



P L A Y I N G

S A

SAFERGEMS UPDATE

During 2017 the SaferGems initiative:

- Recorded 665 reports of crimes and suspicious incidents
- Linked 255 crimes and suspicious incidents
- Circulated 226 alerts to the industry
- Provided over 120 analytical reports to police
- Assisted police with at least 10 arrests/convictions
- Identified over 30 criminals for UK/Europe police
- Estimated 150 crimes prevented

Fraud remains the biggest threat – over 220 reports during 2017... and that's the ones we know about (132 reports in 2016).

Most fraud activity involved criminals attempting to obtain goods (mostly watches) using swipe or prepaid/preloaded Citibank or Vanilla cards.

This prepaid payment method is used by criminals to launder 'dirty' money.

Always contact your bank if you have any suspicions over a high value transaction or customer.

Thanks to the successful relationship between UK police forces and SaferGems, many fraudsters have been identified and disrupted by police.

2017 saw a small increase in the number of robberies/smash & grab raids. 79 recorded – approximately £7.9m worth of goods stolen. High-end watches remain the most sought-after items – approximately £5.5m stolen.

To date (27.03.18) we have recorded 20 robberies/smash & grab raids with around £3.2m worth of goods stolen, £2.1m of which was prestige watches. This compares to 18 robberies/smash & grab raids, with approx. £866,000 worth of goods stolen, during the first three months of 2017.

Members must remain alert for gangs of Eastern European men and women who remain a threat. SaferGems has recently recorded a small spike in offences across the UK. Be extremely vigilant if anyone enters your store in open possession of large quantities of cash – a common method used by distraction/sleight of hand offenders.

On most occasions the culprit(s) request items to be boxed/gift wrapped, then use sleight of hand to pick the goods out of their boxes. They will then state they have insufficient funds and leave the store, saying they will return.

Always check the boxes before the 'customer' leaves your store to ensure the items are still where they should be. Some will also substitute items for fakes.

SIMON WILSON, STONEHAWK

"Main criminal trends include the increase in size of the criminal teams, the escalation in violence used, more weaponry carried, and the fact that the criminals are entering the showrooms.

"Jewellers have invested considerably in many excellent security products, but as rewards remain so high, criminals are prepared to take even higher risks. The domination tactic of having higher numbers of criminals storming a showroom, overpowers and controls the staff and security... often each criminal having a specific task in the smash and grab. We often see some of the gang standing outside the showroom, wielding serious weapons to prevent bystanders interfering, while others commission the theft inside.

"Criminals have been driven inside the showrooms to 'get at' the stock. Previously the windows have been weak, and the criminal would simply smash the glass, reach in and get the stock (an 'external' smash and grab). Now that the criminals are entering the showroom more, they're face-to-face with staff and security. To address this they're prepared to increase their number and carry serious weapons to intimidate staff to comply.

"The StoneHawk course – delivered at the retailer's location and taking just four hours – empowers staff to be stronger, be much less of a 'target' by adopting better opening/closing and daily routines, and



Just ahead of the NAJ's Technology & Security Showcase, key players in the security world highlight criminal activity trends, offer advice and outline services aimed at tackling crime against the jewellery industry.



'target-harden' their showroom, causing the criminal to go elsewhere.

"During a recent presentation to Houlden Group members I calculated that based on reported smash and grabs in the first six weeks of this year, that with this level of criminal activity, there would be a 41 per cent increase in such crime nationally in 2018. We must all work together to reduce this, immediately.

"StoneHawk is working closely with police services and business crime initiatives nationally to help achieve a reduction. We want to empower the industry so that staff feel stronger, be less traumatised and the police have stronger scene forensics."

NEIL CHRISMAS, FOG BANDIT

"Since security fogging systems were first introduced, the criminal fraternity has evolved its reactions to such products. During the early years they would flee the moment a system activated, mainly because it aimed to deter the 'opportunist' burglar, usually targeting cigarettes in corner stores etc during out-of-business hours. As the success of fogging systems became more proven, their uses increased to protecting higher asset values.

"Today security fogging is used as a 'robbery' deterrent during working hours also, and its range of applications now includes protecting jewellery outlets, high

value fashion retailers, banks etc from smash and grab incidents. As the uses and applications have expanded, so has the type of criminal – from the opportunist thief to today's professional, highly organised, experienced individuals and gangs.

"Jewellers need an appreciation of the risks – an internal 'Robbery Reaction Plan' is paramount. Staff training in implementing, monitoring and maintaining the right security systems to ensure the safety of staff, customers and stock is crucial. Robberies on retail jewellers are pre-meditated, so it's hugely important to ensure robbery deterrents are maximised. Being positive and overt about security systems in place will maintain staff confidence and ensure that the store is perceived as a hardened target. Robbery is a crime against people and its effect on an individual can be long lasting.

"Confidence in the Fog Bandit, knowing it will work instantly when required, has helped empower staff to protect themselves and their businesses by creating an element of control in an otherwise control-less and shocking encounter. We applaud the staff during all of these incidents for acting promptly in initiating the system and forcing raiders to leave their shops in haste. We aim to communicate a clear deterrent message to criminals – targeting premises with a Fog Bandit system installed is a fruitless exercise and heightens the likelihood of them being caught.

"Designed for smaller environments, the new, more compact Bandit 240DB can be mounted in any orientation, whether wall, ceiling or low-level mounting. The new compact and self-change fog cartridges are disposable and eliminate the need and associated cost for the attendance of an engineer to replace.

PAUL CAMPBELL, MD, PROBE CONCIERGE & SECURITY SERVICES

Synonymous with the jewellery industry, Probe has provided manned guarding and security consultancy for almost 20 years, recently opening a keyholding division and CCTV and alarm installation service.

"Although the presence of one of our security guards is usually sufficient to deter the majority of criminals, they're becoming more hardened and brazen. In the last decade our presence has displaced offenders, forcing them to select alternative targets.

"Criminals don't just turn up and carry out a crime without at least some thought beforehand. It's everybody's responsibility to make it difficult. We have to demonstrate that we are alert and prepared. Not just the guard or the showroom manager – everybody."

"Being sloppy and lazy sends a message that you're an easy target. It isn't a case of being tense at all times, but of being careful and raising your awareness."



Top tips:

- Follow procedures correctly – make sure you know them
- React and report anything suspicious and trust your instincts
- Advise your colleagues appropriately of anything out of the ordinary
- Be discreet and observe confidentiality at all times
- Make sure that all your tools (alarms, PAs, CCTV) are in good working order
- Communicate with neighbours – they will look out for you
- Encourage visits from the police – they're a free deterrent

“This will help get the message across to prospective offenders that you and your colleagues are ‘switched on’ and difficult to handle. They may turn their attention elsewhere.”

CONCEPT SMOKE SCREEN

Introduced over four decades ago, Concept Smoke Screen has prevented the theft of many millions of pounds worth of goods and as crime has taken on new guises over the years, so Concept's systems have evolved to stay ahead. New innovations and features have included real-time IP monitoring and partnerships with forensic tagging providers. The first company to produce a fully portable, stand-alone generator (Rapid Deploy), it is currently the only company to fully integrate every aspect of its generators with Physical Security Information Management systems.

The Titanium range represents a paradigm shift in the way Smoke Screen generators operate. The new electronics pack allows it to assume the role of on-site detection and signalling, while still offering criminal-stopping power.

In its command and control ‘Iris’ mode, Titanium Smoke Screen can accept inputs from a number of detection devices and signal these securely to a remote monitoring centre using widely supported machine-to-machine protocols.

An operator can receive alerts of attacks from anywhere in the world and then take

immediate appropriate remedial action. Titanium generators can integrate with their own bespoke suite of command and control software (SmokeNet), or integrate with existing control room platforms. They can also act as traditional Smoke Screen generators and allow another device to take over the role of detection and signalling, while still offering full fault awareness and control over IP. This minimises the need to ‘rip and replace’.

HARRY CHENEVIX-TRENCH, OPERATIONS MANAGER, BLACKSTONE CONSULTANCY

“Jewellery is an ideal criminal currency – high value, easy to transport, hard to trace and readily saleable. Threats to jewellers range from the insider threat, to ‘smash and grab’ raids. Proposed security must therefore, be robust and flexible to cope with the variety of potential threats.

“Most jewellers, once closed, will remove stock from windows and shelving and place them in a safe. An effective burglary requires time, skill and, crucially, intelligence of the interior of the store. This can be provided by targeting the location, or the use of an inside party. A study conducted in 2015 by American academics showed that of 23 ‘mega-heists’, 65 per cent required the use of inside information to succeed.

“All of this is part of the intelligence gathering or ‘targeting phase’ for criminals that, if disrupted, can halt a robbery or burglary before it even starts. A key metric of this is producing a ‘displacement effect’. Professional criminals are keenly aware of security and may decide a location is too difficult if presented with the right set of obstacles. For example:

“Does the manager pay close attention to staff, vetting potential new candidates, making the placement of an insider difficult? Are staff attentive and aware of persons not only in the store, but on the street outside – vigilance can help disrupt the targeting phase. Criminals also notice if the CCTV uses out-of-date equipment or a modern video analytic camera that can parameterise and act as an alarm system.

FOGBANDIT

The world's most powerful burglary and robbery deterrent system



THIRTY NINE UK jewellery robberies foiled with ZERO failures!



SPEED & DENSITY

> Fog Bandit is the fastest security fogging system on the market

RELIABILITY

> Fog Bandit's reliable and proven approach is trusted by 1000's of UK Jewellers on a daily basis

ULTIMATE DETERRENT 24/7

> Criminals do not like Fog Bandit



FOR MORE INFORMATION CALL **0844 5577 870**

NEW website launched — see www.bandituk.co.uk

SaferGems

- **SaferGems** is a major initiative against crime in the jewellery, pawnbroking, antiques and fine arts trades
- **SaferGems** has links to all UK Police Forces
- **SaferGems** co-ordinates information and intelligence received from both industry and law enforcement agencies, circulating alerts and bulletins to members of the NAJ and T.H.March
- **SaferGems** ultimately helps prevent crime and assists police with the identification and conviction of criminals

Suspicious incidents and crime can be reported to SaferGems via:

Tel: 0845 272 7802

Email: intel@safergems.org.uk

Web: www.safergems.org.uk

Sponsored by the NAJ
and T.H.March



“Using 11.5 anti-bandit glass, which criminals have found presents some obstacle, can be defeated via the use of a ball bearing gun. Safes should, of course, be insurance-rated for their contents and, preferably, have additional advanced alarm systems, such as pro-sync. Access to the shop should also be considered; having even a basic intercom system or, better yet, an ‘airlock’ pair of doorways, allowing staff to screen clients and preventing a hostile group from bursting in.

“Blackstone Consultancy assists in protecting jewellers in both their physical locations and when assets are being moved. We’ve conducted in-depth security services to help companies cultivate the displacement effect, as well as providing manpower to aid in security solutions. Atmospherics and risks change season-to-season and we will even ‘surge’ manpower, at high risk time periods.”

SelectaDNA

A forensic DNA intruder spray is rapidly establishing itself as the deterrent of choice for jewellers to protect their stock and assets. SelectaDNA (which has no annual license fees) is being deployed by many stores across the UK, most recently in Manchester as part of a police operation to protect businesses including jewellery stores such as Pandora, Mays and Argenti.

The aim of the operation is to deter offenders from committing crime by utilising forensic marking technology. Once triggered, the spray soaks intruders in a solution containing a unique DNA code visible only under special lights in police custody suites. The spray, which is triggered by a panic button and/or linked to an existing intruder alarm system, can remain on clothing and skin for weeks and is traceable back to the scene of the crime.

The spray can also be used to deter smash and grab raids, often carried out by moped riders. Watchfinder stores across the UK are using it to protect thousands of watches from more than 50 brands stocked. TAG Heuer has installed SelectaDNA at its newly-opened flagship store in Oxford Street, London, where it holds the largest collection of TAG Heuer watches in the UK.

SeekerDNA

SeekerDNA provides a range of forensic DNA marker products; including a new DNA forensic mist system called MistGuard®. Each product contains unique deoxyribonucleic acid (DNA) codes, which can be registered solely to an individual business on a secure database and made available to Police authorities in the event of a crime.

High value items or assets can be marked with this unique, synthetic DNA, which is invisible to the naked eye. As with natural DNA, synthetic DNA is transferable and when transferred from marked assets to criminals, it forms a critical part of the chain of evidence leading to identification and conviction. The use of SeekerDNA’s synthetic DNA products can reduce theft by burglary by up to 80 per cent and has been adopted by several police authorities worldwide.

The MistGuard® system uses unique, traceable synthetic DNA, providing an effective deterrent. It is versatile, scalable and can be customised to suit specific business requirements; from single point activation (to cover a door or window) or multi-point activation (covering as much and as many area(s) as required).

The systems can be activated through a wide range of triggers and can be seamlessly integrated with existing alarm systems. Its versatility means it is ideally suited to protect locations where high value items are stored.



2018 TECHNOLOGY & SECURITY SHOWCASE

DISCOVER THE LATEST
SOLUTIONS FOR YOUR
JEWELLERY BUSINESS

Join the NAJ and our partners at the 2018 Technology & Security Showcase. See machinery in action and meet industry-leading providers to find out how the latest innovations can protect you, streamline your manufacturing processes and add value to your jewellery business.

Featuring

- BanditUK
- Betts Metals
- Cadfolio
- Coherent-Rofin
- EnvisionTEC
- Gemvision
- Goldmark UK
- GRS
- GVUK Design
- IIDGR (UK)
- Lampert PUK
- Safergems
- StoneHawk
- T H March
- The National Association of Jewellers
- Warrior Doors
- Windiam

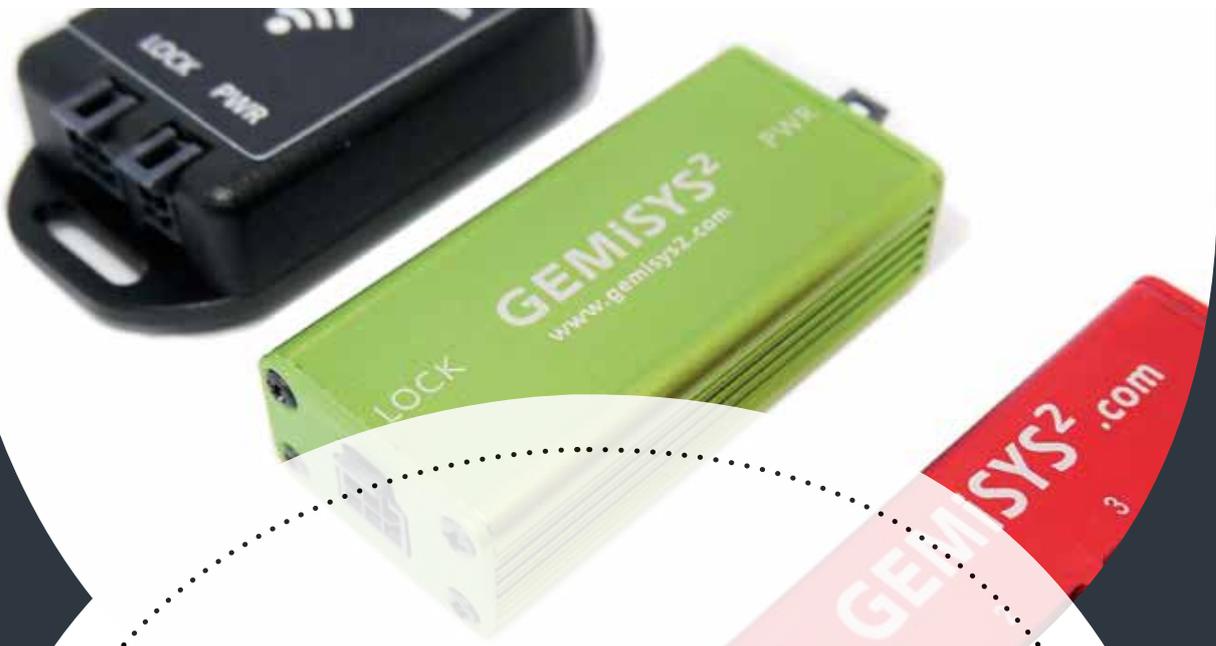
Date: 15th June 2018

Venue: The Goldsmiths' Centre,
42 Britton St, EC1M 5AD

Timing: Drop in any time between
9.30am and 4.30pm

**SECURE YOUR
FREE TICKET | NOW**

najshowcase.eventbrite.co.uk



NEW FEATURES FROM ELELOCK SYSTEMS

As well as providing extremely secure and discreet locking for jewellery and watch display cases, the latest GEMiSYS² cabinet security systems by Elelock can collect data and record all transactions that are conducted at the cabinet. The use of RFID key cards or fobs provides much greater convenience and simpler, more cost effective key management. However, Elelock has now paved the way by introducing Bluetooth connected devices to its systems.

Each time a member of staff unlocks a door, a door is opened, closed or left ajar, the action is recorded into the internal memory of the device. The data will continue to be collected for every transaction or event that occurs and will also record door-open warning alarms or break-in alarm occurrences. As access keys are assigned to each member of staff, the data can be related directly to the member of staff that carried out the action. This allows store managers to empower staff, but also hold them more accountable for their actions.

When required, the data stored in each cabinet device can be downloaded to an App where the full audit trail can be viewed. The data can also be simultaneously sent securely to the cloud where it can be viewed (in many formats) via a secure configurable web dashboard, and viewed by cabinet, store, region, group or organisation.

As well as providing invaluable audit trail data in the event of a loss or shrinkage, the data collected provides information, which is used to improve product placement, staff training, resource levelling and even stock control.

WARRIOR DOORS FOIL MOPED GANG

A high security performance door manufactured by Warrior Doors, backed up by a Pickersgill-Kaye locking system, came to the rescue of a high value retailer during a raid in broad daylight in Mayfair, London.

The New Bond Street watch shop was open for business as usual the next day with minor disruption, while maintaining the original doorset and locking, following the failure by the gang to breach the retailer's defences.

The would-be thieves had to flee the scene empty-handed after finding the robust resistance of the Warrior Doors' and Pickersgill-Kaye's security solutions – along with the brave response from the public – too much to overcome. A moped gang, which was thought to be responsible for a break-in at another jeweller's in the capital the previous evening, attacked the shop front with sledgehammers, but the security systems withstood the barrage of blows before members of the public intervened and chased the gang away.

This followed a foiled raid on a jeweller's in Birmingham, which featured a driver of a BMW repeatedly ramming the car into the front of the jeweller's shop, but unable to smash his way through to gain access.

Warrior Doors' security systems and Pickersgill-Kaye's portfolio of locks are specifically designed and manufactured in the UK to the highest technical standards to complement the modern workplace, critical national infrastructure applications and high value retailers such as jewellers' outlets.

The range of locks, bolts and fittings by Pickersgill-Kaye, a trading division of ASSA ABLOY, a global leader in door opening solutions, has been developed to meet exacting standards of physical attack but maintain safe and easy exit.

Locks are tested to European BS EN standards for panic and emergency exit as well as undergoing independent blast testing, cycle testing in excess of 1 million cycles and being fire tested, to BS EN standards, as part of a secure door set.



The Queen's Award for Enterprise is the UK's highest official award for British business performance, recognising and rewarding outstanding achievement by UK companies. It is through exceptional growth in international trade that they have achieved this prestigious Award.

The Awards are presented each year by the Queen, on the advice of the Prime Minister, who is assisted by an advisory committee that includes representatives of Government, industry and commerce, and the trade unions.

Established in 1954 in a traditional Tudor property in Stratford-upon-Avon, Pragnell offers handcrafted fine jewellery set with rare natural gemstones (from Colombian emeralds to Paraiba tourmaline); fine antique and period jewellery and silver and luxury watches and clocks – including brands such as Rolex, Cartier, Jaeger-LeCoultre and Panerai.

The store's clientele ranges from African tribal leaders to Middle Eastern sheikhs, international entrepreneurs, world-famous celebrities and European royalty. With the town attracting visitors from all over the world, who have, for many years, shared their experiences at Pragnell at home and introduced new customers, the store has gradually built up pockets of loyal customers from all over the world.

While the local domestic market continues to be Pragnell's most important market by far, of the overseas markets, the USA is its most important. "But all parts of the world appreciate fine craftsmanship and good service," says group marketing manager, Robert Worthy. "We are seeing more visitors from the Middle East and Asia visiting places outside London in the UK over recent years and we have employed speakers of some of those languages as a result."

In 2014, under the leadership of managing director Charlie Pragnell, the company implemented an international growth strategy. This consisted of 10 elements, including investing in training for existing staff, taking on new multi-lingual hires (now covering 15 languages

across the team), expanding stock of rare gemstones and creating new product lines, introducing an annual exclusive client event, investing in marketing (including a website redesign with multi-lingual and video content), extending opening hours and implementing new payment systems.

As a heritage Stratford-upon-Avon brand, Pragnell has focused on emphasising its links with Shakespeare; obviously an attractive draw for international customers. This has entailed securing the rights to develop Shakespeare inspired pieces such as a unique Patek Philippe clock and a silver inkwell and quill sculpture, which was created to mark the 400th anniversary of Shakespeare's passing and was presented on behalf of the town of Stratford-upon-Avon to HRH Prince Charles.

The development strategy has resulted in outstanding year-on-year growth for the business. Charlie Pragnell, grandson of the company's founder, said of the Award: "This is a tremendous honour for us. We set out our ambitions to become an international brand in 2014, and with the help of a carefully designed international growth strategy, we've achieved some success.

"Our investment in our people and in new technology has been particularly effective in helping us become a leading exporter of the finest handcrafted British jewellery. I'm very proud of our team and am excited for the next chapter in the Pragnell story." The future in question includes expansion plans in Stratford-upon-Avon. Pragnell has bought the building next door and will be increasing the showroom by 50 per cent in 2019. "We have a fantastic new jewellery collection launching later this year and have acquired an extremely rare diamond in recent weeks," explains Worthy.

The Queen's Awards for Enterprise is an awards programme for British businesses and other organisations which excel at international trade, innovation or sustainable development. They are the highest official UK awards for British businesses.

PRAGNELL wins a Queens award

The family-run jeweller, Pragnell, with showrooms in Stratford-upon-Avon and Mayfair in London, has won a prestigious Queen's Award for Enterprise in the International Trade category.