

# Supplier Profile

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# Poacher turned gamekeeper

A new collaboration between TFS and RSM2000 has been formed. Mark Bradshaw investigates.

**I**N THESE days of double dip recession and record high fuel prices, forecourts have become a priority target for the criminal fraternity, whether it is shoplifting, bilking, pilfering by staff or in the extreme armed or violent robbery. Are you aware of the dangers and do you know what the would be thieves are looking for and what attracts them to your site rather than the next? Just as importantly, are your staff aware of these points and do you have an adequate way of training them? If the answer to any of these questions is no, or if you hesitate at all in answering, then please take the time to read the following article as it should bring you piece of mind.

A new collaboration has been formed between TFS and RSM2000 to bring a brand new and highly effective resource within the grasp of the independent retailer. RSM2000 are already known to many of you as they are our preferred supplier for card readers, so more on them later. TFS or Training for Success as they were first known, is a company that provide a host of specialised services mainly focusing on the prevention of theft.

Their list of customers reads like a veritable who's who in blue chip companies:

Retail Sector

- Tesco
- Sainsbury's
- Waitrose
- WH Smith
- Matalan
- Oasis
- Sony
- Debenhams
- Georgica Q Sport
- BP Retail
- Claire's Accessories
- Somerfield Stores Ltd
- Superdrug
- Morrisons
- Wilkinson
- Boots

These are just the retail sector, though they also have many more customers in central government, local government, leisure, security and many other sectors.

The company was originally set up by two, then

serving, police officers Ian Kirke and Rob McHarg to offer advice on all things security related. TFS is a UK registered company established in 1997 providing training courses and consultancy for a range of corporate and government customers. Impressively, their first main clients were Waitrose and the

company has built over the years to be recognised experts in their chosen field. As part of their service and using the contacts made during this time, a system of online tuition videos were created. What makes these unique is that they feature actual ex offenders who give a candid no nonsense explanation of not only why they may have targeted a particular victim, but also how they did it.





## Where do RSM2000 fit in?

KNOWING THAT RSM2000 had a close relationship with independent retailers through their extensive card services network and particularly its links to petrol retailing, they met to discuss how best to provide these services to this market. RSM2000 could see straight away the value of the service proposed, though knew it would need to be both affordable and easily accessed if it were to prove at all popular. Experts in online payment systems operated for many of the top charities RSM2000 were able to help with both of these. The two companies worked together to achieve their aims and have now produced an online pay per view portal where retailers, such as yourselves,

can easily access, view and even download training videos for both yourself and your staff.

## Video training clips

THE NEXT part in the jigsaw was communication and that's where IFM come in. I attended a meeting with both companies where I was given lengthy demonstrations of the system. I was immediately impressed by both the content of the videos, which I found enlightening and also the simplicity of the web portal. The fact that these videos are produced by ex offenders offers a unique perspective of the problem of crime and how to combat it. The video clips cover a wide variety of subjects for example, credit card fraud, shoplifting scams, robbery and general deceptions. There are even plans now to develop more forecourt specific training

videos covering such crimes as drive offs (Bilking) and bulk theft of fuel normally carried out overnight.

## Why was my site a target?

UNDERSTANDING THE criminal mind, which is made possible by this unique format, allows you to much better protect yourself and your staff. Criminals take great care before choosing a target and once you understand what attracts them to a particular site, you can make your own site much less of an attraction reducing the risk of theft.

## What drives them to theft?

DURING MANY of the video clips I sampled, the ex-offenders explained what their main motivation was during their time committing offences. This knowledge helps you understand just how desperate they were and what they were capable of doing in order to get what they want.

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RSM2000  
payment services

**Training For Success**  
...minimising corporate threats  
in partnership with RSM 2000 Ltd.  
www.tfsuccess.com

Home | Credit Cards | Robbery | Shoplifting | Training | General | Featured Scam | Help | Logout

**the logic group**  
"The TFS online intelligence portal is an ingenious method of providing security awareness training to staff, which can help reduce card fraud and aid a merchant in achieving this aspect of their PCI DSS compliance."  
Robin Adams, Director of Security, Fraud and Risk Management

My Account | Buy Credits | Mike MacKichole | Credits: 15

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Signature defaults? Ask for secondary photographic identification  
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**In Broad Daylight**  
Stealing from under your nose  
[Download Now](#)

## Convenient

THE BEAUTY of this system is that the videos can be viewed at a time to suit you and as the clips are downloadable you can easily make them available for all of your staff to see without paying for expensive courses and time away from work.

## What's it cost?

ALL CLIPS can be viewed and downloaded for just five pounds each with a bonus free clip for every five purchased.

# FREE SAMPLE



RSM2000  
payment services

Though the service in my view is extremely cost effective, if you need any further convincing we have negotiated for our readers to be able to access a free sample before deciding.

**HOW TO CLAIM: GO TO**

**www.rsm2000.co.uk or /www.tfsuccess.com/news/  
Enter your code IFM456**