

WEDNESDAY APRIL 27 | 9:00 - 10:00 AM



# REDMOND SMALL BUSINESS CRIME & FRAUD PREVENTION WEBINAR

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Redmond Police Department

Safety, Security and Fraud Prevention Tips for Redmond Small Businesses

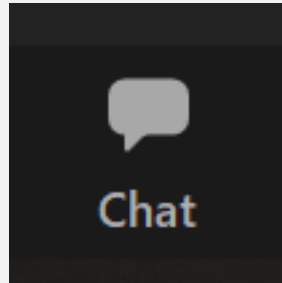
**OUR WEBINAR WILL BEGIN SHORTLY**

Redmond  
Small Business  
Crime & Fraud  
Prevention  
Webinar

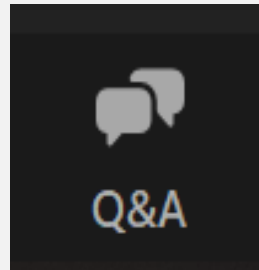
**KRISTINA  
HUDSON**  
CEO  
OneRedmond



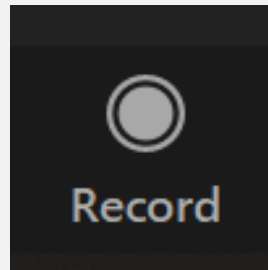
# Redmond Small Business Crime & Fraud Prevention Webinar



Need help during the webinar?  
Use the **Chat Box**



Questions for the Speakers?  
Use the **Q&A Box**



The **Recording** will be available  
following the webinar



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Safety, Security and Fraud Prevention Tips for Redmond Small Businesses

## SPEAKERS



### **Sgt. AnnMarie Fein**

Community Engagement Sergeant  
Redmond Police Department



### **Nicole Perry**

Crime Analyst, Greater Puget Sound  
Financial Fraud and ID Theft Task Force  
Redmond Police Department

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**Sgt. AnnMarie Fein**

*Community Engagement  
Sergeant*

Redmond Police Department



# SMALL BUSINESS CRIME PREVENTION

April 27, 2022

AnnMarie Fein, Community Engagement Sergeant



# CRIMES SMALL BUSINESSES EXPERIENCE



## Shoplifting - Theft

Stealing goods from inside the business while open and staff is in attendance.



## Commercial Burglary

Entering a business when it is closed to the public and unoccupied with intent to steal or do damage.



## Robbery

Taking property against the will of another or by threatened use of violence or fear of injury to self or property.



# SHOPLIFTING AND THEFT

Thefts from inside commercial locations is a common crime but often may be unreported.

- Over 400 Shoplifts reported in 2021 - Most occur 4-8pm.

Staff is typically the first to notice this crime

- We recommend alerting a co-worker to your suspicion.
- Call 9-1-1 before approaching the subject or delegate this role.
- Do not approach the subject if you are alone at the business.
- Let It Go – we are seeing increased levels of weapons carried and displayed by subjects. This leads to an unpredictable outcome.
- Make sure staff knows that you put People Above Product.



# SHOPLIFTING AND THEFT

Organized Retail Theft-Recent incidents of group access into a store to steal high priced merchandise.

- Limit inventory on the floor of targeted items.
- Place high value items close to the register or behind counters.
- If items have serial numbers or another form of identification-keep a comprehensive inventory list.

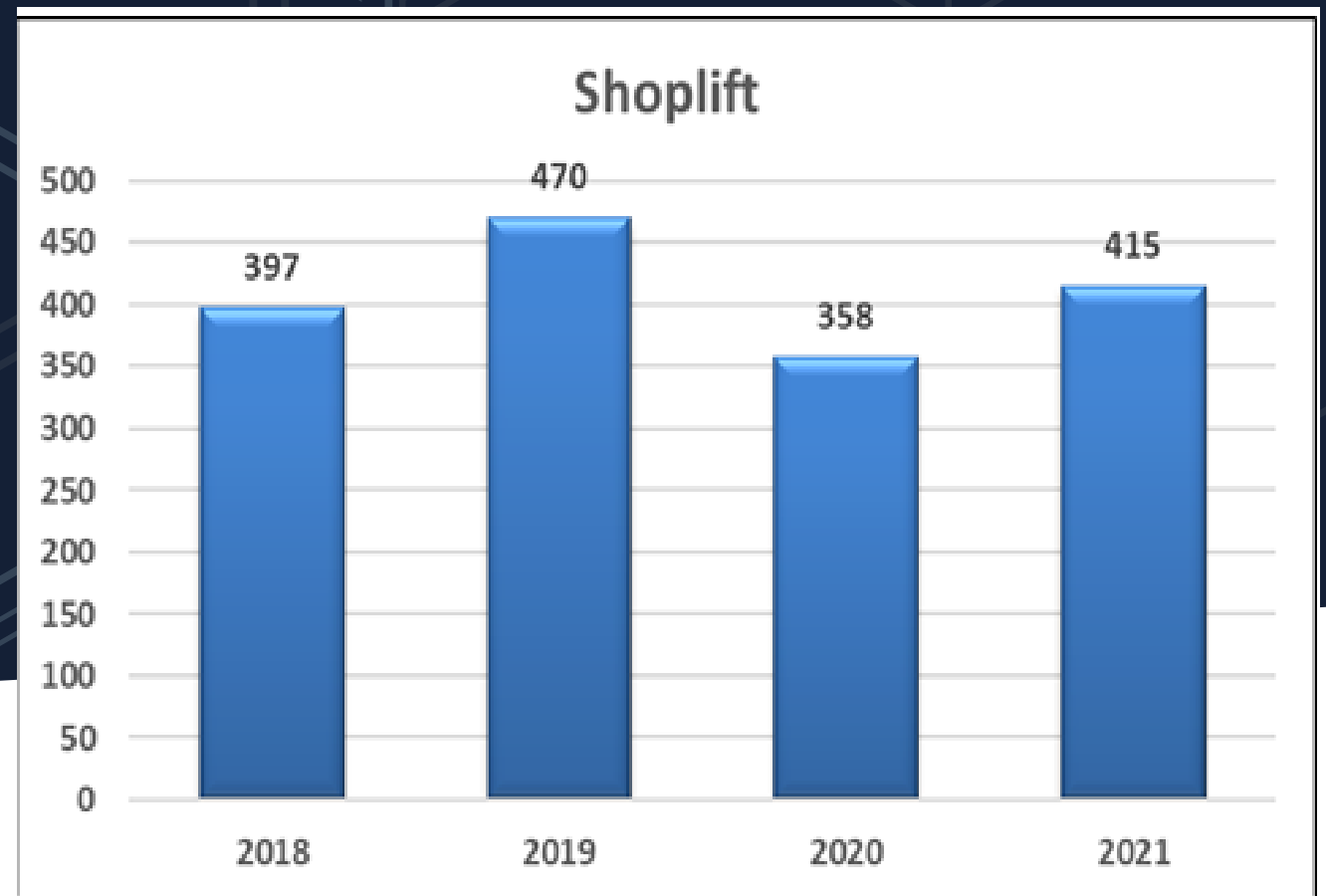
Theft of Employee Purses, Devices, etc.

- Warn employees of leaving their belongings unattended at desks or behind counters.
- Distraction methods will be used by 'shoppers.'
- Provide a locked drawer for personal belongings.
- Breakroom security and rear door access.



# SHOPLIFTING STATISTICS

- FIRST QUARTER 2022 - 128
- ON THIS TRACK THE 2022 RATE  
WILL BE OVER 500



# ROBBERY

Any theft can become a Robbery if the subject is willing to use force or threaten to harm you.

- Year to date 19 Robberies, previous two-year average was 2

Businesses with large amounts of cash on hand will always be targeted.

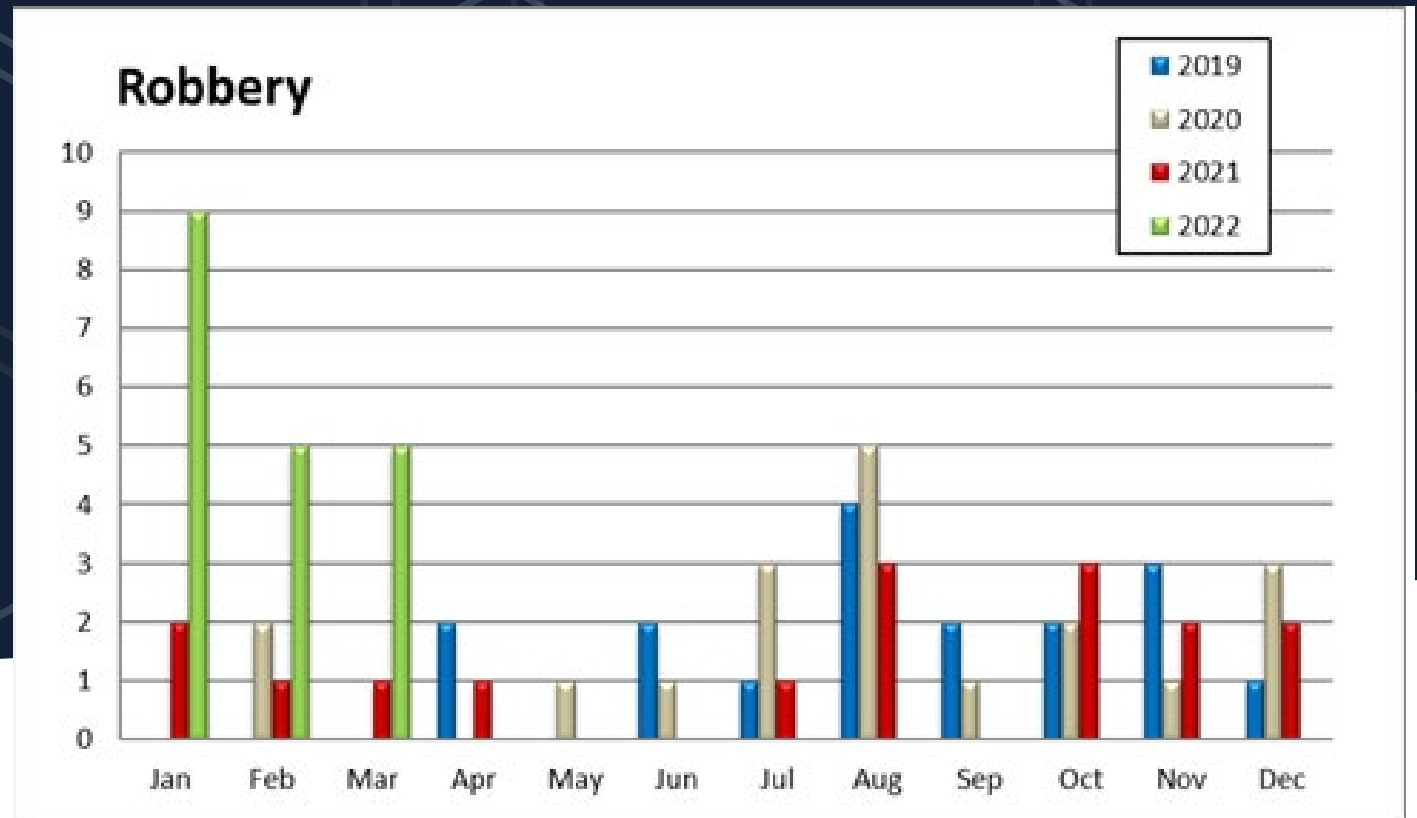
Opening and closing times will always be times with increased opportunity.

- Can workers do this safely if they are alone?
- Vary the times you arrive and leave.
- Employees can park together to make leaving the business safer.



# ROBBERY STATISTICS

- FIRST QUARTER 2022 - 19
- SEVEN OF THESE WERE DURING A SHOPLIFTING INCIDENT





# COMMERCIAL BURGLARY

Methods of Entry are typically defeated locks, broken windows or unsecured doors.

- **EXTERIOR DETERENTS:**
  - Obvious Cameras
  - Adequate Lighting (motion lighting)
  - Clear line of sight to the roadway and/or parking lots
- **POINT OF ENTRY:**
  - Strong Locks-Time to update copied keys for a key card or code entry system
  - Glass doors can be reinforced with protective film or changed to plexiglass
  - Glass Break Alarms
- **INTERIOR DETERENTS:**
  - Obvious Cameras
  - AUDIBLE Alarms for Motion, Open Doors & Glass Break

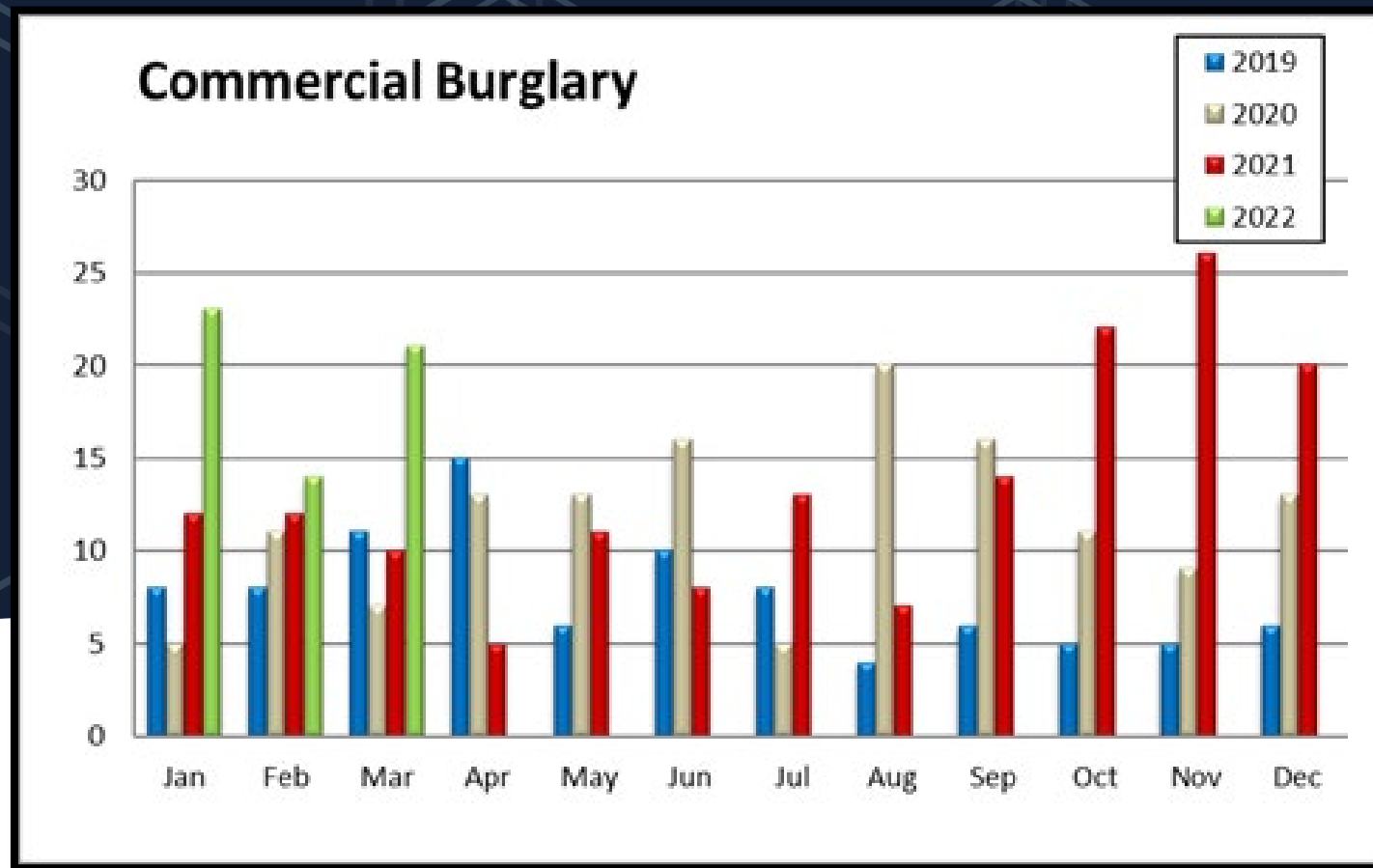
Always keep in mind what you will do after an unfortunate employee separation.

Will you have a missing key? Or can you cancel their entry code?



# COMMERCIAL BURGLARY STATISTICS

- MOST COMMON IN THE CENTRAL OR GRASSLAWN DISTRICT
- OCCUR ON WEEKENDS/HOLIDAYS



# ALARM SYSTEMS

## CLOUD BASED-

Installed and controlled by the business

- Ability to remotely log on at anytime to observe
- Check opening/closing, etc.
- Motion alerts and Alarms will go directly to your phone or tablet
- Difficult to verify the alert/alarm
- Lacking audible alarm option

## PROFESSIONALLY MONITORED-

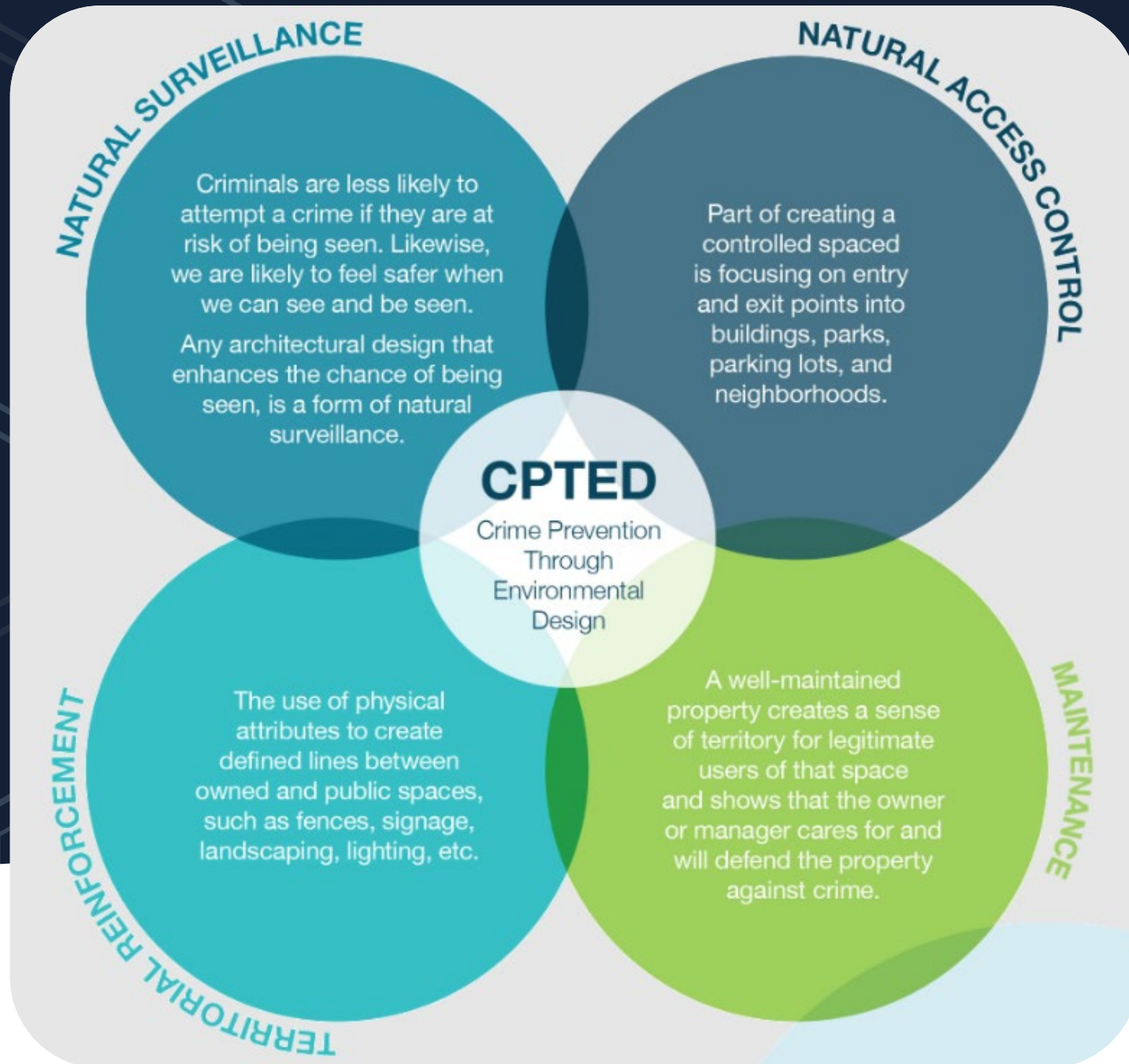
Privately controlled

- Higher Price to install and monitor
- False Alarms and employee issues
- Alarm Verification can be easier & make police response quicker
- Better camera and alert coverage
- Audible alarm options



# CPTED TIPS

Criminal Acts can be discouraged in public spaces when we encourage activities in those spaces by Residents, visitors, and other legitimate users.



# Landscape Design

Consider the landscaping around your business & in parking lots to deter criminals from targeting you. The use of planter boxes or bollards can not only protect those seated in front of a business but also provide a more difficult entry/exit point for criminals.

01

## LIGHTING

Ample lighting is an obvious way to detour a possible intruder from choosing your yard as a target.



## FENCING

Instead of tall slatted wooden fences the use of wrought iron or a lower picket fence is suggested.

02

03

## HEDGES

Hedges should be kept below the height of 2 feet as to not provide a hiding spot for a possible intruder.



## TREES

Tree branches should always be trimmed to not hang below 8 feet as to not provide hiding for a lurking intruder.

04

05

## SPIKES/THORNS

Installing plants with spikes or thorns near the windows of the home is a good deterrence for a possible intruder.



## DEBRIS

Regular lawn maintenance is important to keep the yard clear of debris a possible intruder can use to break a window.

06



# TRESPASSING OR LOITERING

If an individual remains at your property unlawfully, creates a disturbance or a hazard, or is not a patron of your business:

You have the right to ask them to move along AND not to return.

If you feel unsafe doing this or have already asked in the past, please call 9-1-1 and request police assistance. Redmond Police will respond and explain to the subject that they are trespassed from an area for the period of one year. We will keep this record in our computer system & can arrest the subject if they return.

Subjects can be trespassed from common areas of apartment complexes or large areas owned by a single person or company.



# TRESPASSING OR LOITERING – SAMPLE SIGN

[NAME OF PROPERTY]

[NAME OF PROPERTY MANAGEMENT]

## CONDITIONS OF ENTRY

This is private property. This property is reserved for the use of our tenants and their patrons or customers only. Any person not conducting authorized business within this complex is considered to be trespassing. Any person engaging in Prohibited Conduct noted below will be considered trespassing.

## PROHIBITED CONDUCT

TRESPASSING

SOLICITING

PANHANDLING

SKATEBOARDING

ENTRY AFTER HOURS

VIOLATIONS OF LAW

LOITERING

LITTERING

LOUD MUSIC

LOUD NOISE

DISTURBING PATRONS

PUBLIC CONSUMPTION OF ALCOHOL

PUBLIC CONSUMPTION OF MARIJUANA

PUBLIC VAPING

PUBLIC ACCESS TO SERVICE AREAS

DISTRIBUTION OF PRINTED MATERIALS

## ENFORCEMENT OF TRESPASS LAW

Violators of any of the above conditions may subject the violator to arrest or citation and subsequent criminal prosecution for criminal trespass or burglary pursuant to “RMC 9.36.040-Trespass and Related Crimes” and “RCW 9A.52-Burglary and Trespass.” We have filed a letter with the Redmond Police Department authorizing officers to take appropriate enforcement action if they observe any of the above violations or any criminal activity.



# THANK YOU

Any Questions?

Sgt. AnnMarie Fein [afein@redmond.gov](mailto:afein@redmond.gov) (425)556-2582



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**Nicole Perry**

*Crime Analyst*

*Greater Puget Sound Financial*

*Fraud and ID Theft Task Force*

Redmond Police Department





# **Scam Awareness: Small Business**

April 27, 2022

Crime Analyst Nicole Perry  
Redmond Police Department





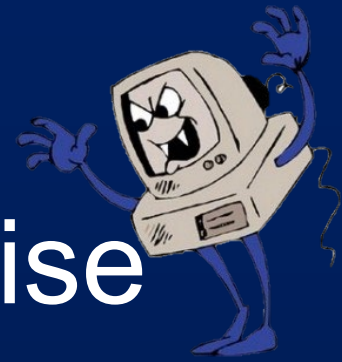
Business  
Email  
Compromise

Imposter  
Scams



# Common Scams

## Business Email Compromise



- Employee's email account is compromised
- Request sent to internal coworkers with access to transfer funds leading to large losses to the business
- Variation: compromised account sends requests to internal coworkers asking for lists of employee information and/or W2 information
- Variation: compromised account sends request to divert the victim employee's payroll



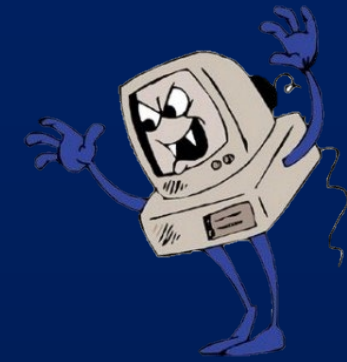
# Common Scams

## Imposter/Extortion Scams

- Multiple variations/stories told to the victim with the common theme of instructions to the victim to pay the scammer.
- Suspects pose as government officials (Police, Immigration, IRS, etc.), utility company personnel (PSE, Seattle City Light)
- Victim is threatened with arrest, loss of services, or other consequences unless they pay



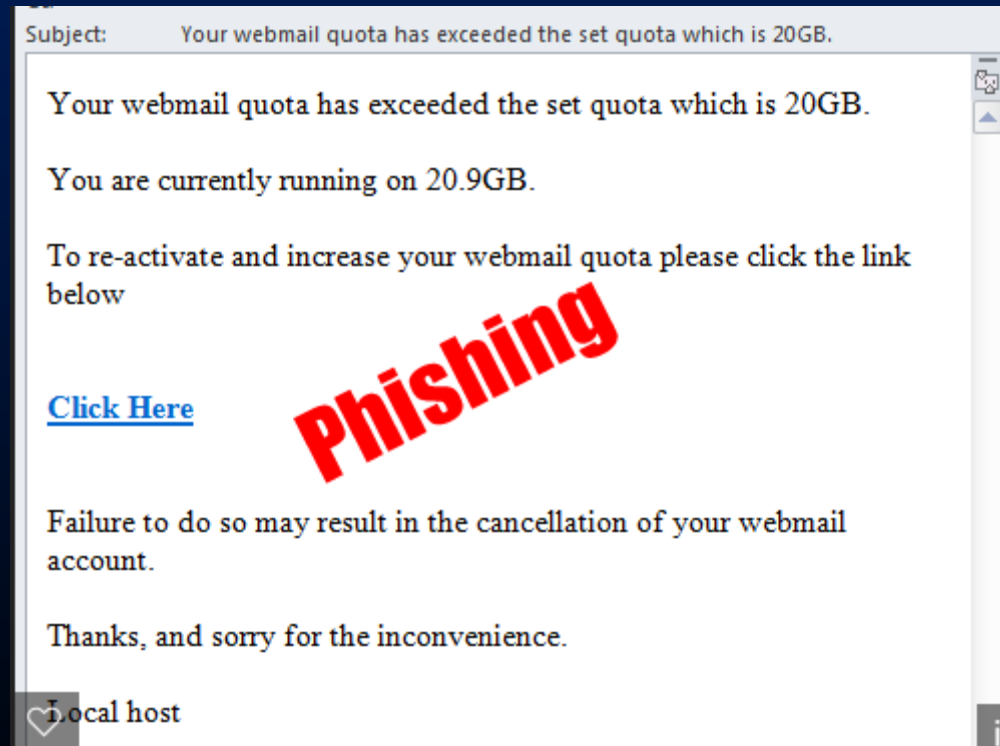
# Scam Prevention: Training



- Train employees to know the signs of a phishing attempt (email, text, phone call) to prevent unauthorized access
- Implement checks and balances or 2-factor authentication (voice confirmation) for high-risk requests like changing payment information or distributing personal info



# Compromised Information: Phishing





# Prevention Tips: Warning Signs of a Scam

- Government agencies will NEVER demand payment to avoid enforcement action (arrest, fine, deportation).
- Pushy/aggressive “customer service” representatives

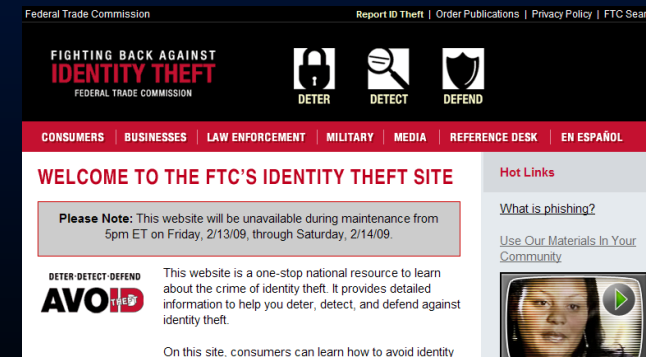
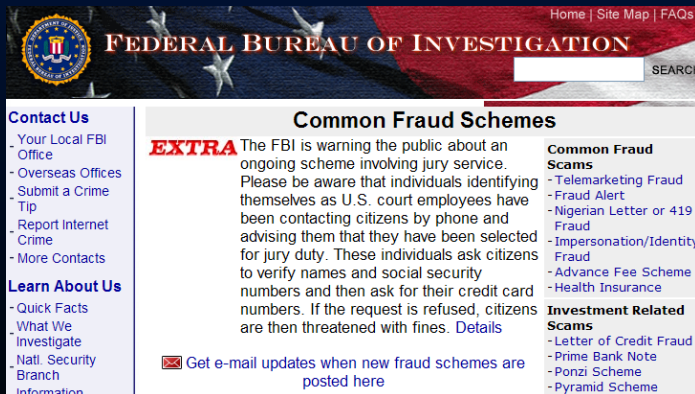






# Prevention Tips: Education on Scams

- Help customers and members identify scams before they fall victim!
  - [www.fbi.gov](http://www.fbi.gov) – sign up for email updates from the FBI website when new schemes are posted
  - [www.snopes.com](http://www.snopes.com)
  - [www.idtheftcenter.org](http://www.idtheftcenter.org)
  - [AARP Fraud Watch Network](http://www.aarp.org/fraudwatch)





# Victim Resources: Scams

- File a police report with local law enforcement.
- If money was wired, call the wire transfer service to see if it has been picked up yet. If not, they may be able to cancel the transaction. Law Enforcement can assist with contacting the wire transfer service.
  - MoneyGram: 1-800-666-3947
  - Western Union: 1-800-448-1492
  - Green Dot: 1-866-795-7597
- File a complaint with the Federal Trade Commission (FTC): [www.ftc.gov](http://www.ftc.gov) or 1-877-382-4357
- File a complaint with the WA Attorney General's Office: [www.atg.wa.gov](http://www.atg.wa.gov) or 1-800-551-4636





# Thank You!

## Contact Information:

Crime Analyst Nicole Perry

425-556-2666 | [nperry@redmond.gov](mailto:nperry@redmond.gov)

To report a crime:

9-1-1 for in-progress events

425-556-2500 non-emergency Dispatch

## Q & A



### **Sgt. AnnMarie Fein**

Community Engagement Sergeant  
Redmond Police Department

[afein@redmond.gov](mailto:afein@redmond.gov)

(425) 556-2582



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**THANK YOU FOR JOINING US!**