



Working to Protect Delta Businesses



## REPORTING CRIME

- Crime in progress: Call **911**
- Non-emergencies: 604-946-4411
- Report in person
  - North Delta Public Safety Building - 11375 84th Ave, Delta, BC (7am-7pm - 7 days a week)
  - Delta Police Headquarters - 4455 Clarence Taylor Crescent, Delta, BC (7am-7pm - 7 days a week)
- Online reporting (non-emergencies only) at <https://deltapolice.ca>



## CONTENTS OF THIS ISSUE

### DIRECTORY SCAM

The accounting department of a business will receive and pay the bill of an unauthorized service. See below on how these fraudsters work and how to protect your business from falling victim to this scam.

### EMPLOYEE'S GUIDE TO WORKPLACE SAFETY

Specific issues of concern regarding workplace safety include: Irate customers; suspicious persons; employee harassment. See below for strategies on dealing with these concerns.

### CRIME MAPS & PREVENTION

Crime maps are used to help illustrate different crime trends across Delta. In response to these crimes, Delta police provides crime prevention tips to help keep businesses safe. See below for more information.

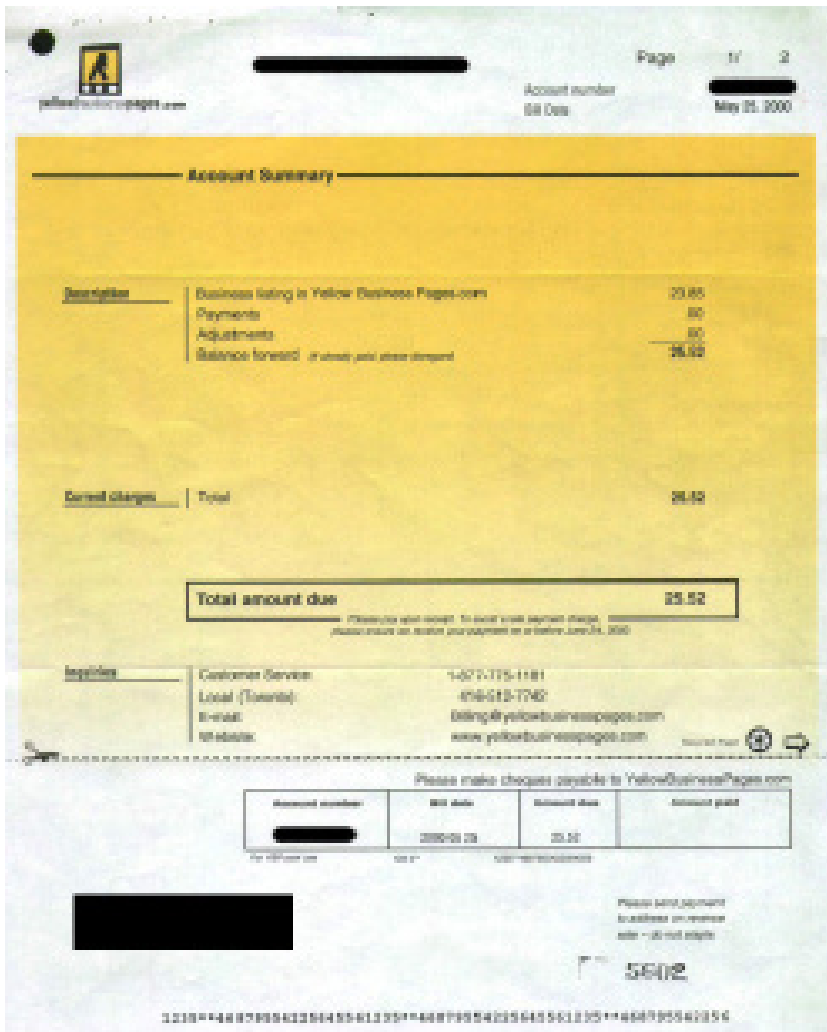
# DIRECTORY SCAM

Directory scams work by fooling businesses into paying for a listing or an ad space for their business into a non-existent directory or on Yellow Pages.

The fraudster will send a proposal for a listing on a magazine, journal, or a business directory. Once a proposal is sent, fraudsters will call to confirm the address and other details of the business. Once the information is gathered, the accounting department of that business will receive and pay for the bill of the unauthorized service.

## Tips to protect your business:

- **Educate yourself, and your employees to be wary of unsolicited calls**
- **Create a list of companies typically used by your business**
- **Limit the number of staff who can approve purchases and pay for bills**
- **Clearly define procedures for verification, payment and management of accounts and invoices.**



## An example of a fake invoice: Can you spot the difference?

- The "walking" fingers in this invoice are facing the opposite direction from the real logo of the Yellow Pages.
- The name on the invoice is altered slightly enough for a business to be unable to notice the difference; however, the deception is intentional.

# EMPLOYEE'S GUIDE TO WORKPLACE SAFETY

## Strategies for dealing with irate customers:

- Staying calm will help to diffuse an escalating situation with an irate person.
- Avoid escalating a situation: Do not stare at loiters; get a good description if they refuse to leave the premises and request a patrol check from the local police.
- Ask for help in calming a person/customer down if you are unable to do it yourself.
- Make sure other employees are aware and nearby before approaching the customer.
- State to the customer that their behavior is unwanted before it becomes a pattern.
- Clearly inform the customer why their behavior is unacceptable and that if their conduct persists, they will be asked to leave the premises.
- Immediately report the incident to your employer or the person in charge of dealing with these complaints.

## Strategies for dealing with suspicious persons:

- Trust your instinct; prioritize your safety over that of the goods in your store.
- Do not hesitate to contact the police or the security service contracted by your store. Describe the ongoing situation, the suspicious person, and the duration that the person has been in your store.
- Ask the person if they require assistance if they have been browsing your store for an incredibly long time. However, keep at a safe distance, at least an arm's length away.
- Consider moving to the store's secure area, such as a lockable office, where you can safely monitor the store. This measure should be taken after a proactive intervention is attempted and is unsuccessful (e.g. approaching the customer in a friendly manner, and offering them customer service).
- Write an accurate description of the suspicious person once they have vacated the premises so that other co-workers can be on the lookout . In addition, having an accurate description will also help you recognize the person if they return.

## Strategies for dealing with harassment:

- Comply with a customer's request if it ensures your safety: Do not prolong or argue with a customer; do not fight or use any weapons; never assist beyond the customer's demands.
- Note the customer's characteristics; notice their height to the best of your ability, remember specific mannerisms they exhibit and record distinguishing characteristics.

# CRIME PREVENTION

CPTED (Crime Prevention Through Environmental Design)

- The Delta District Community Police Offices offer complimentary evaluations to businesses and private residences. A team of volunteers with specialized training in CPTED principles will attend your business or home and provide an evaluation that indicates how to make your property less appealing to the criminal element.

Catalytic Converter ID Program:

- The Delta Police Department has worked with several vehicle repair shops to initiate a catalytic converter ID program. Speak with your local shop about engraving your license plate or driver's license number onto the metal shell, or by using a forensic marking solution. This helps the Police in the event that it is stolen and subsequently located.
- B.C. has introduced new metal recycling regulations that help prevent the sale of stolen catalytic converters. The new rules require that the dealers must report any transaction involving a catalytic converter, including info regarding the seller, to the police

Community Crime Watch

- The Delta Police Department offers the Community Crime Watch program as an approach to prevent, reduce, and report crime. Volunteers patrol targeted areas of crime, in a marked Community Police vehicle and report any suspicious activity or criminal offence to the Police.

Inadmissible Patrons Program (IPP)

- The IPP is a public safety partnership between Delta area businesses, public facilities, and the Delta Police Department. The goal of deterring individuals known to be associated to or involved in serious and/or violent criminal activities from entering or remaining in participating establishments in the City of Delta. If you are interesting in joining the IPP program, please contact your local Delta Community Police Office.

Community Watch Program

- Sign up to take part in a database of homes and businesses with video cameras. Sign up is voluntary and easily done at [deltapolice.ca/cwp](https://deltapolice.ca/cwp). The use of video footage can help police locate suspects, find missing persons, locate potential witnesses, and gain information to assist in investigations.

## RESOURCES

**Catalytic Converter Info and Tips**

<https://bc-cb.rcmp-grc.gc.ca/ViewPage.action?siteNodeId=2087&languageId=1&contentId=69066>

<https://vancouver.sun.com/news/local-news/b-c-introduces-new-regulations-aimed-at-curbing-catalytic-converter-thefts>

**Employee Harassment**

<https://www.worksafebc.com/en/resources/health-safety/books-guides/small-business-guide-to-bullying-and-harassment?lang=en>

**Delta Police**

[www.deltapolice.ca](https://www.deltapolice.ca)

**Scam Information**

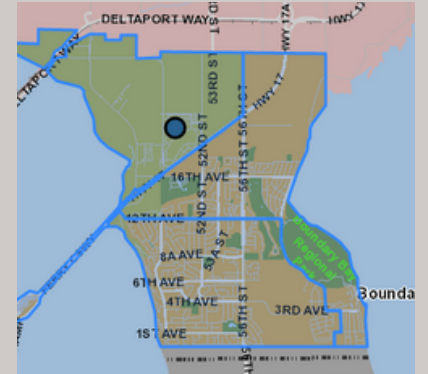
[www.competitionbureau.gc.ca](https://www.competitionbureau.gc.ca)



## CRIME MAPS

- **Commercial Break-Ins**  
April, May June 2022

Tsawwassen (District 1)



Ladner (District 2)



North Delta (Districts 3 & 4)

