

2025

Glasgow Conference Programme

#### Sponsored by



08.30 -	09.30	GREG	SUMMERS	Master of Ceremonies
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09.30 - 09.40 WELCOME

TIM MAIRS | Assistant Chief Constable, Police Scotland

09.40 - 10.00 RETAIL CRIME TASK FORCE

JACKIE KNIGHT | Detective Chief Inspector, Police Scotland

EMMA WRIGHT | Inspector, Police Scotland

10.00 - 10.20 RETAILERS AGAINST CRIME

STEPHANIE KARTÉ | CEO

10.20 - 10.35 SENTRYSIS

CHRIS NRIAPIA | Co-Founder and Director

10.35 - 10.50 EFFECTS OF CRIME IN RETAIL

FIONA RIMMER | Incident Prevention Manager, Tesco

10.50 - 11.00 HEADLINE SPONSOR - ASEL

BRENDAN MUSGROVE | Chief Operating Officer

ROSIE BARRON | Account Director

11.00 - 11.05 ARKEN CREATIVE | Unlock the mystery at your table

11.05 - 11.30 BREAK

11.30 - 11.45 SCOTTISH GOVERNMENT

SHARON DOWEY | MSP, Scottish Conservative Party

11.45 - 12.00 OFFENDER TO RE-HAB PROGRAMME

STUART TOOGOOD | Constable, West Midlands Police

12.00 - 12.15 OP DYNOS

STEPHANIE BERTRAM | Detective Sergeant, Police Scotland

12.15 - 12.30 CYBER IN RETAIL

KATIE O'NEILL | Head of Skills Academy, Cyber and Fraud Centre Scotland

12.30 - 12.45 THE POWER OF ANONYMITY

ANGELA PARKER | National Manager Scotland, Crimestoppers

12.45 - 13.00 PARTNERSHIP WORKING

SOPHIE JORDAN | CEO. NABCP

13.00 - 13.30 RAC AWARDS: SPONSORED BY LODGE SECURITY

DARREN CONWAY | Lodge Security

STEPHANIE KARTÉ | RAC

13.30 - 13.45 CONFERENCE CLOSE

MAXINE FRASER | Managing Director, RAC

Followed by lunch, networking and a drinks

reception kindly sponsored by ASSIST SECURITY.



### On behalf of Retailers Against Crime, welcome to our conference.

On behalf of Retailers Against Crime (RAC) I would like to welcome you all to our conference.

Iceland has been sharing data in partnership with RAC since 2011, and during that time we've seen first-hand the team's enthusiasm for collaboration, identifying offenders, working closely with law enforcement agencies, and helping to bring offenders to justice.



What continues to inspire me is not just their professionalism, but their passion and integrity. The educational workshops they deliver, particularly those focused on helping younger generations, motivate me to support them both professionally and personally to the best of my ability.

Of the thousands of incidents reported to RAC, the team identifies hundreds of suspects every month. This outstanding work reduces the opportunity for crime in retail stores, helping to protect both staff and customers from physical violence and verbal abuse.

What sets RAC apart is their ground-up approach, working directly with security officers and shop-floor staff to maximise protection and support. In my view, this approach is unique in our industry and has a truly positive impact on safeguarding our front-line colleagues and reducing loss.

I encourage any retailers who are not yet members to come and speak with Maxine and the team. RAC can tailor a proposition that demonstrates clear return on investment.

Membership benefits include instant access to daily intelligence, crime prevention advice and training, as well as crime mapping, risk profiling, and regular monthly updates all supported by strong collaboration with Police.

A huge thank you to our headline sponsor ASEL, to our exhibitors, and to our associate members for their ongoing support throughout the year and especially today.

Finally, thank you to all our speakers, and to each of you for taking the time to attend this important event.

Enjoy the conference!

#### **DUNCAN MILES**

Head of Security | Iceland Foods LTD. Chairman | Retailers Against Crime

SPEAKERS SPEAKERS

#### GREG SUMMERS Master of Ceremonies

Greg Summers is a communication skills trainer, speaker and presenter. Greg has hosted Kiltwalk, Scotland's largest mass participation event since 2015 and regularly hosts large events throughout the UK and internationally. Greg also helps UK businesses improve their communication skills through the delivery of presentation, public speaking and sales pitch training. Greg's clients include RBS, Arnold Clark and Burness Paul.



# TIM MAIRS Assistant Chief Constable Police Scotland

Assistant Chief Constable Tim Mairs is the Executive Lead for local policing in the East of Scotland, covering Fife, Forth Valley, the City of Edinburgh and the Lothians and Scottish Borders. An experienced Public Order and Strategic Firearms Commander, ACC Mairs is also Senior Responsible Officer for developing a new operating model for local policing. ACC Mairs joined the Police Service of Northern Ireland in 2002 and held roles in numerous areas before moving to Police Scotland in July 2020.



# JACKIE KNIGHT Detective Chief Inspector Police Scotland

Jackie has over 21 years Police service, operating in a variety of roles from Response and Community Policing to Public Protection and the investigation of Serious & Organised Crime. Jackie joined the Police to make a positive impact on the lives of others and is privileged to have undertaken the roles that she has. In May 2025, she was delighted to be appointed lead for Police Scotland's new Retail Crime Taskforce. Working alongside her fantastic team, she is committed to making a visible and measurable impact on retail crime in Scotland.



## EMMA WRIGHT Inspector Police Scotland

Emma brings 24 years of policing experience, having served with West Mercia Police before joining Police Scotland in March 2023. She has worked in a broad range of uniformed and detective roles and her appointment to the Retail Crime Taskforce presents a new and rewarding challenge. She values working collaboratively with retailers and stakeholders to drive meaningful change across Scotland. The taskforce is already demonstrating what can be achieved with funding and strong collaboration, delivering positive results in enforcement and prevention.



# STEPHANIE KARTÉ CEO Retailers Against Crime

Having recently stepped into the role of CEO, Stephanie has been with Retailers Against Crime since 2011 and continues to drive its work supporting retailers nationwide. With extensive expertise in retail crime prevention and organised offending, she is passionate and committed, working to build strong partnerships with retailers, Police and community organisations. She is dedicated to changing perceptions of



retail crime by highlighting its significant economic impact. Caring deeply about the daily challenges faced by members and retailers, Stephanie strives to improve safety and outcomes for communities. A strong advocate for the Educating Youth Programme, she inspires young people to make positive choices while promoting awareness, integrity and resilience.

# CHRIS NRIAPIA Co-Founder and Director SentrySIS

Chris Nriapia is the Co-Founder and Director of SentrySIS, a pioneering UK crime intelligence platform driving digital transformation in crime management. He leads the company's business development with Police forces, business crime partnerships and national retailers, delivering innovative cloud-based tools such as 'direct-to-police' reporting, DEMS and digital MG11 witness statements. These solutions have



streamlined processes, enhanced intelligence sharing, and improved operational efficiency.

Chris holds a Master's in Screen Media Culture and a Bachelor's in Public Relations from Leeds Business School. His career spans digital marketing, software solutions and strategic partnerships with the BBC, the London 2012 Olympics and leading creative agencies.

# FIONA RIMMER Incident Prevention Manager Tesco

Fiona is an Incident Prevention Manager with over 18 years of retail management experience, specialising in retail crime prevention and risk management. She supports stores across all formats from Express to Extra across Scotland to ensure safe, secure and compliant operations. She works closely with Police Scotland, local councils, Business Improvement Districts (BIDs) and other partner agencies to tackle retail crime and antisocial behaviour. She is passionate about reducing incidents, protecting colleagues and customers and driving a strong culture of safety across the business.



**SPEAKERS SPEAKERS** 

### **BRENDAN MUSGROVE**

Brendan Musgrove is a senior security leader with extensive experience in retail and commercial guarding operations. Currently serving as Chief Operating Officer for ASEL, he has also held leadership roles in several other large-scale security providers, giving a deep and well-rounded knowledge of the sector.



Passionate about keeping the end customer safe and reducing losses, Brendan drives high performing teams through training, development and empowerment with a current focus on reducing anti-social behaviour.

In addition to his employment, Brendan is also a board member of Retailers Against Crime where he helps shape strategy, particularly in respect of commercial aspects.

### ROSIE BARRON Account Director

An experienced security professional with over 12 years dedicated to working in the Private Security Industry, Rosie is a proactive and energetic account lead who fortifies her portfolio with continued personal development within Data Protection and Information Governance and advanced training for security officers; widening their development within the industry and likewise adding to the value they bring to their customers. Rosie hails from an intelligence-led



security background and played a pivotal role in the development and mobilisation of our Roaming Model across the UK, bringing to the table a wealth of experience in partnership and collaborative approaches across the security guarding sector and a strong focus on crime reduction and customer relationships.

### SHARON DOWEY

Sharon Dowey is a Scottish Conservative MSP for the South Scotland Region. She grew up in Maybole and has lived and worked in Ayrshire all her life. Before being elected in 2021, Sharon was a Senior Manager for WM Morrison Supermarkets, having spent over 30 years in the retail sector.



She is married with three grown up children, and lives in Ayr.



#### STUART TOOGOOD

Constable West Midlands Police

Stuart is a West Midlands Police Officer with almost 30 vears' service.

In 2018 he created what is now known as the Offending to Recovery Programme (O2R) which targets prolific retail offenders in addiction and offers them a meaning recovery pathway. The programme has saved lives, prevented millions of pounds of retail crime and safeguarded shop workers.



O2R has since expanded across the other WM regions and has gained national attention for its simple but effective approach, also gaining national media attention.

Stuart is the proud recipient of several national awards including a Princes Trust Award presented by HRH Prince Charles, the Howard League for Penal Reform award, Retail Risk Rehabilitation award and a WMP OPCC award for his work on O2R.

## STEPHANIE BERTRAM Detective Sergeant Police Scotland

Stephanie is an accomplished law enforcement professional with over 16 years of experience, including five years as a Detective Sergeant specialising in serious and complex investigations within the CID and Public Protection Departments.

do" attitude by being a visible leader, leading from the front

and ensuring she considers the welfare, views and opinions of her staff, the organisation, and external partners. Prior to her role in Op Dynos, Stephanie completed her Acting Detective Inspector role within Lanarkshire CID, leading complex major incidents and homicide investigations, whilst continuously reviewing information, prioritising actions, engaging with partners and assessing threat, risk, and harm in her local community.

With a positive mindset and approach to her role with a "can

### KATIE O'NEILL

Katie leads national learning programmes that strengthen cyber resilience and digital capability across public and private sectors. Previously, Katie led cyber and digital forensics training at Police Scotland, designing and delivering specialist programmes to equip officers with the skills to investigate cybercrime and analyse digital evidence. She is passionate about empowering people through education and building Scotland's resilience to evolving cyber threats.



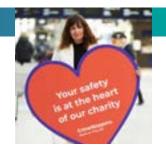


SPEAKERS EXHIBITORS

### ANGELA PARKER National Manager Scotland Crimestoppers

Angela Parker is the National Manager for Crimestoppers in Scotland and joined the charity in 2014. She previously held management positions with children's and disability charities.

Crimestoppers work in partnership with Police Scotland, the Scottish Government and a broad range of stakeholders and volunteers to raise awareness of Crimestoppers' unique guarantee of anonymity in encouraging communities to speak



up about crime in communities. Last year, the charity achieved a record number of calls and contacts – over 18,000 resulting in 350 arrest and charges – four with murder and seized over £6.5 million in the street value of drugs.

### SOPHIE JORDAN NABCP

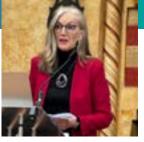
Sophie leads the National Association of Business Crime Partnerships (NABCP), championing the vital role of BCRPs across towns and cities throughout the UK. She advocates for greater recognition of their wide-ranging and complex remit in tackling business crime and enhancing community safety. Providing strategic guidance and operational support to BCRP and BID Crime Managers, Sophie shares best practice, policy



frameworks, and sector insights to strengthen local delivery. She represents the views of the sector at national level, working closely with key partners including the Police, Home Office, business leaders, and private security firms. A tireless advocate for the sector, Sophie leads national efforts to raise the profile of BCRPs and BIDs, encouraging greater engagement and collaboration from all stakeholders to support safer business communities.

# MAXINE FRASER Managing Director Retailers Against Crime

Since joining Retailers Against Crime (RAC) in 1998, Maxine has led the organisation's growth into one of the UK's most respected partnerships. She oversees RAC's operations, working collaboratively with retailers, Police and partner agencies to disrupt retail crime through intelligence sharing, prevention and education. She has championed education initiatives ranging from member training to



school programmes, aimed at raising awareness and deterring youth involvement in crime. Under her leadership RAC has embraced data-driven approaches, namely the SentrySIS platform, enabling real-time intelligence sharing and the identification of prolific offenders and organised crime groups.

Beyond enforcement, Maxine is deeply committed to reshaping public understanding of retail crime, advocating for prevention, awareness and most important, protecting retail workers.

#### **ABLOY**



At ABLOY UK, we believe every retail space deserves trust, safety and seamless access. We specialise in premium locking and access solutions designed for shops, retail parks and high-street chains, combining mechanical reliability with cutting-edge digital control. Working closely with retailers, we deliver systems that meet compliance, sustainability and operational needs. From electric locks and keyless access to fully integrated security management, our solutions evolve with the industry.

ABLOY helps retailers protect assets, streamline operations and create welcoming, trustworthy spaces where safety and efficiency go hand in hand.

Visit abloy.com/gb/en

#### **APEX RADIO SYSTEMS**



Apex Radio Systems is a leading Two-Way Radio and Body-Worn Camera supplier, specialising in the sale and hire of communication equipment, supporting BIDs and local authorities with radio link

schemes across the UK. Located in the North East, with offices in Cardiff and Teesside, we support businesses by helping to enhance operations, reduce costs and improve efficiency with communication solutions.

Our equipment includes Licenced, Licenced-free, Cellular/LTE, Desktop, BWCs, all from the leading manufacturers such as Motorola, Hytera, Icom, Sepura and many more. We support all industries, appreciate that no two business requirements are the same and adapt product offerings to suit your needs.

Visit apexradio.com

#### **ASEL**



ASEL design, develop and deliver fully bespoke and integrated security solutions, bringing together people, technology and processes to achieve results-driven outcomes. Our business is underpinned by our risk advisory practice, which utilises data and insight to identify and mitigate risk, inform strategy, prevent crime and reduce cost.

We benefit from the cumulative experience and history of our founding companies, affording us command and control over transformational methodologies, innovative technologies and operational excellence.

ASEL is part of the Argenbright Holdings Group, a privately owned \$2.1bn organisation with decades of experience in aviation services, facilities management, BPO and technology and a heritage in security services across the USA and Europe.

Visit asel.co.uk

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#### **ASSIST SECURITY GROUP**



Assist Security Group (ASG) has a legacy of over 30 years delivering tailored expert led security solutions to meet the unique needs of every client.

Our team of experienced security professionals provide a risk and intelligence-led security solution, which ensures the protection of our clients' assets, buildings, brand, people and profit. By understanding the environment that our clients operate in we can forecast emerging threats, control risk and offer managed solutions.

ASG ensure your security and peace of mind through a fully inclusive professional security service that includes physical security, intelligence and investigations, specialised training and comprehensive risk management.

Visit assistsecurity.co.uk

#### **BAUWATCH**



BauWatch is the UK & Europe's leading provider of mobile security solutions. With over 15 years of experience, a presence in 11 countries and more than 44,000 successfully completed projects, we know what matters.

Our Al-supported video surveillance brings technology and people together – for smart strategies against theft and vandalism. With over 12,000 active assets, our own service teams, certified alarm response centres and solutions for site security, we provide reliable all-round protection – 24/7.

Visit bauwatch.com

#### **DORMAKABA**



dormakaba SAL is the global market leader offering a range of safe and secure / stock cabinet locks for retailers designed to provide maximum security for staff, cash and valuables whilst providing features and functions to enhance security process and operational use. Our lock solutions offer features such as time delay, time lock, dual user opening and full audit to deter not just third-party risk but also from internal pilferage.

dormakaba SAL has a 145-year history and is proud to be built on brands such as Kaba, Mas Hamilton, Mauer and Lagard, while delivering next gen solution APEXX.

Visit dormakaba.co.uk

### **ENTELEC**



Entelec's PSIM solution, Sky-Walker, empowers retailers to create safer, smarter, and more efficient stores. By seamlessly integrating security, video, and operational systems, Sky-Walker delivers real-time situational awareness that helps prevent violence, protect staff, and detect fraud and theft with precision. Our intelligent technology simplifies complex retail environments, streamlining operations and processes to enhance both safety and efficiency. Trusted by leading retailers, Entelec's Sky-Walker transforms fragmented systems into unified intelligence – so you can see what's happening in your store, take swift action, and build a safer shopping experience for staff and customers alike.

Visit entelec.eu

### **FACEWATCH**



Facewatch is the UK's leading facial recognition security provider, empowering retailers to proactively prevent crime. Its cloud-based system alerts staff the moment a known offender enters the premises, enabling swift, non-confrontational action. With over 10,000 alerts sent weekly and a shared national database, Facewatch helps reduce theft, violence and antisocial behaviour across retail environments.

Trusted by major chains and independent stores alike, it's a legally compliant, privacy-conscious solution that protects staff, customers and assets making it a vital tool in the fight against retail crime.

Visit facewatch.co.uk

### **GATEKEEPER**



Gatekeeper Systems® delivers innovative loss prevention solutions for retailers worldwide. Since 1998, our patented technologies have enhanced safety, reduced shrinkage, and improved operational efficiency for our customers. Our intelligent trolley solutions provide real-time insights into trolley and theft behaviours, helping retailers boost profits and protect assets. Through our UK GDPR Compliant FaceFirst Facial Recognition software, we offer real-time threat detection, advanced analytics, and privacy-conscious security to create safer retail environments.

Trusted across sectors - from retail and hospitality to logistics - Gatekeeper Systems remains committed to delivering quality, service, and innovation tailored to the evolving needs of businesses.

Visit gatekeepersystems.com

**EXHIBITORS** 

#### LODGE SECURITY



Lodge Security is the UK's longest-standing family-owned security specialist, delivering intelligent, integrated solutions

across retail and corporate sectors. With over 100 years' experience, we blend trusted expertise with cutting-edge technology, managed through our state-of-the-art Global Security Operations Centre (GSOC). Our services include loss prevention, elite guarding, investigations and tailored tech integration. We invest in innovation, forge strategic partnerships and focus on cost-effective, dataled security strategies.

Whether safeguarding retail environments or corporate assets, Lodge Security is a trusted partner committed to protection, compliance and measurable value. We don't just secure – we empower resilience.

Visit lodgeservice.com

#### **LOOMIS**



Our secure logistics systems, efficient cash management services and international solutions are tailored to meet the needs of financial institutions and retailers, and we believe it is our role to support central banks to ensure that payment flows are functioning in the markets we operate.

Visit loomis.co.uk

### **PINNACLE RESPONSE**



Pinnacle Response, based in Belfast, manufactures premium body-worn video cameras trusted across the UK and globally.

Serving sectors from healthcare and transport to security and education, the company designs robust, user-friendly devices delivering exceptional HD audio-visual quality. The PR8 model offers 4G live streaming, uploading, and push-to-talk, while the PR7, PR7 Mini, and Mini+ remain a benchmark for durability and ease of use. All cameras integrate with the secure Digital Evidence Management System (DEMS) for reliable storage and sharing.

Trusted at thousands of sites worldwide, Pinnacle Response helps organisations protect staff, reassure the public, and enhance transparency and accountability.

Visit pinnacleresponse.com

### **RETAIL CRIME TASKFORCE**



The Retail Crime Taskforce is a dedicated unit within Police Scotland which has been created to address the rise in retail crime. The Taskforce tackles retail crime through prevention, enforcement, and partnership collaboration. Using a strategy of Prepare, Prevent, Protect and Pursue, the Taskforce target repeat and organised offenders, support retailers in improving security and strengthening evidence gathering and reporting. The Taskforce work closely with key stakeholders, such as Retailers Against Crime, to share intelligence and coordinate action. The key aim of the Retail Crime Taskforce is to make Scotland's retail environments safer for businesses, staff and communities.

#### SAI



SAI Group uses advanced computer vision and AI to help retailers fight theft, protect colleagues, and create safer, more efficient stores. Our VisualAI platform automatically detects suspicious behaviour, aggression, and self-checkout misuse in real time, enabling rapid response and evidence sharing between stores. From deterring Organised Retail Crime to improving everyday safety and service, SAI turns ordinary CCTV into intelligent insight. With deployments across the UK, Europe, and North America, we're helping leading retailers reduce losses, support staff, and strengthen communities. At SAI, we believe safer stores mean stronger businesses — and smarter ways to protect people, products, and profits.

Visit saigroups.com

### **SELECTADNA**



SelectaDNA provides advanced forensic marking technology that helps retailers protect stock, empower staff and create safer shopping environments. Each application uses a unique synthetic DNA code, enabling Police to irrefutably link offenders and stolen property to a specific retail environment. Proven to deter both internal and external theft, SelectaDNA strengthens investigations by providing actionable intelligence for law enforcement. Trusted by major retail chains and supported by Police across the UK, SelectaDNA is a powerful tool in reducing losses and preventing crime.

Visit selectamark.co.uk

#### **SENTRYSIS**



SentrySIS is a UK-based crime management platform that empowers Police forces, crime partnerships and business crime reduction schemes with real-time intelligence, streamlined reporting and secure data sharing. Designed for use by Police constabularies, business improvement districts and crime partnerships, SentrySIS enables rapid submission of digital evidence packs directly to the Police, supports joint analysis of offenders, vehicles and incident trends, and enhances collaboration between public- and private-sector stakeholders. Through its tools, crime partnerships gain tailored access to incident data, profiling and alerts, enabling them to proactively disrupt crime, support policing efforts and protect communities.

Visit sentrysis.com

#### **SECURITY INDUSTRY AUTHORITY**



The Security Industry Authority was established under the Private Security Industry Act 2001 to contribute to public protection by setting and improving standards in the regulated private security industry. The Act covers England, Wales, Scotland and Northern Ireland and the following activities:

- cash and valuables in transit
- close protection
- door supervision
- public space surveillance (CCTV)
- security guarding
- key holding
- vehicle immobilisation (in Northern Ireland only).

We support the Home Office priorities of reducing terrorism, preventing and tackling crime and ensuring people feel safe in their homes and communities.

Visit gov.uk/government/organisations/security-industry-authority

#### **TSS**





Over time we've diversified our business and taken an innovative, intelligence-led and original approach to meeting our customers' needs. We are a national provider of security services working in partnership with a range of customers, from blue chip to smaller organisations, and we always deliver quality and a customer-focused approach.

Visit totalsecurity.co.uk

#### TRADING STANDARDS



The Society of Chief Officers of Trading Standards in Scotland is a charitable organisation of professional trading standards managers representing every Scottish local authority trading standards service. The Society liaises with local council colleagues across the UK and engages with government and others around the operation of the consumer protection landscape, providing leadership and consistency to Scotland's 31 trading standards teams. We aim to educate, coordinate, and support. SCOTSS also maintains the Approved Trader database which is an online portal to all of Scotland's trading standards operated assured trader schemes.

Visit tsscot.co.uk



Retailers Against Crime (RAC) is a not-for-profit retail crime partnership committed to detecting and preventing crime including acts of violence through the secure sharing of information with our members and partners.

At the heart of our work is a genuine commitment to protecting people. We care about creating safer environments for retail staff, customers and wider community.

Our core mission is to:

- Reduce opportunities for crime and anti-social behaviour to occur.
- Forewarn staff of potential incidents involving physical or verbal abuse, supporting their personal safety and wellbeing.
- Decrease crime levels to protect retail workers and the public.
- Prevent losses through effective information sharing and crime awareness training.

We believe that strong partnerships are essential to achieving safer communities. We work closely with Police forces across the UK, sharing relevant intelligence and representing our members on national and regional forums. This collaborative approach ensures consistent communication, a shared understanding of emerging threats and the exchange of best practice across the industry.

RAC is at the forefront of identifying and providing intelligence on recidivist offenders and organised crime groups, many of whom are involved in wider criminal activity. Our specialised team analyse all reported incidents to identify patterns, associates and targeted areas, enabling us to alert members quickly and support efforts to detect, disrupt and prevent crime.

Alongside this, we are committed to supporting safer futures. Through our community workshops and educational programmes, we help young people understand the consequences of crime while promoting positive choices and personal development.

At RAC, we care. We listen. We work in partnership to keep retail environments safe - today and for the future.



#### **Retailers Against Crime CIC**

Tel: 01786 471451 www.retailersagainstcrime.org

in www.linkedin.com/company/retailers-against-crime

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