

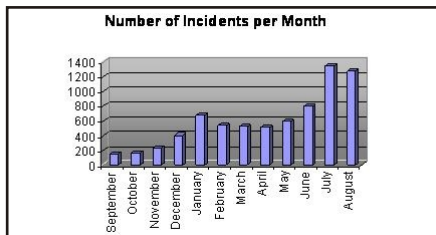
Bulletin

ECR Crime Prevention

August 2003

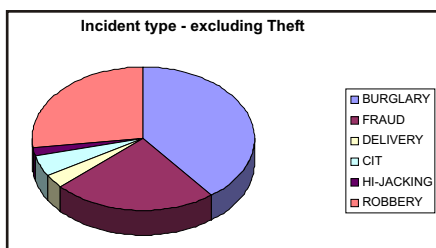
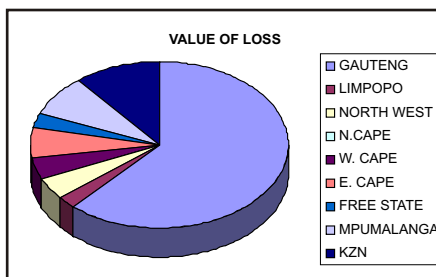
This month saw a substantial increase in the number of locations reporting incidents. This has resulted in another rise in the total incidents reported. The 2 graphs show the correlation.

1. Incident Management System



The correlation between the 2 graphs highlights the importance of getting all locations to report, every month. Only then will we be able to provide meaningful trend and seasonality analysis.

The next graph shows the breakdown, by value of loss, of losses in the different provinces. This graph is skewed by the higher reporting ratio in Gauteng, but it does correlate to SAPS indicators of where crime occurs in Commercial establishments.



This graph shows up the gaps in our reporting. We know that there are a high number of hi-jackings still occurring in our industry, but these are not reflected in the graph, nor is the real cost of CIT heists to our members. However, that does not detract from the fact that Robberies and Burglaries are high cost threats to our

industry

The relatively high value attributed to fraud can be ascribed to 5 cases of embezzlement, each well in excess of R1 million. Armed Robberies.

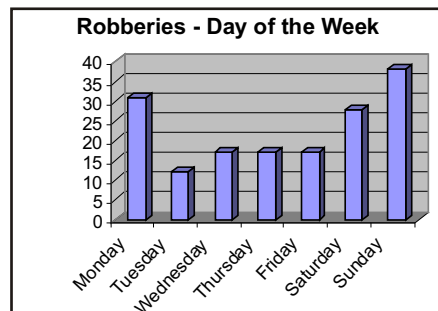
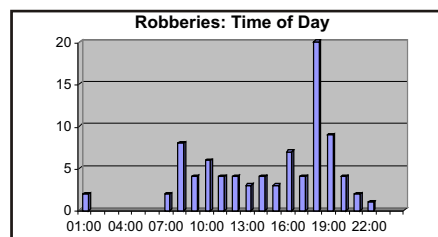
The Stores continue to be plagued by gangs of robbers. The ECR Crime Prevention Programme, with Woolworths taking the lead, has established a working group which is embarking on a detailed, and urgent, review of this scourge.

The terms of reference for this group are to develop "Best Practice" measures for the:

- Prevention of violent crime at shopping centres and surrounds.
- Prevention of armed robbery against retailers with priority given to convenience stores/centres, stand-alone stores and high street stores.
- Prevention of cash-in-transit robberies at shopping centres.
- Prevention of violent crime against customers at shopping centres including centre car parks.
- Prevention of bank A.T.M. robberies.

An initial meeting was attended by 36 role players from Stores, Distribution centres, Property owners, store centre managers, BAC, CSIR, as well as relevant members from the Head Office of the SAPS.

We presented a detailed analysis of the incidents that we have received on the IMS, amongst them being the following two graphs:



These graphs plainly show the times and days when these incidents are most likely to occur, and members are urged to take extra precautions at these times.

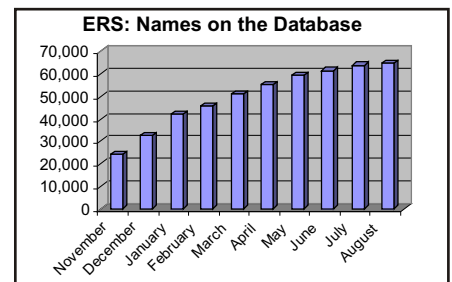
The meeting was also shown a risk analysis of a number of stores, located in a

high street, stand alone and also in small suburban centres. A number of environmental risks were discussed, such as the immediate environment, the typical crowd that may gather outside, proximity to arterial roads, as were the physical risks that can be controlled by the store itself, such as access and egress, security of the delivery areas, ATMs, surveillance.

The Working group's progress will be reported on in upcoming Bulletins

2. Employers Reference Site

The growth of the industry's own pre-employment screening tool continues. The following graph depicts the continuing growth of names on the database, which attracted over 10,000 enquiries so far.



The ratio of positive matches continues to exceed 10% each month.

The long term goal of the ERS is to provide a work history, i.e. a number of places where an individual has worked. It is pleasing to see that a number of enquires are returning results reflecting 2 or even more places of work.

3. Instant Alerts

The value of this new service was vividly demonstrated this month. On August 14, 4 men were seen acting suspiciously at a store in Tokai in the Cape. This included asking security related questions of the staff, and "surveying" the premises, it is believed, with a view to returning later to rob the store.

Their details were flashed through the area. A short while later they were seen at Rosmead. Same behaviour. Another flash was sent, this time to a wider audience.

These men were seen in Stellenbosch, and later in Somerset West, where they were arrested for carrying concealed weapons. It was later found that these guns had been stolen, as was the vehicle they were driving. Some of them were wanted in connection with other crimes.

SAPS Co-operation

We have often reported that we receive

excellent support from the Police, at a strategic level at Head Office, as evidenced by their attending our meetings and workshops. However, a large part of our aim to reduce crime is to achieve an effective response from the Police at the scene of the crime. To this end the ECR Crime Office is working in two directions.

Firstly, we have established a complaints procedure. Should members receive poor service from a Policeman, then this is to be reported to the Crime Office (0861 101 726). Full details will be taken down, including the case number and the name of the officer involved. This will then be passed on for investigation and report back first to the Station Commissioner, and failing to get satisfactory a result, passed up the line until we report it to Divisional Commissioner Alberts, who is responsible for Service Delivery.

The response to this procedure has been excellent.

Good service is also passed on and we recently had the pleasure of writing to an Investigating Officer thanking him for his approach and diligence in solving a case. This letter is copied to his commander. Both complaints and praise are placed on their personal records.

The second initiative with the SAPS is to get a formal agreement signed, stipulating the co-operation between the ECR and the SAPS. This agreement will include a protocol for reciprocal support as well as establish a regular, official forum where our problems, suggestions, statistics etc can be brought to the attention of senior police officers, and carry the weight to have an appropriate response (i.e. Action).

Industry Participation

The following companies have agreed to participate in the Crime Prevention Program:

3D Marketing
Accantia
Adcock Ingram
ADT Security
Agfa
Aluvin
Anglovaal Industries
Aventis
BAT
Bic
Bokomo
Bromor Foods
Chandel Security
Chep
Chubb
Clover
CMR
Coin Security
Cold Chain
Consol Glass
Cordiner's
Daymon International
Designer Group
Dex Security Solutions
Energizer
Federal Marine
Fidelity Security
Firth Brothers
GP Retail
GSK
Geoff Dakin
Gillette
Group 4 Falck
Illovo
Imperial Cons. Logistics
Industrial Finger Printing
Irvin & Johnson
Johnson & Johnson
Kellogg's
Kimberly Clark
Knightwatch Security
Kodak
Kraft Foods
LA Sales
Lever Ponds

Lodge Security
Massguard
Massmart
Master Foods
Meridian Sales
Merisant
Metro Cash & Carry
Nampak Tissue
National Brands
National Safe
Nestlé
Network Field Marketing
New Clicks
Nola
Nutritional Foods
Pack 'n Stack
Parmalat
Pick 'n Pay Group
Premier Foods
Pro Asset Management
Procter & Gamble
Quiver Group
Rainbow Chicken
Reef & Rural
Revert Security
RFF Foods
Roche
Rowlands Pearce
SBV Services
Servier Laboratories
Shoprite Checkers
Smollan Holdings
Southern Sales
Spar
Stallion Security
Strategic S & M
Supergroup
Supply Chain Services
TFD
Thumb Trading
Tibbett & Britten
Tiger Brands
UBR Foods
Ullmann Brothers
Vector Logistics
Vital Health Foods
Vital Merchandising
Widespread
Wolf Security
Wolf & Johnstone
Woolworths