

BULLETIN

WELCOME

Firstly, the CGC Crime Prevention Programme would like to introduce a new member to our team, James Oosthuizen our Consequence Manager. James has left the SAPS of which he dedicated 35 years of service to them. An Ex-Detective in charge of Organised Crime Desks, dealing in the following: Anti-Corruption, Precious Metals and Diamond, Endangered Species, Narcotics, Trafficking in Human Beings and Non Ferrous Metals Theft Investigations. He holds a BA and a BA Hons-degree in Police Science (UNISA) and a Masters in Public Administration (University of Pretoria) for which he presented a thesis on the implementation of crime prevention policies.

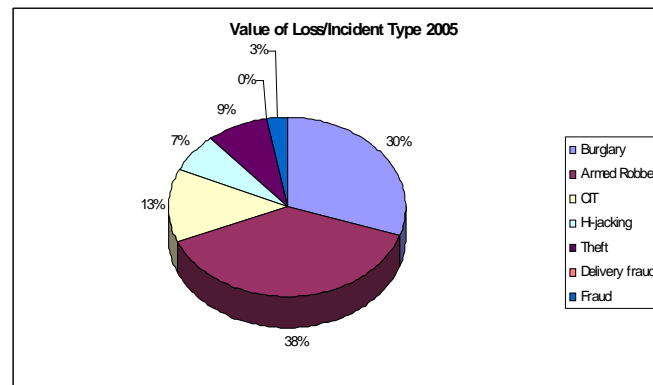
CGC CRIME PREVENTION TRAINING DAYS

The IMS training days are almost complete; the last training session for this year will take place on the 20 September 2005 in East London. Training sessions will continue in the New Year intensively.

IMS

Value of Loss & Count: Incident Type: August

TYPE	VALUE	COUNT
Burglary	663,055	27
Armed Robbery	2,430,432	24
CIT	660,120	3
Hi-jacking	208,087	4
Theft	293,997	3088
Delivery fraud	-	4
Fraud	70,593	31
	4,326,285	3181



TIP & TACTIC FOR THE MONTH

- Christmas is around the corner. It is time to review your systems, procedures, safety, drills etc. Please go through each step in the following table, to ensure your store/site is prepared.

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GENERAL		YES	NO
1.	Do you have a dedicated emergency notice board?		
2.	Are appropriate contact names and numbers displayed on the board?		
FIRE			
3.	Have you appointed and trained: ■ Fire Wardens ■ Evacuation Wardens ■ First Aiders		
4.	Have specific emergency duties been allocated to security.		
5.	Do staff know where the assembly point is		
6.	Has an alternative assembly point been selected		
7.	Has an official been appointed to supervise staff at the assembly point		
8.	Do staff know the emergency escape routes?		
9.	Is immediate and unimpeded escape through all emergency escape doors possible?		
10.	Do staff know how to open emergency escape doors?		
11.	Are emergency doors and routes sign posted?		
12.	Have you opened all emergency escapes doors within the past month?		
13.	Are you sure that the keys in the key boxes fit all padlocks securing emergency escape doors.		
14.	Where more than one key is in a box are they colour coded to the correct lock		
15.	Do all staff know what to do if fire alarm is activated?		
16.	Can alarms be heard in all areas?		
17.	Has the alarm been tested within the past month?		
18.	Has a full house evacuation drill been conducted within past three months?		
19.	Have you walked all escape routes from start to point to "assembly point" within past two months?		
20.	Are all emergency escape routes clean and clear?		
21.	Have you tested/walked centre controlled emergency escape doors and routes within past month?		
22.	Are torches available at strategic points?		
23.	Have torches been tested within past two weeks.		
24.	Is the emergency generator test run weekly.(if applicable)		
25.	Is the sprinkler system pressure tested weekly.(if applicable)		
26.	Are fire extinguishes inspected monthly?		
ARMED ROBBERY			
27.	Do you have a Crime Scene Management kit available and complete?		
28.	Are all staff trained in what to do in an armed robbery?		
29.	Is security/management present during opening and closing, and are they in possession of portable (panic button)alarms		
30.	Are the CCTV and in store detectives on high alert.		
31.	Is a telephone installed in the strong room?		
32.	Is a torch held in the strong room?		
33.	Is an emergency contact telephone list available in the strong room?		
34.	Is a six pack of cola available in strong room?		
35.	Is a blanket available in the strong room?		
36.	Do all staff know how to escape from a cold room/freezer?		
37.	Are panic alarms tested weekly?		
38.	Are the premises well protected at all times – Day/night, week/weekend?		
39.	Are access controls measures in place, particularly early morning/late evenings and weekends		
40.	Are the Burglar and Panic alarm systems fully tested and 100% operative		
41.	Are arrangements made with SAPS to increase visibility?		
CASH HANDLING			
42.	Is a cash-in-transit collection action plan in place, including extra security.		
43.	Do all staff know what to do when C-I-T is in process?		
44.	Have you arranged regular cash pick ups		
45.	Have you reviewed your internal cash management (till collections) procedures		
46.	If needed to fill the ATM's during trading hours, are the correct precautions taken.		
EXTRA STOCK CONTROLS			
47.	Have you ensured that detailed checking and end control is at its maximum capacity		
48.	Have you ensured that shrinkage items are controlled and counted throughout this period?		
49.	Have you ensured that stock is stored in the correct location?		
50.	Have you made special arrangements for hazardous and high risk stock?		
51.	Are you satisfied with the number of YES answers given in response to this questionnaire?		

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ERS

New System

To let you all know the ERS database is busy getting redesigned. It should be ready by latest next year April. This is the reason for the ERS survey that was sent out in August. Thank you for all the replies.

We have taken the results received so far and analysed them. Most of the responses indicated that the site was user friendly and reliable.

Majority of the responses with regards to the site being reliable and user friendly, as well as the step to step guide being easy to understand, were a yes.

All the requests for things to be added and changed on the ERS system have been looked at and categorised to what is truly needed and what is not. Some of the changes which will appear on the new site will be:

- The option to do reference checks on Foreign employees
- There will be a section either on ERS or the main page where a contact number for each member company will be available.

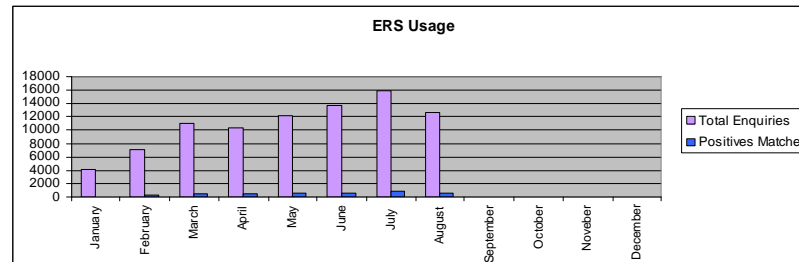
There will still be many changes to come, but once the new system is up

and running, the option of having training done will be available and a new step to step guide will be distributed.

There is also the option of doing a further check on the employees that are being references; a link to Griffiths Reid and EMPS has been added on the ERS database. This will enable you to do criminal record checks, credit references etc. Remember, these services are charged for by these companies.

Please remember to access ERS through www.cgccrime.org.za and NOT through www.cgcsa.co.za.

MONTH	TOTAL ENQUIRIES	POSITIVE MATCHES	PERCENTAGE
January	4055	224	5.52%
February	7158	355	4.96%
March	11112	496	4.46%
April	10462	572	5.46%
May	12244	644	5.25%
June	13628	727	5.33%
July	15816	776	4.91%
August	12795	640	5%



INTERVIEW WITH GRAHAM REBELLO

Massmart Representative for CGC Crime Prevention Programme



1. WHAT IS YOUR ROLE AND OBJECTIVE IN THE CGC CRIME PREVENTION ORGANISATION?

I represent the Massmart group of companies at the Crime Prevention Mancom level. I disseminate the outcomes, initiatives and projects at Mancom meetings to Massmart chain Risk Managers, who are responsible for the implementation of these initiatives into stores. The Mancom is responsible for prioritizing and committing support to the initiatives identified, and ensuring the implementation of these initiatives into the respective chain store groups. My objectives are to develop industry standards through Best Practice on Crime Prevention strategies, to develop stronger working relationships with industry stakeholders (SAPS, NPA, BAC) and to ensure Massmart alignment and implementation of these standards and initiatives.

2. HOW LONG HAVE YOU BEEN INVOLVED IN THE CPP?

I'm one of the "new kids on the block", having been involved from April 2004.

3. WHAT HAS BEEN THE MOST EFFECTIVE INITIATIVE LAUNCHED BY THE PROGRAMME?

The ID Credentials initiative has been the most successful, given that all member companies galvanised their efforts in getting access to stores standardised through these ID cards. These cards effectively provide tighter access controls to store groups, places more responsibility on stores to effectively manage access-control, and provides detailed processes for the handling of suspected criminal incidents. The Rogue Traders MOU and Practice Note will become the biggest achievement of CPP once signed and implemented.

4. WHERE DO YOU SEE THE PROGRAMME DEVELOPING IN THE FUTURE?

Crime Prevention is a non-competitive issue, and through widening the CPP membership base, we will tackle hard-hitting and relevant issues across the supply chain (logistics, hijacked vehicles, stolen / counterfeit goods, fraud, serious and violent crime, shoplifting, access control) with a broader representative base.

5. WHAT MESSAGE WOULD YOU LIKE TO GIVE OTHER MEMBERS (AND NON-MEMBERS) OF THE PROGRAMME ABOUT THEIR PARTICIPATION AND POTENTIAL BENEFIT?

Only through a broader membership base will we hope to reduce crime in our industry. As stakeholders within the FMCG industry, become an active CPP member who contributes proactively to fighting crime within our sector and who can bank the value from the membership to direct reductions of crime in your business. LOOK, LISTEN AND LEARN.