theft in the past. So far in 2022 we have seen an increased trend in reported incidents of shop theft which is common across the retail sector.

The top 3 categories targeted are:



1. Alcohol



2. Meat



3. Cheese

\*Association of Convenience Stores



**B**elow is a helpful guide of when to report incidents and what incident type they should be logged under on The Hive. If you are ever unsure on when or how to log an incident feel free to contact Profit Protection on 0131 335 4569 option 2 or get in touch with your Profit Protection Manager. We encourage stores to report all incidents to the Police especially incidents of violence.

## Physical Violence

If you have been pushed, hit, kicked, or spat on then log this incident as 'Physical Violence.' Our Security Support Team will be in contact to see if you're ok and will be able to provide details of support that is available if you require it.

Use this incident type to record if a customer has been physically assaulted in your store, however you must not record any details of the customer in the witness section.

## Threats of Violence

This incident type should be used when a colleague is threatened by someone when working in our stores; this could involve the threat of physical violence or violence with a weapon.

## Verbal Abuse

Incidents of verbal abuse can be anything from a member of the public raising their voice, shouting, swearing, or using what you feel to be derogatory language towards you. Someone raising their voice and being abusive for whatever reason is not 'part of the job'.

Hate Crime: Hate crime is when a person is abusive towards someone due to their race, religion or belief, disability, transgender orientation, or sexual orientation. The Society takes these incidents very seriously, if you feel you have been victim of a hate crime you can log an incident on the Hive or contact the Security Support Team.

## Robbery

If there has been an attempt to take stock, cash or Society property by force or threatening violence from a secure area such as the kiosks, then the incident category of Robbery should be used. This is a serious offence and notification of this incident is immediately sent to relevant stakeholders within the business.

## Shoplifting

This is likely to be the most common incident type you will use. Whether the person has been successful or not you should log the incident – you can differentiate between actual and prevented. When you log the incident there is a tab for 'Stock/Cash Lost' this is where you can log the items that were targeted; logging this information will help us to get a better idea of what is being targeted in stores and look for possible solutions to help deter these thefts.

Always select 'No' when prompted to add witness details. This is not required.

When reporting an incident on 101 make sure you keep a note of the crime reference number given to you by the call operator. This makes it easier to get progress updates on the incident and potentially link multiple incidents together.

## Anti Social Behaviour

ASB is identified as "a range of behaviours that can cause nuisance and annoyance or harm and distress to a person". Examples include:

- Groups of youths loitering in or around stores causing noise or being a nuisance
- Known shoplifters hanging around outside the store looking for an opportunity to enter
- Fly tipping
- Proxy purchases

## Customer Fraud

Fake notes, fraudulent telephone calls, stolen bank cards or barcode swapping all come under the incident type of customer fraud. If you are unsure about whether you have experienced an incident of fraud you can contact Profit Protection for advice.

## Damage to property

If you experience any vandalism or intentional damage made to your store this is the incident category you should log it under.





Colleague safety and wellbeing remains a top priority for the Society. The health, wellbeing and safety of our colleagues is not just important for morale but also ensures that we are providing a welcoming and safe environment for our customers to shop in.

Working collaboratively with Profit Protection, our uniformed mobile response Security Support Team (SST) works proactively with stores in an attempt to reduce the risk of violence. Using store incident reports and data provided by organisations such as Retailers Against Crime, support is prioritised and carried out in conjunction with other agencies like Police Scotland, CAP (Community Alcohol Partnership) and other supportive charities.

When the SST are notified of a serious incident of violence our officers will make every effort to speak to the staff members involved as soon as possible. Security Support Officers will attend the store whenever possible to provide reassurance to staff and complete a violence report that gets passed on to the relevant Profit Protection Manager and People & Performance consultant. Other support options available are highlighted such as the Retail Trust which can be used at any time post incident – it may be days or even weeks after an incident that the repercussions can affect the staff member involved.

The support doesn't stop after one visit; the Profit Protection Team reviews and discusses incidents of violence and emerging trends at their weekly team meeting. If a store or staff member is experiencing frequent threats or incidents of violence, further discussions take place as to what additional support can be provided. Prior knowledge and experience as well as the number of, type, and time / day of incidents are reviewed, this helps to determine what would be the best solution in trying to tackle

the problem whether it be tagging barriers, safe-I devices, or additional SST visits. This is only possible if stores continue to report incidents on the Hive.

Whilst at the store the SST will speak to the individual involved as well as the rest of the store team to make sure everyone feels safe and secure in their workplace. For serious incidents of violence, the SST will send out a welfare letter to the staff member involved. This letter contains information on what to do if the offender

returns to the store again and useful contact numbers if further support is required. If police can identify and arrest the offender and the case goes to court, you may be called as a witness. This can be daunting, so the Profit Protection Team have a useful guide on The Hive for attending court.

*“Since having the Safe-i unit installed we use the yellow button regularly to make customers aware we do have security in place.*

*I feel this system has given the staff some support through these tough times and I cannot emphasise enough how crucial it is to use this equipment.”*

**Michaela McQuinn, Store Manager**



Protecting our people  
| Welfare Support



# Retail TRUST

1832 ONWARDS

"Retail Trust believes that the health of all our colleagues is a foundation of the ongoing success of British retail. Since 1832 and now for almost two centuries we have been at the heart of how the retail industry cares for, protects and improves the lives of its most valuable asset – its people."

Retail Trust are our Employee Assistance Program partner, providing advice, financial assistance, face-to-face and telephone counselling, cognitive behavioural therapy, non-repayable grants and legal guidance. They aim to enable people in retail of all ages, backgrounds and abilities to lead secure and rewarding lives at work, in retirement, at home and in the community, and offer free and confidential wellbeing services to support you and your colleagues 24 hours a day, seven days a week.

## People & Performance Welfare Support

**O**ur People & Performance team are HR Professionals who will follow up with store teams following any reported incidents of crime. Our field-based Employee Relations specialists regularly visit our stores giving long term support and providing advice and guidance where needed.

The Retail Trust provide our Employee Assistance Program (EAP), offering advice, face to face and telephone counselling, cognitive behavioural therapy, and, where appropriate, critical incident support.

We also sign-post people to SAMH in Scotland (and Mind in England and Inspire in Northern Ireland) for people seeking specific support or information on Mental Health issues.

We ensure all of our employee wellbeing information is easily accessible through leaflets, wallet cards, posters and via our Employee Hub on our Corporate website.

Lauren from Retail Trust said "As a member of Scottish Midland Co-operative, you have full access to wellbeing services provided by the Retail Trust. From counselling services, financial support and aid, legal guidance and more – We offer support for your wellbeing through all life events.

And remember, it's completely free and confidential. Completely. That means, as with everything at the Retail Trust, no one at work will know what topics you choose, what you're clicking on, what you're reading or whether you're reaching out for counselling or financial aid."

Contact us today on 0808 801 0808 or [www.retailtrust.org.uk](http://www.retailtrust.org.uk)



for Scotland's mental health

"SAMH (Scottish Association for Mental Health) is here for your mental health and wellbeing, providing local mental health support and always accessible information. We listen to what matters in each local community, and campaign nationally for the changes that make the big and little differences in life. Now more than ever, we need to make change happen. We're standing up for Scotland's mental health."

Around since 1923, SAMH is Scotland's national mental health charity. Whether you're seeking support, are looking for more information for you or someone you love, or if you just want to have a chat about mental health, we can help.

Visit [samh.org.uk/info](http://samh.org.uk/info) or call 0344 800 0550 or email [info@samh.org.uk](mailto:info@samh.org.uk). Available from 9am – 6pm Monday to Friday (except bank holidays).

Similar support is available through MIND in England - [mind.org.uk](http://mind.org.uk) and Inspire in Northern Ireland - [inspirewellbeing.org](http://inspirewellbeing.org)





Using our influence across the retail sector and wider Co-operative Movement we reported last year how we lobbied for legislative changes that gave greater protections under law to retail workers. Progress has been made in this area and The Protection of Workers (Retail and Age restricted goods and services) (Scotland) Act 2021 came into force on 24th August 2021. Under pressure from the retail industry, the UK Government have recently introduced an amendment to the Police, Crime, Sentencing and Courts Bill which will also bring tougher penalties for those who attack our store colleagues in other parts of the UK.

## Protection of Shopworkers Act Key Figures

Across the whole retail sector in Scotland, over 3,000 cases of shop worker abuse were reported to Police Scotland in the first 12 months after the Protection of Workers (Retail and Age restricted goods and services) (Scotland) Act came into effect in August 2021.

The figures provided by Police Scotland and collated by the Scottish Business Resilience Centre showed that cases of abuse rose consistently up to December, before falling back slightly in the first two months of 2022. The peak coincided with peak trading for the industry as well as the introduction of stricter Covid regulations.

Whilst it is concerning that the new powers available to the Police have needed to be used, the figures do demonstrate their requirement. Encouragingly detection rates were relatively high during the first 12 months, and we will continue to work with Police, SBRC and other authorities to measure the ongoing impact of this legislation.

Police Scotland	Reported cases	Detected Cases	Overall detection rate%
Serious Assault	16	14	88%
Common Assault	1,333	821	61%
Threats & abuse	1,750	1,065	61%
<b>TOTAL</b>	<b>3,099</b>	<b>1,900</b>	<b>61%</b>

Scotmid	Reported incidents	Reported to the Police	Overall reported rate%
Serious Assault	0	0	-
Common Assault	15	9	60%
Threats & abuse	271	55	20%
<b>TOTAL</b>	<b>286</b>	<b>64</b>	<b>22%</b>

**Serious assault:** Any attack where the victim needs hospital inpatient treatment or has any fractures/broken bones, internal injuries, severe concussion, lacerations that require stitches which may lead to impairment or disfigurement, or any other injury which may lead to impairment or disfigurement.

**Common assault:** When a person inflicts violence on someone else or makes them think they are going to be attacked. It does not have to involve physical violence. Threatening words or a raised fist is enough for the crime to have been committed provided the victim thinks that they are about to be attacked.

**Remember: All incidents of violence including threats of violence and verbal abuse should be reported to the Police.**

## Crime Awareness Campaigns

Throughout 2021 the Security Support Team alongside the Profit Protection Department supported the Don't Put Up With It campaign created by the Scottish Grocers Federation. The campaign was designed to raise awareness to store colleagues and the public to report any abuse towards shopworkers that they see. Unfortunately, retail workers are subject to abuse daily and this is not acceptable, the campaign highlights that abuse is not part of the job and with the passing of recent legislation in August 2021 stronger punishments can be enforced on offenders who decide to abuse staff.

The SST visited many stores with pop up banners, leaflets and posters and engaged with the public and store colleagues to highlight the importance of reporting any retail crime that is seen.



**Protecting our assets**  
| Stock Loss  
Support Programme

As well as protecting our people, the Profit Protection department also plays a crucial role in protecting our assets and ensuring we are fit for the future. This is done in various forms from the basics of focusing on stock loss through to exploring new and improved innovations to assist the Society and deliver it's core purpose.

In our last edition we mentioned that we had launched our new Stock Loss Support Programme. The initial results from the first phase exceeded expectations with a reduction of over £5k per week in stock loss from the 15 selected stores. Over 12 months this equated to a reduction in stock loss of £350k!

Colleague Engagement was key to the success of the programme as was communication across the wider store teams advising them why they were on the programme and the part they could play in making a positive impact on stock loss. Stock Loss Boards were displayed in all focus stores which broke down stock loss numbers into relatable examples such as how many holidays the loss in store could pay for. This made the figures 'real' and made store colleagues think differently about the losses experienced in their own store. A series of successful Stock Loss Awareness Meetings were also held off site with store colleagues to discuss the stock loss numbers and engage our colleagues on stock loss in a more interactive way.

An intelligence lead focus on crime from our Security Support Team provided additional support to mitigate external risks. This increased guarding presence in the 15 selected stores assisted in

driving down shop theft, abuse, and threats of violence that in turn assisted store colleagues to focus on the day job and improved morale.

Working collaboratively, the Profit Protection Team and security partners looked to engage with local authorities, Police and support groups where it was identified that these focus stores were challenged with external theft.

Investment in new innovative security solutions and a revamp of the store's security layout was conducted. Utilising audio and visual awareness equipment along with the integration of existing equipment assisted the store team's ability to monitor, communicate and escalate in real time. This effectively helped to reduce the volume of incidents of theft and violence towards store colleagues.

The cross functional Stock Loss Support Programme has been hailed a major success by Scotmid and the Executive Team and is now embedded as business as usual activity for the Profit Protection team in support of operations and business profit

improvement.

*"From a staff point of view, they found it very informative, good to know how the store was performing and the plans we had in place to help improve the stock loss, some of them came away and commented they didn't realise how much influence they had in terms of helping improve the stock loss position From me, it was definitely a worthwhile exercise getting the staff involved and holding the session I saw a definite improvement in awareness and even morale, they were eager to help improve our stock loss result and that shown through when they were constantly asking if we had our result yet! :-)"*

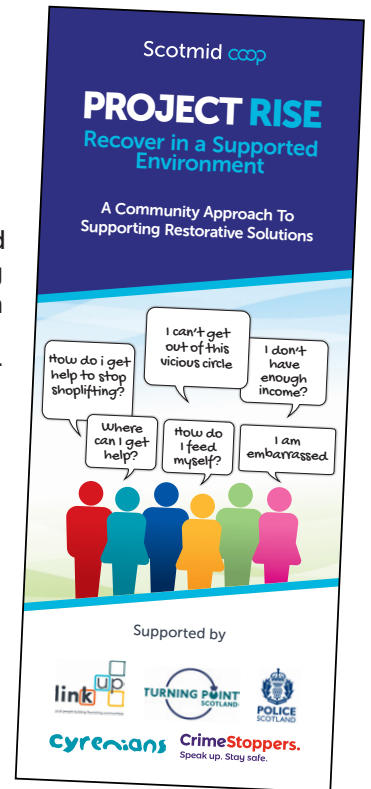
**Phil Cronan, Store Manager**



## Project RISE

**P**roject 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. Since the launch of the project in the Leith area of Edinburgh we have had 13 individuals who have voluntarily engaged with the referral programme and are actively receiving the relevant support from our partnered charity groups. This wouldn't have been possible without the support from the charities involved and not forgetting the passion and engagement from the Security Support Team who have put their training to good use by putting the individuals referred in touch with the right support to help them get back on track.

In an ever increasing pressured society where individuals can often find themselves at a crossroads in their life it is important for us to continue to work with these charities and organisations to increase the areas of outreach. The Society's core purpose is to serve our communities and improve people's everyday lives, Project RISE fits firmly with our values and principles.



## CCTV Analytics



**W**e are continuing our CCTV analytics journey this year working with two separate systems AVA Cloud and HIK Vision. The Profit Protection Department have been working closely with the companies to fine tune the integration with existing systems such as Vocovo and Electronic Tagging. Initial findings have been very positive with increased intelligence helping to proactively target stock loss and had a positive impact on sales. Operational feedback has also been encouraging leading to improved productivity, reducing queue times and self-scan checkout interventions.

We will continue to work with the CCTV analytics suppliers to ensure we get the best solution that works for the stores and ensures we remain fit for the future.

## Intelligent Shelving

**T**he Profit Protection department is always looking for new and innovative ways to help stores and mitigate stock loss so when we were beginning to experience sustained high value alcohol losses with a number of high risk stores, there was a need to explore additional security technology solutions.

Intelligent shelving was an area that the department considered following feedback from fellow retailers that had experienced success reducing stock loss by up to 40%. We have decided to trial an IMCO system, which is a wireless plug and play loss prevention device and in store analytics solution. The system can provide exact data on product removals and stock levels in real time, notifying store colleagues about possible theft or multiple selections on items so they can react immediately – it can also highlight out of stock items assisting in maintaining product availability.

A key feature of the IMCO shelving solution is the integration features that will help enhance our current security measures and can also be used in conjunction with the Vocovo headsets. The live alerts are communicated directly to the headset, as well as the capability of local audio and email alerts. This combination will help assist the store in mitigating potential stock loss, increase intelligence on unknown offenders and subsequent improvement on sales.




As technology progresses cyber criminals learn to adapt just as quickly. The result of being in a pandemic over the last two years has meant that there have been significant increases in the levels of cyber-crimes from the basic phishing email or text through to more advanced cyber-attacks.

Cyber criminals used media hype to their advantage and imitated well known organisations such as the Post Office, NHS, the Government and even as far as WHO (World Health Organisation) in the hope that many would fall victim to their scams which were concerningly convincing.

As many businesses switched to working from home during the pandemic, security systems had to be adapted and improved to reduce the risk of cyber-attacks. With the recent troubles in Ukraine at the start of 2022 the work for cyber teams across businesses has significantly increased. Many businesses have fallen foul of cyber-attacks, including well known brands such as Spar (James Hall), KP Snacks and Sweden Coops. Our own cyber team, part of the I&C department, have worked tirelessly to ensure our systems remain robust and protected by proactively upgrading our software defences and providing training

You may be wondering what possible impact a cyber-attack could have on our Society; at its worst it could mean that we lose connection to our tills and ability to take card payments, we would be unable to place any orders both at store level and centrally. We could lose all central IT systems including payroll, finance, POS, and the warehouse. This could be from a matter of days to weeks depending on the sophistication of the cyber-attack. To fully recover from any cyber-attack could take a business several months.

Throughout 2021 there was over 4 million emails inspected across the Society, which generated over 14,000 incidents. Of these, more than 10,000 malicious phishing emails were identified. Five of which developed into 'P1' hacking incidents. These required a full incident response to detect, identify, contain, eradicate, and recover in order to successfully resolve the issues without any impact to the Society.



**Spyware** is a type of software that installs itself on your computer and runs in the background without you even realising. The software can come from a link or attachment that you have opened on an email or on the internet. Whilst the spyware is running in the background it gathers information about you such as personal details, bank details, usernames, and passwords to send on to fraudsters to use.



**Ransomware** is a type of malware that encrypts the victim's data, the attacker then demands a ransom fee to restore and release the victim's data. Ransom fees can range from hundreds to millions of pounds, often with the currency requested to be sent in a form of cryptocurrency.





# Phishing

Don't get caught on a scammer's hook!

## WHAT YOU NEED TO KNOW...

Scammers are after your:



Passwords



Financial  
Info



Identity



Money



Social Media/  
Telephone Data

## Why do we fall for these scams?

- Urgency
- Greed
- Complacency
- Desire to please
- Curiosity
- Fear



**ONE IN TEN PEOPLE FALL FOR A PHISHING SCAM!**

## What to watch out for...

- Requests for urgent action: e.g to change a password or confirm personal details
- Spelling & Grammatical Errors
- Sender address
- Things that sound too good to be true
- Unsolicited emails
- Suspicious links
- Attachments
- Login pages and requests

**If you suspect something... SAY SOMETHING!**

Use the new  
Phishing Reporting  
Button in Outlook.



Or, if you do not have a  
Phishing Reporting button  
then report phishing emails  
to [999@scotmid.co.uk](mailto:999@scotmid.co.uk)

Scotmid  
coop



## Common Scams

**Delivery Scams** – The victim receives a text message claiming either a shipping fee was not paid, or redelivery of a package is required; a link is provided which when clicked takes you to a scam website that looks like Royal Mail or other delivery service. The website then asks for personal and/or payment details which is retrieved by the scammer.

**Amazon Prime Scams** – There are two frequent scams the first is where you are informed that your subscription is due for renewal and an automatic payment will be taken from your bank. The second is the caller stating a button has been clicked on your account and payment is due as a result, the caller will help you secure a refund. Both of these are phone calls, the scammer on the end of the phone asks you to install an app to check your account, this app gives the scammer access to your device where they can obtain your banking details.

**HMRC Scams** – There are several HMRC scams some of the most common ones are:

- an automated message stating a lawsuit is being filed against you, press an option to be put through to an operator.
- a caller advising that you are being charged with tax fraud, to avoid further action send a copy of your passport and a monetary fee.
- an automated message stating your national insurance number is invalid or has been compromised, press an option to be put through to an operator
- a caller stating you owe money in unpaid tax and will be arrested in a matter of time if you don't pay immediately, payment is sometimes asked for in vouchers, gift cards or pre-paid cards.

**Due to the number of scams the Government has published a list of current messages they are sending out for you to verify if it is genuine or not.**

**TV License Scam** – Victims receive an email stating that their direct debit payment has been declined or that their TV license has expired; there is a link on the email that takes you to a website that appears to be genuine but in fact is where the scammer obtains personal details and banking information.

## Top 5 tips at home:

- 1 DON'T FOLLOW INSTRUCTIONS!** If you have received an automated message don't follow any other instructions given in the message; or if you are speaking to a person don't give them any personal information or allow them to access your computer remotely.
- 2 THINK BEFORE YOU CLICK** Be wary of any links that you click on even if the email looks official, likewise when filling out surveys, questionnaires or competitions online – this could generate leads for companies to cold call you.
- 3 CONTACT YOUR BANK IMMEDIATELY** If you think you may have made a payment to a scammer or are worried that a transaction may be fraudulent contact your bank immediately. Make sure you use the number on the back of your card or statement rather than one given over the phone by a cold caller.
- 4 TRADER VISITS** If possible, ask a trusted friend or family member to be at home if you have arranged for a trader to visit, they can help provide a second opinion. Best practice is to get at least two other quotes from other companies, don't feel pressured into agreeing on the spot.
- 5 REPORT IT!** You can report any scam calls or texts to Advice Direct Scotland or Action Fraud if in England. Details can be found on the back of this booklet.



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



Thank you for reading this year's annual crime survey. The focus for this year's report has been on our 'people' and the work we tirelessly undertake in supporting our store teams to fulfil our core purpose of "serving our communities and improving peoples' everyday lives". As we begin to exit living under the shadow of the Covid-19 pandemic, we are facing more unprecedented challenges with a cost of living crisis and the highest level of inflation seen in a generation. Higher energy bills, coupled with increases in the costs of groceries and other essential services will clearly begin to have an impact on crime across our family of businesses.

Through lockdown and now since the war in Ukraine, we have already seen the increase in new crime trends such as cyber-crime. I hope that the section in this year's report has been useful in highlighting the type of scams that not just target business, but individuals so please share this with family and friends.

We have seen progress in the last year with the introduction of the Protection of Workers Act in Scotland. Now, with amendments made to The Police, Crime, Sentencing and Courts Act, colleagues based in other parts of the UK will see similar, tougher penalties for those who attack shopworkers. Whilst these changes to the law are strongly welcomed, it is essential that the penalties for attacking shopworkers serve as an effective deterrent. This legislation does not solve the problem by itself; we will continue to campaign and raise awareness to ensure that abuse is not seen as part of the job and that the Police respond to and prioritise crimes committed against retailer workers.

Scotmid remain focussed on supporting our colleagues. The work led by our People & Performance Team along with our partners at the Retail Trust, who provide our Employee Assistance Programme, is there for everyone who have been a victim of crime or require financial support and I would urge you all to discuss this with your colleagues and signpost anyone who needs it to the support that is available.

If you or your team have any questions about the support Profit Protection can offer, then please contact us.

## Useful Numbers

### **Profit Protection Team: 0131 335 4569**

Option 1 – Security Services

Option 2 – Profit Protection

Option 3 – Alarm Receiving Centre (ARC)

### **Police**

In emergency dial 999

Non - emergency 101

### **Crimestoppers**

0800 555 111

### **Retail Trust**

0808 801 0808

[www.retailtrust.org](http://www.retailtrust.org)

### **SAMH**

0344 800 0550

(9am - 6pm Monday to Friday),

[www.samh.org.uk/info](http://www.samh.org.uk/info)

### **Mind**

0300 123 3393

(9am – 6pm Monday to Friday)

[www.mind.org.uk](http://www.mind.org.uk)

### **Inspire**

0808 189 0036

[www.inspirewellbeing.org](http://www.inspirewellbeing.org)



### **Advice Direct Scotland**

0808 164 600 (Mon-Fri 9am to 5pm)

[www.consumeradvice.scot](http://www.consumeradvice.scot). If you receive a text, you can forward it to 7726 free of charge.

### **Action Fraud**

0300 123 2040 (Mon-Fri 8am to 8pm)

or the online fraud reporting tool at [www.actionfraud.police.uk/report\\_fraud](http://www.actionfraud.police.uk/report_fraud)

**PROFIT**  
**PROTECTION**  
*Protecting people & profits*

**Scotmid**  
**COOP**

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**September 2022**