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## Director's message

Welcome to our Spring Newsletter. We hope that this time of year brings you new opportunities and new options.

Spring has started with a real bang at SBRC. We have just held the annual Best Bar None National Awards which followed our Insider Threat Conference and Metal Theft Summit. You can read up on each of these events in this edition.

We also say goodbye and good luck to David Duthie who did an excellent job as our National Best Bar None Lead over the last year and we welcome his replacement, Arlene Campbell, to the team.

The new appointments don't stop there as we are currently in the process of hiring a new DIPS Coordinator to look after members with a particular interest in safe haulage and in safer transport.

I hope that you find this issue helpful - once again we are carrying a broad range of news, advice and good practice. We have included articles on Cyber Security Breakfasts events for SMEs, Physical Security Management and advice on staff travel and expenses.

As always, SBRC continue to be at the disposal of our members and associates and we are eager for you to get in touch to let us know what SBRC can do for you.

### Welcome Arlene!

All of the SBRC team and the Best Bar None Board would like to offer a warm welcome to Arlene Campbell, our new National Best Bar None Lead. Arlene comes to SBRC from Police Scotland with 12 years Policing experience, including posts in Force Control and Communications, Partnership Working, Licensing and Community Liaison roles in West Command (Glasgow) area. Prior to that she worked for 15 years in the Financial Services Sector, latterly as an Operations Manager.



## How are things in London?

As you know over the past 6 months I have had the pleasure of helping to establish the London Digital Security Centre, working for the Mayor's Office and the three main Policing bodies in London.

This is based entirely on our own successful digital workstream and its objective is to create a more secure London by supporting micro and SME sized businesses. In order to do this well, we needed to understand much more about the day to day digital needs of business and, working with our partners in FSB and the London Chamber of Commerce, we have just finished a survey which gave us some really instructive information.

Firstly it showed that many small businesses use their mobile and smart phones for working, secondly that many companies are lacking confidence in their knowledge of all social media - whether this be linked in ,

Facebook or twitter. Finally, it also showed yet again how many businesses have no insurance at all for data loss. This information will form the cornerstone of our planning, both here and in London, ensuring that we deliver guidance that adds real value.

Interest in the London centre grows all the time and we have been out and about constantly updating interested parties on what is happening . The above photo shows the Deputy Mayor for Policing and Crime, Stephen Greenhalgh, addressing an audience hosted by Ruth Davis at Tech UK. I always forget how small I am until I see photos like this!

## SBRC Goes Social!

You can connect with us via: Twitter, Linked In and Facebook.



@SBRC\_Scotland



www.facebook.com/ScottishBusinessResilienceCentre



Scottish Business Resilience Centre

We make sure that different information is shared on different channels so if you connect with us on all three social platforms you won't receive the same updates three times in a row.





# What is Ahead for Scotland and Businesses in 2015?

The Commonwealth Games, the Ryder Cup, the Referendum – three events that gave the country worldwide attention. Even those who previously when the name “Scotland” was mentioned, conjured up images of people with red hair, bagpipes and haggis began to see what we were really about. Our industry, politics, history and customs all gained new interest and this continues.

The Scottish Government has fully recognised the potential the country has to progress and develop from this increased international profile. With the new vision for Scotland produced in the document ONE SCOTLAND, the programme, amongst other things, acknowledges the importance of growing businesses and in particular supporting small and medium enterprise. There is also work to improve transport routes to aid commerce, trade, industry and tourism, again a very practical step to assist business. Particular attention is being paid to digital infrastructure with the aim of ensuring our businesses are able to compete and be successful in the digital economy. It is imperative to have a cyber-resilient Scotland and the work of the Scottish Business Resilience Centre

has been recognised as driving this forward with our members.

Prosperity does sadly come with a price – successful industry, business and commerce does attract the attention of organised criminals and opportunists who can and will exploit any weakness to their own gain regardless of the consequences. Don't wait for disaster to strike before you look at how resilient your business is. Membership of SBRC gives you every resource and opportunity to ensure you are as protected as possible, use your membership benefits to ensure your business is airtight. We are happy to meet to discuss any concerns or requirements you have – let us know how we can help you.

## Membership

### We would like to welcome the following new members to SBRC:

- Blantyre & South Lanarkshire Credit Union
- British Oil Security Syndicate (BOSS)
- ID Resilience

### Membership Renewals since the last SBRC newsletter:

- ABCUL
- Scotmid
- Scottish police Credit Union
- Argyll and Islands Telecom

To all of our members old and new we would like to thank you for your support of SBRC. Help us to support you by taking full advantage of your membership benefits.

## Benefits of SBRC membership:

- A dedicated resilience manager
- Regular communications and advice
- Alerts to resilience issues affecting business
- Self-assessment and risk identification
- SBRC newsletter with opportunities to publish articles and advertisements
- Discounted rates on seminars, workshops and training
- Invitations to our conferences throughout the year
- Discounted exhibitor rates at our conferences
- Invitation to attend our annual Parliamentary Reception
- In addition, we can provide any training and accreditations that are of benefit to you.



# SBRC Insider Threat Conference 2015

On Thursday 12th February the Scottish Business Resilience Centre were proud to host Scotland's first ever Insider Threat Conference at RBS Conference Centre, Gogarburn. The conference attracted over 200 delegates from a wide variety of businesses across Scotland as well as a number of international attendees, who all recognised the need to protect their business against Insider Threat.

On the day delegates heard from expert speakers who shared their knowledge on a range of topics covering everything from psychological motivations of deliberate insider saboteurs, how to ensure your office cloud computing solutions are well protected against insider threat and how staff are the human firewall of a business.

Each of the 10 conference speakers accepted questions from the audience which resulted in lively discussions around topics such as whistleblowing and the key personality traits to look out for when hiring.

Key highlights from the day included a webcam being hacked live on stage by Professor Bill Buchanan from Napier University who proceeded to use the hacked webcam to take a picture of the conference audience, Mentalist Drew McAdam's extremely entertaining presentation on micro expression during which he successfully identified anyone who lied (from audience volunteers) and a thought provoking presentation from Chartered Psychologist Paul Dickens who taught the conference delegates how to

manage the emotional changes of staff going through a change process in order to avoid the perfect storm of factors which can encourage staff to become insider saboteurs.

There was also a wide range of exhibitors at the conference including CIFAS, ATOS, RBS and Scottish Enterprise to name a few.

Overall the conference was a great success and all who attended now have a much deeper understanding of insider threat and how to protect their businesses from this threat within. For those who would like to learn more about insider threat, the Scottish Business Resilience Centre have recently launched a suite of training modules on the topic covering everything from recruitment, cyber impersonation and risk identification.



One exhibitor which attracted a lot of attention was Net-Defence which allowed the conference delegates to use its virtual reality gaming system.

The aim of these modules is to provide cost-effective and to the point awareness training to businesses to enable them protect themselves. For more information please e-mail [enquiries@sbrcentre.co.uk](mailto:enquiries@sbrcentre.co.uk)



- ⦿ Do you have processes in place to respond to a major disruption of business?
- ⦿ What will you do if your organisation is subjected to a cyber attack?
- ⦿ Would you cope if your supply chain is infiltrated and disrupted?
- ⦿ Who in your organisation or event will communicate and speak to the media in a crisis?
- ⦿ How do you protect your staff and protect against a major loss of earnings in a crisis?

You may have the plans but can you prove they work in a real time environment...

ID Resilience specialise in Testing & Exercising and Crisis management Consultation. Brand reputation is everything, how we handle crisis situations can make or break a brand. We provide organisations the opportunity to mitigate risks by delivering testing and exercising bringing resilience planning to life.

## ⦿ What is Testing and Exercising?

Many people ask “what is testing and exercising”? In essence, it is an opportunity to exercise resilience, crisis management and business continuity plans, engaging your staff, clients, key stakeholders and interdependencies in a safe environment working through a series of carefully crafted scenarios. We facilitate and exercise live time responses, crisis management capabilities and effectiveness of business continuity plans to mitigate and manage consequences effectively in a crisis situation. ID Resilience provides independent and immersive exercises ensuring key personnel and partners are working together to achieve successful and coordinated resolutions.

In our experience companies or major events often experience departments working in silo without any understanding of other departments roles and responsibilities. Our exercises integrate key contributors in a crisis situation to ensure a common understanding, lines of Governance and Communications processes are in place and actually work in practice, ultimately improving product delivery, protecting and enhancing the company or events brand and service delivery.

## ⦿ The Team

ID Resilience was founded by owner and MD Ian McLeod Kerr, a former police officer with intimate knowledge of testing and exercising and integrated emergency management principles primarily developed through his tenure within the Emergencies Planning and Counter Terrorist Planning section. Ian delivered testing and exercising on an unprecedented scale having recently very successfully delivered the suite of exercises for the Ryder Cup Gleneagles to high acclaim.

Ian is delighted to introduce his team of market leading resilience experts, Grant Russell, a former Inspector having recently delivered the readiness venue testing and exercising programme as the police lead for the Glasgow 2014 Commonwealth Games. Kenny Swan, a former Police Superintendent, who brings a wealth of distinguished experience and as the former Regional Resilience Advisor for the West. Kenny is renowned and highly respected within the resilience community.

Ged McGouldrick also joins the team having been the Police planning lead in delivering 4 very safe and successful T in the Park festivals, Scotland's largest outdoor music event.

Our people are a key part of our core values and provide ID Resilience with a market leading proposition due to the demonstrable depth of knowledge and experience in the market sectors ID Resilience operate - High profile events as well as within the Corporate arena.

## ⦿ Delivery

With clients such as the Wickerman Festival and the 2015 Rugby World Cup, ID Resilience is fast becoming the premier testing and exercising solution for major events and corporate clients.

We have an innovative and fresh approach and realise the importance of understanding our clients core values, delivering exercising taking account of clients risks taking a ‘brandcentric’ approach as apposed to not just looking to test the ‘big bang’.

We also provide corporate clients the opportunity to try out new concepts in a risk free environment. This provides a perfect test bed to undertake exercising of new ideas. Running the concepts through live time processes, we can understand how this impacts on risks not only to the organisation but also how it impacts on clients and key stakeholders in terms of brand reputation and their bottom line.

## ⦿ Value

As a new member of the Scottish Business Resilience Centre ID Resilience value and are proud to be a part of such a forward looking and innovative organisation. ID Resilience provide specific bespoke, independent expertise in delivering highly immersive resilience testing and exercising.

To protect your brand, minimise risk for financial loss safeguarding your bottom line and to reduce corporate risk, contact [idresilience.com](http://idresilience.com) to bring your crisis management and resilience plans to life.

# Physical Security Management

*It's important* 

To the uninitiated it may at first appear that all Physical Security Managers come from a military or police service background.

Often they are mistakenly viewed as devilish investigators who prosecute crime and enforce corporate policies as if the assets were personal belongings. The time has come to take a closer look.

Many security managers do indeed come from the noted services but bring with them key skills such as; leadership, crime prevention, understanding of the law and asset protection, threat identification and analysis and risk management skills, to the profession. They may also originate from the industry they are destined to protect or from colleges and universities where they establish their learning ability before putting new skills into practice. In essence they come, similarly to other professions, from all walks of life and with varied levels of skill, experience and capability.

Very few corporate entities will have the same needs and the title 'Security Manager' is a misnomer when the individual's daily duties cover a vast and ever growing range of requirements, many of which need specialist skills.

Dependant on scale and complexity, threats and risks, most security managers need a core group of 'technical' skills including; risk management, loss prevention, knowledge of crime and the law, crisis management, information gathering and analysis, technical systems knowledge and use, threat analysis, project and programme management, security governance and investigations and Information Technology (IT) security.

A profession in its own right, Information security has become one of the fastest growing skill areas due, in the main, to our penchant for 'online' business. The effects of 'cybercrime' are growing at an alarming rate and identity theft has become common place, so the security manager needs to work closely with colleagues and have a general understanding of the threats and the policies and procedures designed to combat it. Indeed in smaller businesses this may also be part of their role.

But few security managers are recruited just for their technical skills. Additionally they need 'general' management skills; leadership and man management, communicating and influencing, change management, budgeting and marketing. On many occasions technical skills are learned after recruitment, on the job.

Many business people consider security to be a hygiene factor or even a 'loss leader' in their business, or view it as an essential but expensive added extra. Only by ensuring that security is seen to be adding value will this culture be prevented from permeating the whole business. Marketing security to demonstrate that adding value is a key component of the security strategy will help change attitudes, and continuous

positive assurance that security is also 'doing its job' will help re-enforce that message.

The management of security in any business must be aligned with 'the business' strategy and operating structures to ensure that security is seen as a key 'value add' part of the business. The security management skills needed to deliver on this are a mixture of general and technical skills whose variation in importance is driven by the nature of the business. Over archingly the skills needed are ones where the good security manager will embed into and be an essential part of the business overall, as well as being 'just' the Security Manager.

Frank Connelly MBE MSyI  
Group Physical Security Manager  
Information and Technology Strategy  
Standard Life  
Standard Life House

**Standard Life**





## SBRC and SABRE Hit the Road!

The Scottish Academy of Business Resilience Excellence has been engaging with businesses all over Scotland since the beginning of the year. From Inverness and Aberdeen to Glenrothes, Paisley, Falkirk and Alloa, SABRE has been attending business events to promote the exciting and innovative training we can provide at the SBRC. Colin Steer, Skills Development Manager, SABRE, has been providing local businesses with information about the training solutions SABRE can deliver to improve resilience, safety and security.

Colin further explains, "SABRE has been very fortunate through our excellent partnership with Network Rail to use the mobile unit at a lot of these events. This has allowed us to park in the heart of town and city centres and provide an accessible "one stop shop" for local companies to drop in and have a chat about the services we offer. At each of these events we had SBRC staff on hand

to offer expert advice and sign post businesses to the products and services SABRE and the SBRC can uniquely provide.

The businesses that found time to meet us were given brief advice with the offer of follow up visits and contact. The other business events I attended kindly gave me a platform to deliver brief training overviews and describe the

benefit of engagement with the SBRC. These were fantastic opportunities to showcase the work we are doing and offer services companies cannot easily receive anywhere else."

The SBRC and SABRE will be visiting many other towns and cities over the forthcoming months with the mobile unit.



## joins .trust community

NCC Group has joined the .trust community as it continues with its plans to build a safer Internet.

A .trust domain helps protect an organisation's brand, reputation and sensitive customer information by requiring it to operate in accordance with a high level of security.

These standards are summarised in the .trust Technical Policy, which focuses on securing websites and other critical Internet services. The policy provides guidance and requirements to address web application, email, network, malware and DNS risks.

Every .trust domain will be monitored by NCC Group's Continual Monitoring Service to assess whether it remains in compliance with the .trust Technical Policy.

The launch of the .trust domain comes just a few months after the global information assurance specialist published details of its Trust in the Internet survey, which revealed that almost eight out of ten people (77%) do not feel very safe

when shopping online and many are shying away from their favourite retailers as a result.

The poll also found that some 64% of consumers believe that they are likely to be a victim of a security breach within the next 12 months, while 23% are doing less online due to security concerns.

The survey, which questioned 10,000 people in the UK and US, also revealed that 59% of people are uncomfortable sharing sensitive financial and personal information when they shop and interact with organisations online.

Rob Cotton, chief executive officer of NCC Group, said the recent spate of high profile data breaches has clearly had an impact on online trust and consumers are now placing responsibility squarely with retailers to tackle this issue.

He added: "Some 84% of consumers believe companies should compensate customers financially for their loss if they experience a breach.

"Businesses now need to step up and make securing their customers' data a top priority. The consequences of not doing so threatens the integrity and performance of businesses and the Internet as a whole."



# Retail and Tourism Workstream

The structure of SBRC involvement across the Retail and Tourism sectors continued to develop over the winter months and with the onset of spring we are now able to provide an overview of current collaborative projects that are delivering tangible resilience benefits for businesses, both large and small.

## Retail

Members of the East and West of Scotland Retail Working Groups have been supportive of both the SBRC and Police Scotland over the last few months.

In December St Enoch Shopping Centre supported the National Festive Personal Safety Campaign by allowing Police Scotland, Crimestoppers, SBRC and Scottish Government to launch their partnership media message from the Centre. Thank you to Shirley Aitken, Operations Manager for her assistance in hosting the event.

Then, in February, Braehead Shopping Centre supported a National Cyber Event which ran over 2 days and included attendance from Get Safe Online, Royal Bank of Scotland, Lloyds Bank, Standard Life, Kaspersky, Experian, Norton, PayPal and Action Fraud. As this was a Cyber event a significant amount of advice and information was broadcast over our social media network. The SBRC also supported

the social networking arm of the event and we are delighted to report that messages were viewed over 245,000 times across both Facebook and Twitter. Thanks to Paul Lucas, Operation Manager and his team for hosting this event.

The next meetings of the Retail Working Groups will be in late April. So far arrangements are being made to have inputs provided from Police Scotland Counter Terrorism Security Advisors and Trading Standards Scotland who have been requested to deliver advice on illicit and counterfeit goods.

Late April will also see the inaugural meeting of the Scottish Pawnbrokers Forum. This new group has been established as a result of Retail Lead, Maurice Lindsay and Serious & Organised Crime Lead, William Shearer linking up with James Watkins, Public Affairs Manager from the National Pawnbrokers Association. This

opportunity will set in place a structure for the Pawnbroking sector to link in with Policing and the enforcement agencies to support legitimate businesses and target unscrupulous traders. We will keep you posted as things develop.

Work is also ongoing in the Edinburgh area to establish an information sharing platform for the jewellery sector. Over the last 12 months Edinburgh City Centre jewellery traders have been targeted by organised crime groups who have been involved in 6 figure robberies. Now the jewellery businesses are fighting back by establishing real time information sharing bespoke to their sector. They will share best practice and support each other to gain the best security with robust links to the heart of Police Scotland. This venture will reinforce the message to criminals – Stay away from Edinburgh as you will get caught!!

And last but by no means least.....The Scottish Retail & Wholesale Security Circle. In February the SBRC delivered a new website to this group of businesses. These include the Co-op, Scotmid, CJ Lang, Costcutter, Filshill and Booker.

The group meets quarterly to examine best practice in combating the effects of organised crime on their premises, staff and customers. The new website provides a means of circulating messages around the members, accessing CCTV images of suspects and obtaining information from a documents library.

All these functions are supported by secure log in and have a direct link to the SBRC for delivery of current crime trends and advice. To support the launch of the website David Freeland, Senior Policy Advisor from the Information Commissioner's Office gave an informative presentation on Data Protection, walking the group through the legislation and providing "good practice" advice.



## Tourism

The SBRC now facilitates the hosting of the Edinburgh and Glasgow Hotel Checkin websites.

With almost 200 Central Belt hotels registered to the network we are able to co-ordinate the members to circulate real time criminal information which is having a positive impact on resilience across the sector.

The websites have local co-ordinators based in Edinburgh and Glasgow who authorise new membership requests, carry out business visits and ensure Information Sharing Protocols are maintained.

As this area of the Tourism workstream

develops we are able to update SBRC members that two new Checkin projects are being planned.

The first will be aimed at providing Aberdeen and Aberdeenshire hotels with their own dedicated Checkin website. This project is being progressed in partnership with Aberdeen & Aberdeenshire Hoteliers Association and is an exciting extension to the established sites.

The second site being developed will support information sharing across the Aparthotel sector and will strengthen business resilience by improving the circulation of advice and information to ensure business owners and managers

are fully aware of the risks and threats targeting their businesses. This project is being developed in partnership with the ASAP (Association of Serviced Apartment Providers) and will see an excellent opportunity to open up national and international information sharing potential.

**Should you wish any further information on these projects and working groups please contact Maurice Lindsay or William Shearer at the SBRC on 01786 447441. You can also send them a message via the SBRC website.**



## Advice on Staff Travel and Expenses from The Travel Company Edinburgh

For many companies the third largest expense after property and wages is often its travel budget or staff expenses. Some bosses believe this is a role for a PA or for a staff member to do themselves. In my business, (A Travel Management Company) it's amazing how often we will get called in to sort out problems (especially after the horse has bolted).

A recent case we examined was a construction company that had grown successfully and as it did so, its controls over how they booked accommodation and meals for the teams as they moved about the country had grown. At first it was put on the MD's Credit Card, but as expenses grew, more of the team leaders were given a card and the responsibility for overseeing their expenditure. They had over 10 by the end of last year. While a basic policy with cost limits was put in place, and the financial controller ran over the bills each month, it started getting into a mess due to missing receipts, late charges, late payments and many other issues. Using market averages when we reviewed the last three months, we found that they were spending nearly 20% more than our averages. A quick examination showed three things. 1) The "Spot Price" paid for bookings at Travel Lodges and Premier Inns were high. 2) The overall costs with meals included were also well above the expected budget. 3) The controls and processes were not being balanced off on a regular basis, (weekly or

monthly), so accounts were not balanced. At 20% of £200,000 no one would criticise the boss wanting to look after their expenses. They can if they do it properly. (This is after all how we make our living). The greatest difficulty for everyone in this situation is that they must have rigid controls on all that they do and whilst it seems very easy to book on the internet, it is not so easy to ensure your Policy, Controls and Corporate Responsibilities are met at the same time.

A Travel Policy needs to be created which details the responsibility of both the booker and the traveller. It needs to determine what is permitted and what reasonable costs are for each journey or event. The acceptable room rate, bed & breakfast rate and dinner allowance has to be included. The maximum driving time on any journey should also be included and recommended alternatives like flights or rail need to be clearly explained.

A set process is essential because after ordering on the internet what control do you have? (Usually none). The price has

been agreed and whilst your team are in location, how do you sort out of hours disputes and prevent additional expenses. (We've seen people claim they are entitled to a steak dinner every night!!!!) Any extras incurred and not authorised need to be quickly and clearly identified and be recoverable from the person responsible for them being incurred. Hotel bills must be chased and accounted for in a prompt and regular manner.

Finally, one should remember that as owners, directors or managers we have Corporate Responsibility for the welfare of our employees and this is the most difficult part. Whilst away from home they are our responsibility and that applies to the quality and licencing of the accommodation we put them into. How sure are you that what you book has the proper Fire Licence, is HMO Licenced, meets all the requirements of Health & Safety, and the Food Standards Agency or has proper Insurance in place? Do you have insurance as well for the part you play in this exercise?

## Cyber security experts, 7 Elements, achieves Cyber Essentials Certification body status



Scottish based Independent cyber security company, 7 Elements, is now a certification body able to deliver Cyber Essentials (CE) and Cyber Essentials Plus (CE+) engagements for organisations that are aiming to meet this standard.

The move comes as 7 Elements looks to expand its service offering to include a cost effective security solution to all clients which now includes conducting this government approved assessment. The CE and CE+ accreditation has been developed as a method to significantly reduce business vulnerability at an achievable cost.

David Stubbley, Chief Executive at 7 Elements, said; "In light of the increased media attention surrounding the ever evolving cyber security threat that is reported across all sectors, we would advise

that this is the basic level of assurance that all of our clients should achieve. It was therefore an obvious decision for us to start offering this service.

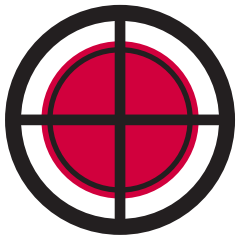
"The Government's objective to make 'the UK a safer place to conduct business online' is something which 7 Elements is right behind and we are looking forward to being a part of realising this in the coming months, and years."

Cyber Essentials (CE), is the Government's assessment framework for companies of all

sizes, in every sector to secure businesses against basic cyber security threats. This framework provides organisations with a cost effective solution to mitigate risk from the most common internet based threats. Achieving CE or CE+ accreditation offers a recognised mechanism for organisations to showcase commitment to safe-guarding customers, investors and stakeholders by using the badge of certification across all communications.

**7 Elements is now in a position to certify organisations against the CE and CE+ standard. For more information please visit <http://www.7elements.co.uk/services/cyber-essentials/>**





# SERIOUS ORGANISED CRIME TASK FORCE

## UPDATE

The Serious Organised Crime Task Force (SOCTF) was established by the Scottish Government to provide a strategic focus for tackling serious organised crime and to ensure co-ordinated and targeted action.

The Taskforce brings together all the major Scottish and UK agencies directly involved in tackling serious organised crime under four objectives:

- DIVERT** • individuals (particularly young people) from engaging in or using the products of serious organised crime.
- DISRUPT** • the activities of serious organised crime groups.
- DETER** • through measures to protect communities, businesses and the public sector from serious organised crime.
- DETECT** • by boosting capacity and improving co-ordination to give serious organised criminals no place to hide.



These four objectives are led respectively by: Action for Children Scotland; The Crown Office and Procurator Fiscal Service; Local Authorities; and Police Scotland. Recent work on these objectives includes:

### DIVERT

Representatives from the Home Office recently visited an Action for Children Scotland service which seeks to divert children and young people from involvement in serious organised crime. They were accompanied by representatives from the Greater Manchester Police and Crime Commissioner, the head of Manchester City Council's youth justice team, and the head of Programme Challenger, Greater Manchester's biggest ever approach to tackling drug dealing and organised crime. The visitors were impressed by the strength of the multi-agency working from Action for Children Scotland, Police Scotland, Glasgow City Council social work services and Scottish Government to deliver this ground-breaking service; praising the sharing of data and joint leadership. They were also impressed by the effectiveness of the intervention made by the service, and the way in which vulnerable young people – who are amongst the most hard-to-reach and were previously not on the radar of support

services – are identified and engaged by the organisations. The Home Office has said it is very interested in developing this innovative approach.

### Other news

- Work continues on assessment criteria for young people on the cusp of serious organised crime and operational guidance based on learning from Action for Children Scotland's service.
- The public sector and Police Scotland continue to work together on community-based diversionary activity.
- Progress has been made by Police Scotland, the Association of Directors of Education in Scotland, Solace and the Scottish Fire and Rescue Service to promote Divert products and ways of working in a consistent fashion across Scotland.

### DISRUPT

It is no surprise that police and prosecutors work hard to disrupt and dismantle organised crime groups, however, it is not just a matter of busting gangs and taking their cash. Wherever an accused makes a profit from crime, we can take action – from illegal waste management to overfishing, from selling counterfeit

records to running a brothel.

Whatever form their activities take, organised criminals can undermine the legitimate economy, take money from our public services and help finance violent organised crime groups. Local authorities, professional bodies, charities, regulators and others all make a crucial contribution to this effort, by spotting and reporting suspicious activity, or using their own powers to help disrupt serious organised crime.

- Late last year, Caroline Laing, a professional financial advisor, had £470,000 confiscated from her after HMRC uncovered her involvement in international money laundering. She had attempted to launder money through twenty companies and six countries, from Greece to the USA to the British Virgin Islands.
- In January, Frank Macari had £17,000 confiscated from him, on top of a £1,000 fine, after being discovered to be selling counterfeit vinyl records over eBay, while in February, Desmond Stewart, who had been selling drugs from a car garage in Possilpark, Glasgow, had £83,000 confiscated. When Police had searched the premises, they found more than £50,000 in cash, a hydraulic press and two money counting machines.



All funds recovered through confiscation will be added to the £88 million already gathered from Proceeds of Crime to be re-invested in the community by Scottish Ministers, through the CashBack for Communities programme.

Tackling these types of criminals is a matter for all of us, and we are committed to using every means available to make it as difficult as possible for them to continue their illegal enterprises.

## DETER

The recent Scottish Business Resilience Centre (SBRC) 'Insider Threat' conference focused on how organisations can spot the insider saboteurs and provide business with the knowledge and skills to protect themselves. It was the first event of its kind in Scotland and included international speakers. Expert speakers shared their knowledge on a range of topics covering everything from psychological motivations of deliberate insider saboteurs, how to ensure your office cloud computing solutions are well protected against insider threat and how staff are the human firewall of a business.

The SBRC has recently launched a suite of training modules on the topic covering everything from recruitment, cyber impersonation and risk identification. The aim of these modules is to provide cost-effective and to the point awareness training to businesses to enable them protect themselves.

Deterring criminal activity from serious organised crime at the earliest stage is crucial to the work of the Serious Organised Crime Task Force. Areas of focus for companies related to serious organised crime groups are around procurement of goods and services by public agencies and Government departments and contracts.

Scottish public services are large spenders in public contracts, so partnerships with local councils and other public services on procurement

have real opportunities to deter criminal activity at an early stage. Protocols for sharing information and carrying out checks with suppliers are being piloted in local authorities. This involves tenderers' details being shared with Police Scotland to carry out relevant checks when tenderers bid for all open-tender opportunities.

The threat to businesses from employees connected with serious organised crime and determined to steal or carry out other damage to the business is another area of focus in deterring criminal activity.

## DETECT

Police Scotland has carried out a wide variety of work which supports the Detect Strand of the SOCTF strategy, including projects with many key partners. Recently this has included:

- ⊙ 18 people arrested in Aviemore, Inverness and Liverpool in a cross-border operation focused on the supply of heroin from Liverpool into the Highlands with the proceeds of the crime returning to the Merseyside area. Significant quantities of heroin were seized during the investigation and large sums of money, suspected to be proceeds of money laundering, were identified.
- ⊙ Deputy Chief Constable Iain Livingstone, who leads on the Detect strand, met Europol Director Rob Wainright at the Scottish Crime Campus in Gartcosh as part of a two-day visit to Scotland to see how collaboration between law enforcement agencies is helping keep our communities safe through the increased sharing of intelligence, joint investigations and multi-agency operations.
- ⊙ Three men responsible for the distribution of drugs and counterfeit cash in Edinburgh were jailed following surveillance activity in the Inch and Niddrie areas as part of Operation Harvester. Almost

- ⊙ Thousands of DVDs and CDs and manufacturing equipment were seized in Glasgow as part of an operation assisted by colleagues from the Federation Against Copyright Theft (FACT) and the British Phonographic Industry (BPI).



£10,000 in forged notes and one kilogram of cannabis and 576 grams of diamorphine was recovered.

- ⊙ Commonwealth Games gold medal winning judo player Kimberley Renicks joined forces with Police Scotland and Get Safe Online to launch a Cyber Keep Safe Event at the intu Braehead Shopping Centre in Renfrew to provide practical prevention advice on how to use the web safely and securely. The public were given free advice about a wide range of online topics including avoiding scams and fraud, online shopping and banking and how to safely use social networking and dating.
- ⊙ A man pled guilty to supplying drugs in West Lothian, the first conviction as part of Operation Daylight, a large-scale drugs operation delivered thanks in large part to the support and information provided by local people in West Lothian.

Police Scotland has continued to make regular seizures of illegal drugs throughout Scotland. Recently this has included drugs valued at nearly half a million pounds in Cumbernauld, more than £300,000 in Paisley and around £200,000 in Edinburgh; there were also significant high value seizures in Moray, Livingston, Clydebank, Glasgow, Gretna and Aberdeen all which would have caused significant harm throughout communities right across Scotland.



Serious Organised criminals operate in communities right across Scotland. We need everyone's help to outsmart organised crime. If you see something, say something. You can contact Police Scotland on 101; in an emergency always call 999; or you can contact Crimestoppers on 0800 555 111.

For regular updates on the work of the Serious Organised Crime Taskforce search #SOCTF on Twitter.

BSIA Code of Practice –  
The maintenance of CCTV  
surveillance systems.

In order to ensure that a CCTV surveillance system remains reliable at all times it is essential to have effective and regular maintenance programmes in place.

Whilst maintenance of CCTV systems in the main may be voluntary, there are some legislative requirements recently introduced by UK Government that may impact on the ongoing maintenance or indeed need for a CCTV system. In the UK, the Home Office and Scottish Government have recognised the potential for appropriate and effective use of CCTV systems.

One of the legislative requirements for public space CCTV (not Scotland) is the development of the Surveillance Camera (SCC) Code of Practice, which is founded on 12 guiding principles to ensure CCTV is appropriate and proportionate. It is expected that this code of practice will eventually be adopted in Scotland. The Scottish Government however published A National Strategy for Public Space CCTV in Scotland in 2011 which includes a standards and regulatory framework for public space CCTV systems.

This code provides good practice recommendations for the maintenance of CCTV surveillance systems used in all security applications and should be used to supplement CCTV surveillance systems installed and maintained in accordance with the relevant British / European Standards.

The code includes :

- ⦿ Company Requirements
- ⦿ Maintenance Agreement
- ⦿ Maintenance Requirements
- ⦿ Preventative Maintenance
- ⦿ Corrective Maintenance
- ⦿ Customer and User Maintenance
- ⦿ Remote Maintenance
- ⦿ Documentation
- ⦿ Examples of preventative maintenance report, corrective maintenance report, user fault reporting procedure and Surveillance Camera Code of Practice –12 Guiding Principals

This BSIA Code of Practice – Form No 120 can be downloaded from the British Security Industry Association Web Page [www.bsia.co.uk](http://www.bsia.co.uk) or contact Willie Clark at [w.clark@bsia.co.uk](mailto:w.clark@bsia.co.uk)

The BSIA is the trade association for the private security industry in the UK and its members provide over 70% of UK Security products and services and adhere to strict industry standards.



On Wednesday 25th February the Scottish Business Resilience Centre proudly hosted our second annual Metal Theft Summit at the Scottish Fire and Rescue Service Training Centre in Cambuslang.



The event, which was kindly supported by SP Energy Networks and the Scottish Fire and Rescue Service, attracted over 100 delegates from businesses and organisations which all have a keen interest in preventing Metal Theft.

The delegates were addressed by a wide range of speakers who all had important information to share regarding metal theft in Scotland. David McGown , Deputy Assistant Chief Officer of the Scottish Fire and Rescue Service, highlighted that metal theft is anything but a victimless crime when he explained the truly horrific impacts that single small instances of metal theft can have. One shocking example which he presented demonstrated how the theft of just 4m of cable had resulted in 3 house fires.

Jessica Snow from Historic Scotland gave examples of measures which Historic Scotland has implemented successfully to deter metal thieves and MSP Paul Wheelhouse, Minister for Community Safety and Legal Affairs, assured the summit that tackling Metal Theft is a key priority for the Scottish Government. Mr Wheelhouse went on to explain the details of the new Air Weapons and Licensing (Scotland) Bill that

is currently with parliament which contains provisions to tighten the regulation of scrap metal dealers. One of the key proposals of this bill is to ban cash payments for scrap metal. It is hoped that this ban on cash which will remove the anonymity of transactions will deter metal thieves.

Each of our 8 conference speakers accepted questions from the audience which led to lively discussions around opportunities for partnership working to prevent metal theft.

During lunch delegates at the summit were able to visit our range of carefully selected exhibitors which all had relevant knowledge and products to share to prevent metal theft.

By the end of the day everyone who attended the conference had a new understanding of the metal theft landscape in Scotland, the proposed metal theft prevention legislation and the opportunities that exist for joint working to prevent metal theft. Overall the summit was a very successful day and we hope that the information provided and the new connections made will have an impact on the prevention of metal theft in Scotland.

**If you would like more information about metal theft prevention or about the opportunities for partnership working to prevent metal theft please contact SBRC's Metal Theft Lead James Scott at [james.scott@sbrcentre.co.uk](mailto:james.scott@sbrcentre.co.uk)**



# White Paper predicts bright future for Business Crime Reduction Partnerships

Business Crime Reduction Partnerships are set to play an ever-greater role in the detection and prevention of low-level crime and anti-social behaviour.



According to Littoralis' latest *'White Paper', Local, regional and national: effective business crime reduction in the UK through local online partnerships*, BCRPs are already an important part of police forces' own business crime reduction strategies, but two factors will accelerate the trend:

- ⊕ The availability of powerful yet low-cost online systems which support the day-to-day work of BCRPs while ensuring compliance with Best Practice and the Data Protection Act;
- ⊕ Ongoing reductions in police spending which are set to lead to further cuts in policing personnel over the next five years.

Together these factors point to the establishment of more BCRPs around the country, and to ever-closer interworking with police who will share more information, and deliver a wider range of support.

The White Paper points to the growing number of Business Improvement Districts (BIDs) which will help to increase the number of BCRPs in larger towns and city-centres. It also says that online systems can enable the spread of BCRPs to smaller towns and even across rural areas, with the use of what it calls 'Umbrella BCRPs'.

Umbrella BCRPs will enable smaller shopwatch and pubwatch groups, each with their own members and running their own exclusion schemes, to be supported by a single online platform. By bringing these smaller groups under one 'umbrella' the total number of members within the BCRP can provide the financial resources to acquire an online partnership administration system as well as the services of a part-time Administrator.

The White Paper proposes a comprehensive framework strategy for the expansion of BCRPs and for mutual interworking with police. The strategy is based on a mix of Littoralis' own experience (its DISC system is now in use in 110 partnerships throughout the UK covering an estimated 160 towns and city-centres) and 'key elements.'

According to the White Paper, police plans must be based on delivering practical support at local level, and should, as much as possible, be driven by the members, such as retailers and licensees, who are ultimately paying for them.

The White Paper asserts that online systems are rapidly replacing paper-based administration in more and more BCRPs and this trend will accelerate, for two main reasons:

- ⊕ the intrinsic cost-effectiveness of paperless communication and management systems;
- ⊕ the ability for online systems to ensure compliance of Members and Administrators with Best Practice and the Data Protection Act in a way that paper-based systems cannot.

The White Paper emphasises the importance of 'localism' it stresses the benefits that are already available by linking individual BCRPs to neighbouring ones for the purpose of tracking and monitoring travelling offenders, identifying CCTV images and sharing other intelligence between partnerships.

Littoralis's own system, DISC has been developed from the first to allow individual BCRPs to manage their own local affairs efficiently, effectively and in compliance

with the law - but also to link together to create consolidated dataviews of offender and incident data across multiple partnerships.

Linking together like this, at Administrator level, can provide force-wide data, or across a Regional Intelligence Unit or, ultimately, across the country.

The White Paper also emphasises the importance of what it calls 'Cross-Partnership Authoring'. This allows Authors, subject to each Administrator's approval, to simultaneously publish information such as news, Alerts, documents or information about upcoming events across any number, or selection of, participating BCRPs. This provides what the report calls a 'win-win-win' situation - to the benefit of each Administrator, Authors (who might be police officers at force HQ) and the Members of the partnerships themselves.

Finally the White Paper refers to the growth in the volume of data as well as the types of organisations collecting it - not only BCRPs but also commercial security companies and multiple retailers. This growth presents an obvious opportunity in terms of generating a mass of potentially useful intelligence - but also a challenge.

To ensure this data is collected and processed legitimately and in a manner which enables it to be delivered, consolidated and processed efficiently, a national set of standards is required for crime reporting and intelligence gathering. "For this reason, the providers of such systems must support and be engaged within a national process for defining those platform" concludes the report.



## CYBER SECURITY INNOVATION VOUCHERS

Throughout 2014 the UK government's Technology Strategy Board has provided an Innovation Vouchers scheme to allow small and medium enterprises (SMEs) to bid for up to £5,000 of funding from an available £500,000 pot to improve their Cyber Security by bringing in outside expertise.



The Innovation Vouchers are designed to encourage start-ups and SMEs (those with up to 50 employees) to look outside their current supplier network for new knowledge that can help them to grow and develop.

One of the main drivers for the release of the Innovation Vouchers is a recent paradigm shift in the tactics of hackers globally that has resulted in SME's becoming a greater target for attacks. As larger corporations are beefing up their security (due to the increasing complexity of the threat landscape and regulations) and becoming harder targets; hackers are shifting their focus to less protected SME's because the chances of success are much greater.

There are many common misconceptions among SME's around security threats to their business that are placing businesses at undue risk, but the perennial perception of the threat is: "It'll never happen to me,

I'm just a small business". Unfortunately, at Truststream we regularly see first hand that this perception is very wrong. I'm sorry but the simple fact is if you're in business, you're a target. If you're business is connected to the Internet then you're already under attack. It is no longer a question of if, but rather when, and how.

At Truststream we have worked with numerous clients who have successfully applied for the Innovation Voucher funding over the course of 2014. Our clients have come from a wide variety of industry sectors and have ranged in size from a small entrepreneurial startup providing organic dog food to medium sized business's with a global presence. The deliverables of these engagement

vary as each is tailored to the clients Cyber Security needs which largely depends upon how and where their business operates. There is no "one size fits all" when it comes to security, and at Truststream we pride ourselves on providing a bespoke and customised package for each client.

"The Cyber Security Innovation funding allowed us to get an objective assessment of our security measures. Truststream didn't just focus on technical security, but also assessed the security "culture" within Powermapper. Knowing the threats we face, the potential impacts, and how to mitigate these threats proved invaluable." Mark Rogers, Director at Powermapper.

A new round of funding is available for all SME's from the 26th of January, for more information please contact [andrea.macdonald@truststream.co.uk](mailto:andrea.macdonald@truststream.co.uk) or call on 0131 473 2354

## Security in depth... and then some!

On 26th February a few of the SBRC cyber family visited a disaster proof data centre in The Hague which has been converted from a former nuclear bunker.

Keith McDevitt, Scottish Government and Chris McLean, Scottish Enterprise from the Centres' Cyber Strategy Group were invited along with others from Scotland to visit this highly secure site built and operated in The Netherlands by OBE-One, an entrepreneurial innovation start up business.

The facility offers the first Bunker-as-a-Service facility providing a unique data centre concept re using military heritage from the cold war with the ultimate in physical security. The facility also offers high end encryption of data using its own glass fibre ring exclusively owned by the company and thus making the



most resilient infrastructure in Europe. Not only do they hold it securely but they also offer high end Security Operations Centre capability. This is one of a small but growing number of Bunker Data Centres the company have built within Europe.

Secure enough to withstand a nuclear attack yes but its in the Netherlands

what about flooding...well they learned from flood disasters in the past and despite 5 foot thick reinforced concrete walls...this one floats!!! . The parking of the company tank outside serves to prove how serious these guys take security of their customers data.







## Inverness venues sweep the board at 2015 Best Bar None National Awards

One of Inverness’s leading licensed premises, Johnny Foxes and The Den, has been crowned Best Bar None National Champion 2014-2015 and Best Independent Bar at the Best Bar None National Awards ceremony held on Thursday 26 March at BT Murrayfield Stadium, Edinburgh.

Johnny Foxes and The Den took the night’s overall prize competing against all 46 venues taking part from across Scotland. The awards reflect the winners’ efforts in looking after their customers and creating a safe and responsible drinking environment. Don Lawson who owns Johnny Foxes and

The Den said: “It was great to have won the prize for Best Independent Bar but to have picked up the National Champion 2014-15 Award was a complete shock and I really can’t wipe the smile from my face! “I am beyond delighted for the team at Johnny Foxes and The Den but also for

Inverness. To have two winning venues from the city is a great testament to the talent here. “Best Bar None is a great initiative to be a part of and the awards are really taking over others in the industry as it’s so focussed and structured.”

### A full list of winners can be found below:

| Premises Name                             | Category Type                  |
|---|--------------------------------|
| The Three Sisters                         | Pub                            |
| Bon Accord                                | Independent Pub                |
| Glenmavis Tavern                          | Bar                            |
| Johnny Foxes and The Den                  | Independent Bar                |
| Arts Bar, Mercure Hotel                   | Hotel Bar                      |
| Campus                                    | Night Club                     |
| University of Strathclyde Students’ Union | Specialist Entertainment Venue |
| The Institute Nightclub                   | Best Use of Innovation         |
| The Garage                                | Best Public Health Initiative  |
| The Corbie Inn                            | Heart of the Community         |

Mandy Haeburn-Little, Director of Scottish Business Resilience Centre, hosted the awards ceremony with prizes for all ten categories presented. These included; Pub, Independent Pub, Bar, Independent Bar, Hotel Bar, Night Club, SEV (Specialist Entertainment Venue), Best Use of Innovation, Best Public Health Initiative and Heart of the Community.

She said:

“It is a great honour to announce the team at Johnny Foxes and The Den as the

National Champion for 2014-2015 and Best Independent Bar and a huge congratulation to Arts Bar as well for taking home the prize for Best Hotel Bar. Both venues have shown an excellent standard of practice and take great pride in their premises and surroundings.

“These awards look to recognise the best examples of Best Bar None venues which focus on public safety and customer care, together with the key principles of prevention of public nuisance, protecting and improving public health and the

protection of children from harm in order to positively enforce Scotland’s night time economy.

“Anyone looking for a good, safe night out in Inverness should look out for a Best Bar None venue knowing it has been through a rigorous accreditation process and demonstrated high standards across a range of important criteria.”

Three other Inverness venues were also shortlisted including; The Kings Highway, The Auctioneers and G’s Nightclub.

Best Bar None National Awards 2014-2015 were produced with support from the Scottish Government Alcohol Industry Partnership and SGL Security.

The Best Bar None initiative has accredited over 400 premises throughout Scotland and works with the licensed trade, Police Scotland, Scottish Fire and Rescue Service, suppliers, The Scottish Licensed Trade Association and Scottish Government to celebrate and reward licensed premises for responsible management and efforts made to combat alcohol related crime and disorder.

# New Data Protection Rules for Business

On the 10th March 2015 new rules regarding 'Enforced Subject Access' were introduced across the United Kingdom.

The Scottish Business Resilience Centre has provided a 'Quick Guide' to businesses in Scotland on how Section 56 of the Data Protection Act 1998 (DPA) will affect them.

Previously, some employers, insurers, education providers and housing providers required individuals to provide copies of information by applying for a Subject Access Request. This type of request disclosed information held by organisations including Police, Prison Service and DWP etc. on their various databases covering a wide range of information that wouldn't otherwise be available to them.

Where such a request is made this may now be considered a criminal offence subject to the terms of 56 DPA. However employers may lawfully obtain information regarding employees, prospective employees, customers or indeed firms contracted to perform a service to them etc. if an application is made using Part V of the Police Act 1997.

For some organisations, the loss of ability to conduct enforced subject access requests will require a significant change in practice and mind-set. Other organisations, however, may not be fully aware of what practices are in place and may wish to conduct an audit exercise to ensure compliance with the new law.

The Scottish Business Resilience Centre recommends that organisations reinforce the areas of the business that are most likely to need reviewed. In the first instance why not contact SBRC to obtain your own copy of the guidance we have produced.



## Blantyre & South Lanarkshire Credit Union Savvy Savers Project



Founded in 1991 named originally Blantyre Credit Union, the Board in place at that time had a vision to encourage all within South Lanarkshire to save with the credit union.

With this in mind the credit union began working with local schools providing volunteer ran collection services, enabling children to pay into their credit union account at school on a regular basis. At this time, due to the service being reliant on volunteers to carry out the collections, the service was extremely limited, leading the credit union to source funding to explore other alternative methods.

The Savvy Savers Project was started in 2011 and it is still going strong to this day, the BSL Credit Union currently have over 4300 active junior accounts with over £480,000 held in savings. The Savvy Savers project is overseen by project workers Myra Dolan and Janette McKeown and with their drive and enthusiasm they have seen the project flourish into a huge success with Savvy Savers currently established in over 60 schools. The project is currently funded by BSL Credit Union, the Scottish Government and South Lanarkshire Council and they are currently looking to find additional sources of funding to help with the exponential growth they have seen over the projects life.

2012 to 2013 saw over 1000 pupils from the 39 schools which the project was established in at that time save over £53,000 through schools collection points.

2013 to 2014 saw pupils from 52 Schools where the project was established in at that time save over £79,000 through school collection

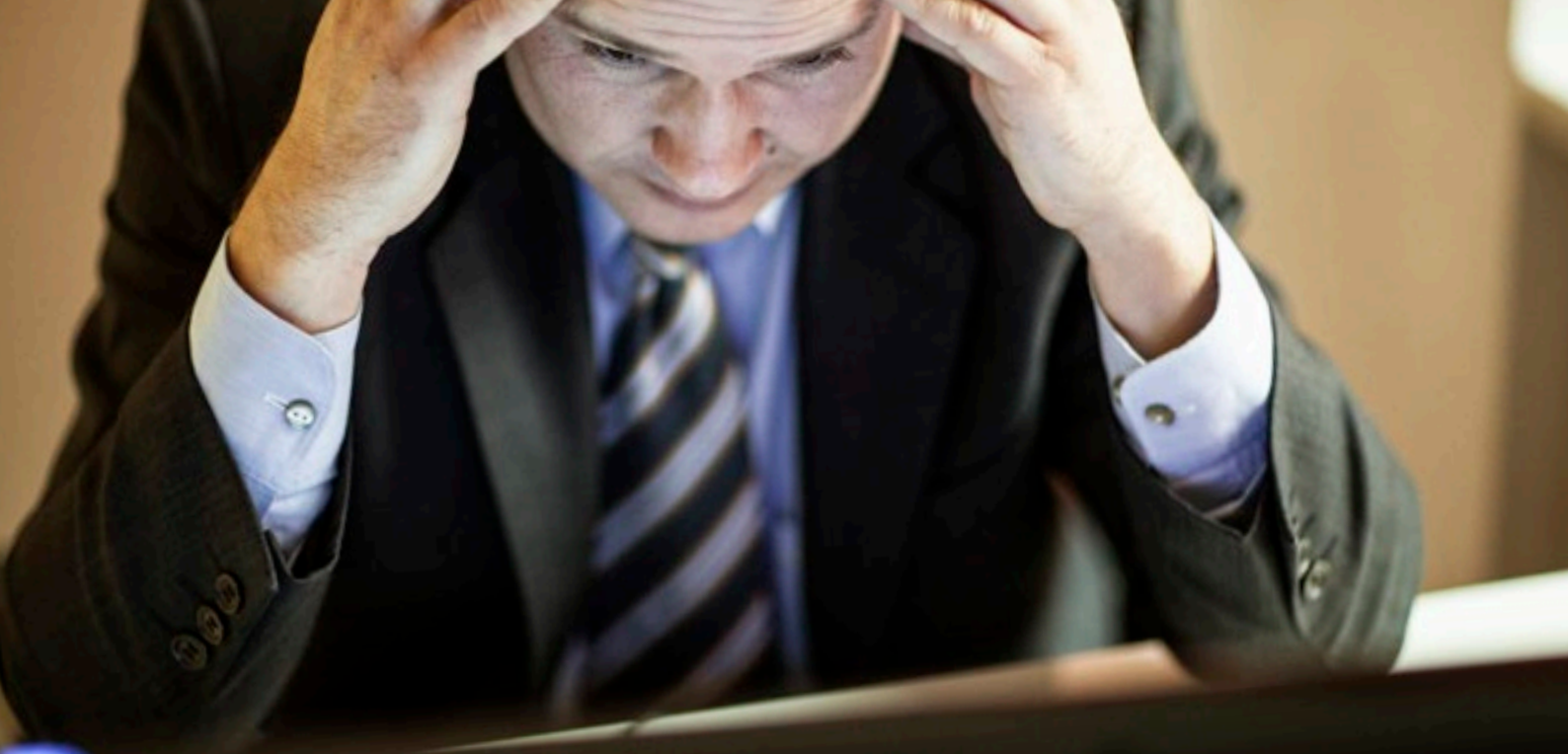
points with over 1200 new junior savers coming on board during that term.

As of their most recent term they have seen pupils in 58 schools save over £26,000 so far with over 600 new members coming on board during this term so far and they're sure that you can see that they are on track for further growth this year.

Along with the tremendous outcome of these accumulated savings further outcomes have been reported such as both children and adult volunteers having an increased confidence and skills through volunteering at the collection points. This is a very important element of the project encouraging the children to take ownership of their own business, gaining future job experience of completing application forms and attending interviews. Additionally, adult volunteers who are recruited to supervise the collection points gain confidence and skills to take forward.

They are also currently promoting adult membership through schools with the Recommend a Friend pilot, with this they get the children to let their parents, guardian, carer or other family members know of all the great benefits of being part of a Credit Union. With each member that the children refer they enter their school into a draw to win a fantastic prize, last year they awarded Douglas Primary School an iPad for their success in getting their families involved.





# Cyber security – A real threat

Would you know what to do if your company's computer networks and systems are breached? How long would it take you to respond? Would you even be aware it had happened?

In today's modern world with technology advancing at such a rapid pace these are the questions that every business needs to ask.

With the emergence of new cyber threats each day, information security, once the poor relation of IT, is now at the forefront of everyone's mind. Security systems need to be architected and aligned with business needs to protect your critical assets and infrastructures.

Cyber security has a number of dimensions. The paramount threat is real and very much at our doorstep.

Most attacks are automated and designed to scour the internet, probing for open ports and easy ways in. The real trouble begins, when systems are not hardened and properly managed as this leaves countless easy ways into a corporate network. If systems are not monitored by security experts, those people who can spot the tell-tale signs of an attack, then things can go unnoticed for hours, days, or even months.

## A real threat in action

Integrity Solutions has implemented a system to visualise attacks and demonstrate in real-time how such attacks can be monitored. With this, our aim is to help clients appreciate how real the threats are and witness the events that take place.

A virtual machine was provisioned in the cloud with some basic monitoring implemented.

## Results & findings

The server had no specific affiliation with any company or domain, yet there was a constant stream of attacks against it. The attackers were attempting to break into the server by repeatedly trying to guess login credentials, otherwise known as a brute force password guessing attack.

During the time that this virtual machine was running in the cloud, data was collected to show that some attacks lasted a few minutes, perhaps attempting a few hundred to a few thousand passwords, whereas some attacks lasted hours.

The most common attacking countries traced, based on IP address, were Brazil and China.

It was much harder for the attacker to guess the correct username and password because basic measures had been taken to secure the virtual machine (e.g. updated system software, opening only necessary ports, and disabling root login).

In this case, disabling the 'root' login deflected over 98% of all attempts.

| Username | % Attempts |
|----------|------------|
| root     | 98.58%     |
| test     | 0.16%      |
| nagios   | 0.09%      |
| admin    | 0.08%      |
| guest    | 0.07%      |

Within minutes of setting up this virtual machine it had started receiving malicious traffic. We can therefore appreciate that organisations with a larger internet presence, have a greater cyber visibility

and threat surface and are an even more attractive target for an assailant. The implication from this is that we must remain vigilant across the entire network and server estate, identifying any gaps in our defences and controlling malicious activity effectively.

## Recommendations

Having a security focused culture is crucial. There is the urgent need for organisations to move their security posture from a position that reflects an attitude that 'we might become a target', to the much more realistic stance of 'we are a target'.

In addition, there is a great need to test your security. Without adequate testing it would be negligent to assume that you will withstand a targeted attack.

- 1 Having an ethical penetration test carried out allows your security to be tested in a similar manner to an attack, the results of which can be fed back to security teams directly so that defences can be tuned and strengthened.
- 2 Alternatively, carrying out a security review will take a high level approach and examine not only your network, but the rest of your business too. From the strength of your perimeter defences to the security awareness of your staff, security reviews assist in strengthening the security posture of your business.

**Robert Gemmell is Scotland Regional Manager with Integrity Solutions – specialists in Cyber & Information Security**

[www.integritysolutions.co.uk](http://www.integritysolutions.co.uk)

# Cyber Security Breakfast Meetups for SMEs

## From Informatics Ventures in Partnership with SBRC

Cyber Security is a Tier1 Security threat to the UK Government and industry is in the front line when it comes to attacks from inside and outside the firewalls. No company is immune to the threat presented by employees, ideological attacks, organised crime and nation states.

IP theft and reputational damage are the two biggest threats that face industry of all sizes.

The lecture series will introduce you to a community of like minded individuals and help you to improve your company's resilience and mitigate threats and ensure you are always aware of the latest threats. These events are made possible through the help of Scottish Enterprise, SICSA and Scottish Government and done in partnership with the SBRC (Scottish Business Resilience Centre).

A full year of speakers has been organised as well as a new format where before

each main talk we will get a run down of the most recent threats and the steps that SMEs can take to defend themselves.

The Edinburgh lecture series will be running in the Dome (New Register House opposite Waverley Station) on the last Thursday of every month. On the last Friday of every month the same event (different speaker) will run in the Corinthian in Glasgow.

The times will always be 0800 - 0900

### SPEAKERS (EDINBURGH)

- 29/1 David Stublely - 7 Elements
- 26/2 Graham Watson - Cloudwrap
- 26/3 Dougie Haywood - TescoBank "Using threat intelligence in Cyber Security"
- 30/4 Ishbel Duncan - University of St Andrews
- 28/5 Matt Storey - NCCGroup
- 25/6 Jamie Graves - Zonefox
- 30/7 Ian Kerr - IDInquiries
- 27/8 David Ferbrache, KPMG
- 24/9 Fortinet
- 29/10 Police Scotland "Steps to take after a suspected cyber crime"
- 26/11 Mandy Haeburn-Little - SBRC

### SPEAKERS (GLASGOW)

- 30/1 Graham Day - Integrity "Network Storyteller: Tell-tale signs of a breach"
- 27/2 David Stublely - 7 Elements
- 27/3 Rory McCune - ScotSTS
- 24/4 Craig Devlin - Seric
- 29/5 Matt Storey - NCCGroup
- 26/6 Karen Renaud - University of Glasgow
- 31/7 Ian Kerr - IDInquiries
- 28/8 Police Scotland "Steps to take after a cyber crime"
- 25/9 Robert Gemmell - Integrity Solutions
- 30/10 Fortinet
- 27/11 Mandy Haeburn-Little - SBRC

### AGENDA

- 0800 - 0815 Coffee and Breakfast
- 0815 - 0825 Current threats Summary
- 0825 - 0845 Main Speaker (see below for speakers)
- 0845 - 0900 Questions and close

For more information and to book please visit:

#### Edinburgh

<https://smecyberbreakfastedinburgh.eventbrite.com>

#### Glasgow

<https://smecyberbreakfastinglasgow.eventbrite.com>

## Clydesdale Bank introduces Polymer £5 note

Our new £5 note is Great Britain's first fully Polymer banknote. There are considerable benefits to printing banknotes on polymer instead of paper.

Polymer notes are produced from a thin, transparent plastic film rather than paper which means we can add enhanced security features such as clear portions or 'windows' in the design, while keeping their traditional look.

### SECURE:

Polymer notes can incorporate advanced security features which make them more difficult to counterfeit.

### CLEAN:

They stay cleaner than paper notes, as they are resistant to dirt and moisture.

### DURABLE:

Polymer notes last at least two and a half times longer than paper notes which make them more environmentally friendly.





# Financial Sector Resilience Group



On Tuesday 3rd March, 2015 under the auspices of the Financial Sector Resilience Group a resilience workshop was held at the Scottish Government, Atlantic Quay, Glasgow as part of the work plan for Critical Infrastructure for the Finance Sector in Scotland. Following discussions between representatives from Scottish Government, the Scottish Business Resilience Centre, Police Scotland, Glasgow City Council and the International Financial Services District (IFSD) in Glasgow it was agreed to hold the workshop specifically for major businesses within or close to the IFSD. It has to be stressed that the exercise did not arise from any specific threat or hazard but it is recognised that management requirements across financial services companies in particular are so related that there are likely to be common synergies across all participants. The workshop presented delegates with an up to date

assessment of current threats and hazards to the sector and provided opportunities to consider scenarios from major incidents or emergencies requiring knowledge of current local contingency arrangements to exercise how staff should respond during a disruptive event or emergency.

The overall aim of the workshop was to assist organisations working within the Glasgow IFSD area to understand the key geographical or service provision issues before, during and after major incidents or emergencies. There was also focus on understanding levels of support contingency planning arrangements within those organisations and how public sector response fits with those arrangements.

This workshop was designed for those individuals within organisations who have a good knowledge of their local contingency planning and business continuity arrangements as they relate to local buildings and procedures.

A total of 30 delegates participated in the four hour workshop.

Delegate feedback from the workshop was extremely positive and key issues were raised in relation to the creation and retention of policy logs, incident management processes, local networks of security/facilities personnel and crisis management teams.

Having considered delegate feedback the planning team intends to hold a similar event in Edinburgh in July this year. Thereafter workshops will be held bi-annually and will focus on issues raised at previous workshops. In this way financial sector organisations will be given time and space to collaborate, consider the changing threat landscape and continually improve their readiness to deal with and minimise the impact of, disruptive events.



## THANK YOU TO BEST BAR NONE SCOTLAND NATIONAL AWARDS 2014/15 SPONSORS

THURSDAY 26th MARCH 2015 – BT MURRAYFIELD STADIUM, ROSEBURN STREET, EDINBURGH

I would like to take this opportunity to thank our Sponsors, Diageo, Molson Coors, Heineken, Tennents, Maxxium UK and Chivas Brothers. Working in Partnership with Scottish Government, Police Scotland, the Scottish Fire & Rescue Service, Belhaven Pubs and the Scottish Licensed Trade Association.

The event was also supported by SGL Security, the Scottish Government Alcohol Industry Partnership. Working with Best Bar None to deliver the Event to such a high standard and allow the achievements of our Finalists to be acknowledged and celebrated in style.

*Arlene Campbell Best Bar None Scotland National Lead*



SUPPORTED BY




The Scottish Government Alcohol Industry Partnership





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