



BCCPA

news

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Solicitor General Crime Prevention and Community Safety Awards 2009



The 11th Annual Solicitor General Crime Prevention and Community Safety Awards were held on November 2nd, 2009 at the Vancouver Public Library in partnership with the BC Crime Prevention Association. These awards recognize excellence in children or youth leadership, media, local government leadership, crime prevention and community safety, and dedicated volunteers. Fourteen societies, groups, police officers and volunteers were recognized for their varied and innovative achievements in safety and crime prevention.

Suman and Manjit Virk received B.C.'s highest honour, the Anthony J. Hulme Award of Distinction for community safety and crime prevention. The Virks have made an outstanding contribution and shown extraordinary dedication to prevent others from becoming victims of bullying and violence following the tragic murder of their 14-year-old daughter Reena in 1997. They have spoken to kids in schools and at community events and have played a significant role in the promotion of restorative justice as a chance to reform youth who have become part of the criminal justice system.

Continued on page 6

Susanne Dahlin and Mary Dumbleton

this issue ...

- | | | |
|---|---|--|
| 2 President's message | 5 Fraud Statistics | 9 National Day of Remembrance and Action of Violence Against Women |
| 3 Crime Prevention Week 2009 | 6 2009 Solicitor General Crime Prevention and Community Safety Awards | 10 Restorative Justice |
| 4 The pros and cons of in-house shredding | 8 Snapshots of Symposium 2009 | 11 Blade leaves an imprint on Const. Narraway |

Opinion

The pros and cons of in-house shredding



Bailey Jung, founder and president of Burnaby-based Silver Bullet Shredding, BCCPA member since 2008

With the economy in a downturn, identity and corporate information theft is likely to rise. Identity theft is now one of the fastest growing crimes in Canada. For business, tougher economic times means maintaining a competitive advantage over the competition can be the difference between survival and failure.

Unfortunately, maintaining or gaining a competitive advantage over the competition can sometimes go too far, as is the case when companies go out of their way to obtain information unethically or illegally. Small business owners are often so busy and focused on running their business that they haven't taken the time to really understand privacy and security issues. As a result, proper procedures and policies relating to the protection of sensitive personal and business information are often lacking.

Although document shredding is not new, businesses are starting to recognize that it is fast becoming a necessary business practice. Implementing a regular document shredding program is one of the most secure and economical ways to reduce the risk that personal and sensitive business information will fall into the wrong hands.

Two options are generally available - shredding in-house using an office shredder and outsourcing using a professional shredding provider. Shredding in-house involves purchasing a small office shredder



and having employees, typically lower-level, non-management staff performing the shredding duties. From a security standpoint, there are several reasons why internal staff should not be responsible for shredding sensitive and confidential information. Let's look at a few of these reasons. Without proper training, an employee is faced with one of four possible choices each time a document is generated in a typical office. He or she can (1) file it; (2) throw it out; (3) recycle it; or (4) shred it. An incorrect decision to throw out or recycle something that should be shredded can result in some unwanted and potentially damaging consequences. Because it is not always clear whether something should be shredded or not, employees can sometimes throw out what appears on the surface to be harmless looking information only to have that information retrieved by identity thieves to perpetuate identity and fraudulent criminal activities later on.

Faxes, hard copies of e-mails, and even a staff telephone directory list can contain valuable information for identity thieves.

Information falling into the wrong hands can usually be attributed to human error, improper training, and failing to have clear policies and procedures in place for the handling of sensitive and confidential information. Shredding in-house can also be risky for businesses where employees have access to trade secrets, customer's lists, sensitive pricing information, and strategic marketing plans. Employees are most likely to realize the value of certain information to competitors and may have an economic incentive to profit from their access to it. These types of activities occur far more often than most people think.

On many occasions I have witnessed stacks of documents piled up beside an office shredder. In most cases, the shredder recently broke down or the staff is just too busy to spend time feeding a few sheets of paper at a time

into the small office shredder. By the time the shredder is repaired or replaced, the amount of documents that need to be shredded has accumulated to the point that the task becomes overwhelming. At this point, sensitive and confidential information could be seriously compromised as staff may be tempted to cut corners and just throw the documents in the recycling bin instead of shredding them.

Outsourcing the shredding needs of a company by using a professional shredding provider can eliminate many of the risks associated with in-house shredding programs. Locked document containers provided by shredding companies ensure that once documents have been deposited into the locked containers, employees and external personnel such as evening cleaners will not be able to access or retrieve the documents.

Using a professional shredding contractor also provides a company with a verified, ongoing record of regular compliance in the event of a privacy violation, complaint or audit. Most professional shredding companies provide their customers with a Certificate of Destruction to confirm and verify that all documents have been properly destroyed and remained confidential from the time the documents were placed in their custody until the time of actual destruction.

Given that small businesses are less likely to have the security infrastructure that large corporations have in place, they are more vulnerable to privacy breaches and are an easier target for identity thieves. In today's business environment, businesses and organizations of all sizes have a legal and moral obligation to protect personal and sensitive information from falling into the wrong hands.

www.silverbulletshredding.com

Business Fraud Awareness Program in Time for the Holiday Season

*Sergeant Tony Farahbakhchian
E-Division (BC) Federal Commercial Crime Section*

On November 5, in conjunction with Crime Prevention Week, the RCMP Federal Commercial Crime Section (CCS) introduced the Business Fraud Awareness Program to help protect merchants against the rise in recent fraudulent activity.

Over the past several years we have seen a major increase in the amount of organized fraudulent activity within the Lower Mainland of B.C., and across Canada. Globalization and advances in technology and communications systems have taken fraudsters and scammers to new levels of fraudulent activity including the production and passing of counterfeit currency; debit and credit card skimming, as well as various forms of identity theft.

The new fraud awareness training program will help merchants protect themselves. This program, in partnership with Bank of Canada, Interac, various members of the Canadian Bankers Association, RCMP's Crime Prevention Section in BC and several municipal police departments across the province, will educate local merchants on related fraud trends in their community. The training will focus on fraud prevention by utilizing practical prevention strategies, understanding current scams and identifying gaps in business processes that leave merchants vulnerable to criminal activity.

For further information on how to protect yourself please visit the RCMP Federal Commercial Crime Website.

Please also obtain information on counterfeit prevention by visiting the Bank of Canada website or call toll-free at: 1-888-513-8212.

Fraud Statistics

- In 2008, Interac reported a total dollar loss for cardholders to be approximately \$104 million with a total of 148,000 ATM card holder victims.
- Canadian Bankers Association statistics show that for 2007, there was a total of 341,000 Canadian cardholder victims with an associated loss of \$306 million. In 2008, the losses jumped to \$407 million.
- During September 2009, CCS saw \$22,000 dollars of counterfeit US bills in the Lower Mainland, a 22% increase from August where the value was \$18,000.

