

BRITISH RETAIL CONSORTIUM

The British Retail Consortium is the lead trade association for the retail industry, representing the whole range of retailers, from the large multiples and department stores through to independents, selling a wide selection of products through centre of town, out of town, rural and virtual stores.

BRC has extensive experience of organising and producing major conferences, seminars and forums with particular expertise in retail and public policy events. The main aim is to inform and facilitate constructive dialogue between policy makers, influencers, enforcers and retailers.

For more information contact the British Retail Consortium at:

21 Dartmouth Street (Second Floor)
London SW1H 9BP
Tel: 020 7854 8900
Fax: 020 7854 8901



Reliance Security Services is an established market leader in the provision of total security solutions to retail businesses across the UK. Employing over 10,000 people from a national network of offices, our services include manned security, electronic surveillance, car park management and personnel, keyholding and mobile response.

Through a specialist Retail Division, Reliance is dedicated to the unique requirements of this sector and essential security needs are balanced with the highest levels of customer care and staff protection.

For more information, please call Carolyn Stokes on: 01895 205094 or email carolyn.stokes@reliancesecurity.co.uk

Who Should Attend

RETAILERS

directors, managers and executives who have day-to-day responsibility for their company's security and crime/loss/fraud prevention such as:

Security Heads/Directors/Managers
Crime/Loss/Fraud Prevention Directors/Managers
Purchasers of Security Services and Products

and those who deal with:

CCTV and IT Operations
Data Control
Legal Services
HR/Training
Financial Management
Design
Compliance
Risk and Insurance

and those who liaise with:

Police Force Crime Prevention Officers
Lawyers

OTHER

Security Consultancies
Crime Prevention Specialists
Suppliers of Security Products and Services
Security Installers
Police Crime Prevention Officers
Magistrates
Community Safety Officers

BRITISH RETAIL CONSORTIUM

Second Floor, 21 Dartmouth Street, London SW1H 9BP
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Includes **complimentary copy** of British Retail Consortium 9th Retail Crime Survey **worth £100**

BRITISH RETAIL CONSORTIUM

UK Retail Crime and Security Seminar

including

Launch of
9th BRC Retail Crime Survey

Tuesday 18 June 2002

Bloomsbury Square Training Centre,
2-3 Bloomsbury Square, London WC1

Sponsored by:



Retail crime costs over *£2 billion per annum

The full impact and cost of retail crime and crime prevention is well documented with the annual publication of the British Retail Consortium's Retail Crime Survey. The findings of the latest edition of this authoritative report will be launched at the start of BRC's 2002 Retail Crime and Security Seminar. It will set the scene for our expert retail crime and security speakers to explore in more detail the implications of a number of key issues including:

Violence in the Retail Workplace

Workplace violence is an increasing problem for retailers both from a practical and legal point of view.

The seminar will examine how to successfully protect staff and train them in conflict management, develop management strategies for making our shops safer and set out the legal requirements under health and safety law.

Data Protection and CCTV

CCTV is a proven tool in deterring retail crime and prosecuting criminals. However its use and the management of sensitive personal data is a complex area.

The seminar will clarify how retailers should operate their CCTV systems to comply with the law and retain the benefit of this important tool.

Crime Benchmarking

Retail managers increasingly need accurate, detailed and timely crime management information to succeed in making the business case for loss/crime prevention budgets.

The seminar will demonstrate a new, innovative database that will provide information across business sectors, crime categories, locations and timeframes to enable retailers to benchmark their performance across a number of fields.

Staff Referencing

It is clear that dishonest staff migrate from retailer to retailer with relative freedom, inflicting serious damage on their current employer.

The seminar will provide delegates with details of a national system of staff referencing to help retailers make checks on staff previously dismissed for dishonesty before employing them.

Retail Crime Reduction Partnerships (RCRP)

Community crime reduction partnerships have now been established in over 250 UK town and city centres. They operate by utilising CCTV, radio link networks, photograph and information sharing of known thieves and exclusion notices to ban persistent offenders.

Hear first hand how the implementation and benefits of a RCRP can help you provide a safe and secure retail environment for shoppers and employees.

Audience

This highly practical and participative day is ideal for senior staff [retail directors, managers and executives] who have day-to-day responsibility for security, crime/loss/fraud prevention, legal affairs, HR and training and finance such as:

*Security Heads/Directors/Managers
Loss/Crime/Fraud Prevention Directors/Managers
In-house Lawyers
Human Resouce/Training Directors/Managers
Finance and Retail Directors/Managers*

and will be of interest to those who deal with CCTV operations, data control, risk and insurance and compliance

and those who liaise with security suppliers and installers, store designers/fitters, police, magistrates and lawyers.

* source BRC Retail Crime Survey 2000

Agenda (subject to change)

08.30 – 09.00

Registration & Coffee

LAUNCH OF 9TH BRC RETAIL CRIME SURVEY

09.00 – 09.05

Welcome

Michael Schuck
Assistant Director Retail Crime Policy, British Retail Consortium

09.05 – 09.08

A Perspective from the Private Security Industry

Michael Carré
Commercial Director, Reliance Security Services

09.08 – 09.15

Retail Industry Overview

William Moyes
Director General, British Retail Consortium

09.15 – 09.25

Retail Crime Survey Results in Detail

Michael Schuck
Assistant Director Retail Crime Policy, British Retail Consortium

09.25 – 10.00

Q&As

10.00 – 10.30

Coffee

UK RETAIL CRIME AND SECURITY SEMINAR

10.30 – 10.40

Chairman's Introduction

Phil Edwards
Associate Director, Reliance Security Services;
former Community Affairs Director, Dixons plc

10.40 – 11.00

Retail – the Future for the Security Industry

Carolyn Stokes
Head of Retail, Reliance Security Services

11.00 – 11.45

Violence in the Retail Workplace – protecting staff and customers

Mark Dawes
Director/National Tutor Coach, Mark Dawes Consultancy

11.45 – 12.00

Q&As

12.00 – 13.00

Lunch

13.00 – 13.20

Data Protection and CCTV – complying with the law

Andrew Holmes
Company Director, Data Compliance Ltd

13.20 – 14.00

A National Retail Crime Database – benchmarking performance

William Price
BICS Project Director, Retail Decisions plc

14.00 – 14.15

Q&As

14.15 – 14.45

Coffee

14.45 – 15.05

Staff Referencing – helping successful recruitment

Prof Joshua Bamfield
Director, Retail Loss Prevention Ltd

15.05 – 15.25

A Partnership Approach to Retail Crime Prevention

David Leigh
British Retail Consortium
PC Ian Woodland
Strategic Crime Reduction Unit
South East Kent Division

15.25 – 15.40

Q&As

15.40 – 16.00

Closing Remarks

Phil Edwards
Associate Director, Reliance Security Services;
former Community Affairs Director, Dixons plc

Registration Form

18 June 2002

UK Retail Crime and Security Seminar incl. Launch of 9th BRC Retail Crime Survey

Delegate 1

Name	Title (Mr/Mrs/Ms/Dr/Other)
Position	
Organisation	
Email	
Address	
	Postcode
Tel No.	Fax No.

Delegate 2

Name	Title (Mr/Mrs/Ms/Dr/Other)
Position	
Organisation	
Email	
Address	
	Postcode
Tel No.	Fax No.

I have read the terms and conditions below:

Signature _____

How to Register:

✉ 1. Post this completed booking form to: British Retail Consortium
Second Floor, 21 Dartmouth Street, London SW1H 9BP

📄 2. Fax this completed booking form to: 020 7854 8901

☎ 3. Tel Nicky Curley on: 020 7854 8983

Delegate Fees*: (please tick appropriate fee)

includes **complimentary** copy of **British Retail Consortium 9th Retail Crime Survey worth £100**

Full Rate Non BRC Member £180 + VAT £211.50

Discounted Rate BRC Members £120 + VAT £141.00

If you have any special requirements describe them here:

How to Pay: (please tick)

Invoice Please send an invoice for £ _____
(Order no. if applicable) No. _____

Cheque I enclose a cheque for £ _____
(made payable to: British Retail Consortium)

BACS Lloyds TSB Acc No 00577042: £ _____
Sort Code 30-90-72

Credit/ Debit Card Please charge my credit card £ _____

Card Type: Visa / Mastercard / Switch

Expiry date _____ Issue No. _____

Card No.

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Name on Card _____ Signature _____

Card Holders details (if different from above)

Name _____ Title (Mr/Mrs/Ms/Dr/Other) _____

Address _____

Postcode _____

Terms and Conditions: This booking form constitutes a legally binding agreement. Payment must be received in full prior to the event. Seminar details will be issued subject to receipt of payment. We cannot be held responsible for the non-arrival of registration information. If you have not heard from us within 7 days prior to the seminar, please contact Nicky Curley at BRC. Cancellations confirmed in writing/email before Friday 7 June 2002 will be refunded minus an administration charge of £30. We regret that no refund can be made after that date, for whatever reason although substitutions will be accepted if notified in writing/email before the event. Bookings made after Friday 7 June 2002 are non-refundable. *Fees include all day access to the event, a copy of the 9th BRC Retail Crime Survey, available seminar papers, lunch and refreshments. Fees do not include travel costs or accommodation.

It may be necessary at any time to cancel the event, to alter the date of the event, the venue of the event, the agenda and timing of the event or the identity of the speakers. Any liability is restricted to the seminar fee paid.

Data Protection: The personal information provided by you will be held on a database by the British Retail Consortium and may be shared with BRC Trading Ltd for marketing purposes. If you do not wish your details to be used for this purpose, please write to BRC