

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

PHISHING SCAM

Fraudsters are beginning to target individuals through unsolicited contact. They attempt to steal personal information by impersonating a reputable organization. Learn more about how to protect yourself.

THEFT CRIME PREVENTION GUIDE

Shoplifting is a challenge for many businesses. It costs companies thousands of dollars a year. Learn more on how to prevent theft on page 3.

CRIME MAPS & PREVENTION

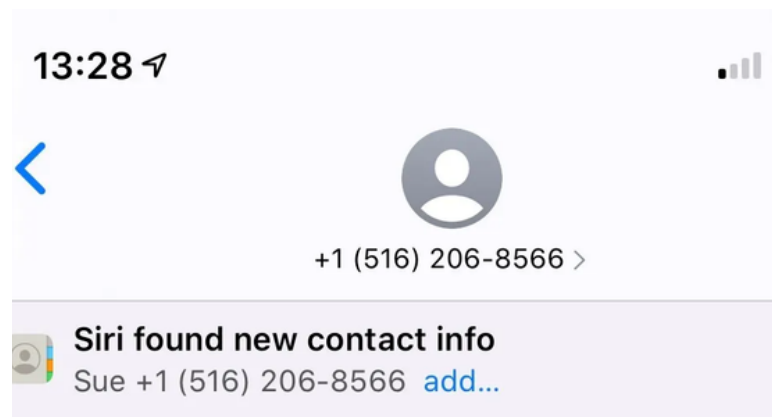
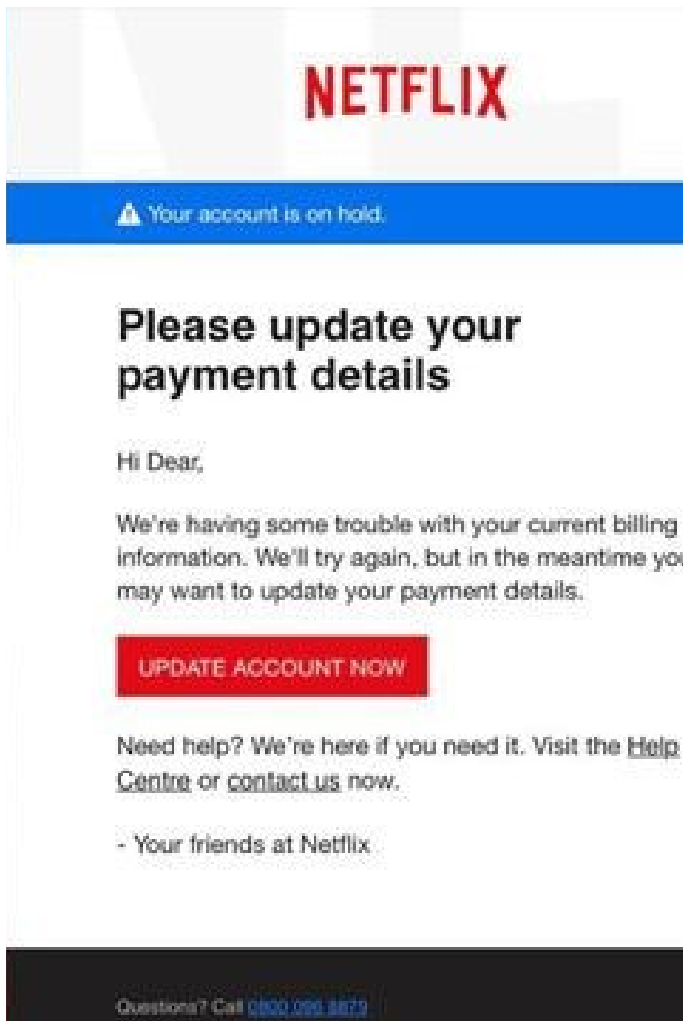
Crime maps are used to help illustrate different crime trends across Delta. In response to these crimes, Delta police provides crime prevention tips to help keep businesses safe. See below for more information.

PHISHING SCAMS

Phishing scams attempt to steal valuable information by sending unsolicited emails or texts that claim to be from legitimate organizations. Scammers will ask you to provide or verify personal or financial information such as your credit card number, passwords and social insurance number. Sometimes the scammer pretends to be from a financial institution or from a government agency, such as the CRA.

Tips to protect your business:

- **Know that reputable organizations never ask for personal information through email or text.**
- **Do not reply to spam messages and never follow suspicious links or open attachments.**
- **Keep your antivirus software up-to-date.**
- **Never use the phone number or email address provided in suspicious messages . Use the contact information listed on a verified website instead.**



Text Message
Today 13:27

Hey, My name is Sue! I specialize in achieving 95% and higher in billing and can save you money! What is best email to send you information?

PREVENTING THEFT - INFORMATION GUIDE

Environmental changes to help prevent theft:

- Have wide aisles that offer high visibility to discourage thieves wanting to conceal themselves.
- Fill shelves regularly and face products to the front to know when items have been moved.
- Reduce blind spots by adding mirrors to areas that cannot be seen from an employee's station or till.
 - Raise the floor of the till so the cashier has an increased line of sight.
- Have valued items placed in areas that are away from exits, highly visible and in locked cases.
- Have CCTV cameras installed to cover high targeted areas, cash registers, store entrance/exits in a way that can identify a customer's appearance.
 - Always have the monitors in easily accessible locations for employees.
- Use product tags including anti-theft detector panels, hard tags or security labels to deter thieves from shoplifting.



Employee tactics to prevent theft:

- Being friendly and attentive to customers can deter thieves who are wandering and looking for items to shoplift.
- Return all products immediately according to store policies.
- Train staff to be aware of theft and fraud.
 - Have ongoing training and discuss recent theft events.
 - Use scenario-based training to discuss positioning, dealing with various offenders, and using "call signs" for suspicious customers or a theft in process.
- Have clear and accessible loss preventions policies and procedures available to staff.



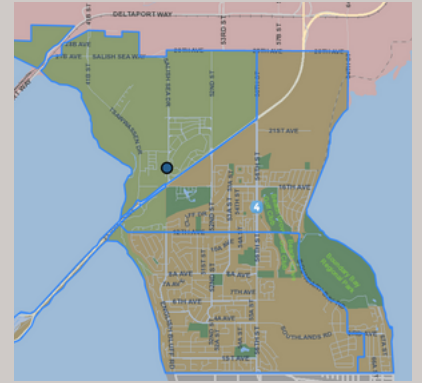
CRIME PREVENTION



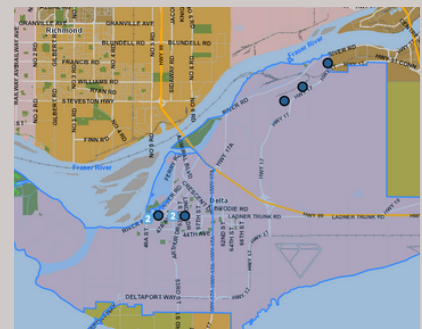
CRIME MAPS

● **Commercial Break-Ins**
July | August | September 2022

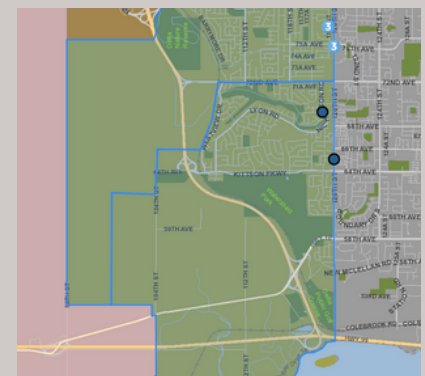
Tsawwassen (District 1)



Ladner (District 2)



North Delta (Districts 3 & 4)



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. The use of video footage can help police locate suspects, find missing persons, locate potential witnesses, and gain information to assist in investigations.

RESOURCES

The Little Black Book of Scams 2nd Edition:

<https://www.competitionbureau.gc.ca/eic/site/cb-bc.nsf/eng/04333.html>

Delta Police Theft Crime Prevention Information Guide

Delta Police

www.deltapolice.ca

Scam Information

www.competitionbureau.gc.ca