

Bulletin

ECR Crime Prevention

October 2003

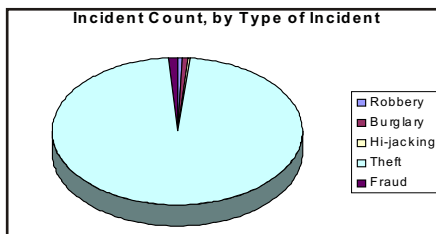
Most of South Africa is slowing down in anticipation of the Festive Season, preparing for their holidays and quiet period at the office. This means that the FMCG industry, by contrast, is gearing up for its busiest period of the year.

November/December is also high season for crime in our industry. With this in mind, the ECR Crime Prevention Programme has developed a 50 point checklist which provides a guide for Stores, Warehouses, etc. to review their safety and security arrangements. This checklist has been provided to the Champions for distribution to their Stores. It is available on request at the ECR Crime Prevention Offices: 0861 101 726

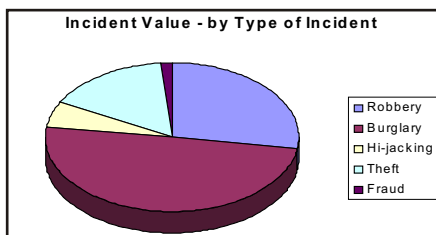
The SAPS are also being approached with an eye on Christmas. We are discussing what they can do to reduce criminal events in our members' premises during the next 2 months.

Incident Management System

October appeared to be a quiet month maybe the calm before the storm? However, Burglaries continue to be a problem. During the month there were 20 incidents of breaking and entering members' premises, resulting in losses totalling some R785,000.



Armed Robbery continues to be a major concern. The 9 incidents that occurred during the month, resulted in a number of injuries to staff (none serious), but of more concern is the effect this violence has on our customers.



Hi-Jacking

The Logistics companies have provided us the details of some **30 hi-jackings** that have occurred this year. This totals R4.2 million in lost goods. The value of lost horses and trailers has not been provided. All the incidents we have on our database relate to hi-jackings in the Gauteng

Province, with 9 of them occurring in the Boksburg area. Commonalities are being sought, and will be distributed to the participating Logistics Companies.

Violent Crime

The Sub-committee looking at the vulnerability of suburban centres to armed robbery has launched a survey of the security and physical attributes which may contribute positively or negatively to their vulnerability to Robbery. ADT and Securicor will be surveying 50 centres in Gauteng. This part of the survey will cover 5 super-centres (e.g. Sandton City), 3 stand-alone stores (such as a Makro or Trade Centre), and 42 suburban centres.

The survey has also been distributed to members of both the SA Property Owners Association and the SA Shopping Centre Council.

The results of this survey will be published in January, with a view to defining appropriate target hardening measures for shopping centres.

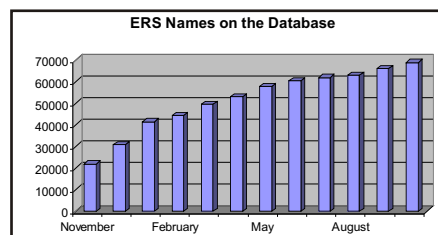
Fraud

Building on the analysis we included in last month's Bulletin, the Crime Office held discussions with the Commercial Crime Unit and SABRIC (our counterparts in the Banking Industry) who have a special task force looking into **Cheque Fraud**. Our members have been invited to contribute to their efforts, and in so doing combat this type of crime.

A Best Practice will be published shortly, based on input from SABRIC and SAPS. Members suffer from this type of crime are asked to contact the Crime Office for interim guidelines.

Employers' Reference Site

This database continues to grow. The number of companies contributing terminations edges upwards every month.



During October we had a record number of enquiries 2930, with 274 (just below 10%) of the enquiries returning a match.

SAPS

Our efforts to sign an official Agreement with the SAPS continue. We have had further discussions with the Crime Prevention and Visible Policing Divisions, trying to get our proposed Protocol finalised. Further meetings will take place in November.

The Crime Office was asked on two occasions to assist members in specific problems (both relating to Fraud). We are pleased to inform you that we received excellent response from the Commercial Crime units involved, and letters of commendation have been sent from the Crime Office to the appropriate officers (and their superiors). We keep spreading our message of reciprocal support to the SAPS, and as their knowledge of our Programme spreads, so we are getting speedier and more willing reactions to our requests for assistance.

In-Store Service providers

The drive towards having an industry standard ID credentials Document for all external staff who work in store, whether they are employed by Manufactures or contracted Third parties, continues. The 7 major store groups have been asked to provide a commitment to enforcing the requirement in their stores. It is believed that this will be received in writing from all 7 CEOs early in November. The Steering Committee will then be tasked with setting out the standards, the practical operational issues and the timetable for implementation.

If your company has staff that visits the stores, then please contact the ECR Crime Office to ensure that you are kept up to date with these developments.

Security Companies

This Action group has been active in developing their Best practice statements. A Best practice on **Electronic Intruder detection** has been finalised and published. This has been developed in conjunction with SAIDSA (the SA Intruder Detection Services Association) and SAIA (the SA Insurance Association). It has been published as bylaw 25 (to the Security Industry) and will soon be available to our members on our website.

Further best practices nearing completion are those relating to **Guarding, Armed Response** and **Cash-in-Transit**.

Industry participation

At the ECR Conference, the Chairmen of CGCSA (Sean Summers and Doug Baillie) set the Industry a target of 400 companies participating in the Crime Prevention

Programme by October 2004. The companies that are already participating are listed below. If your company, or the company of the person coming to visit you, is not listed below, ask why the non-participation. We can only be successful if the whole industry stands together against crime.

3D Marketing
3M
Accantia
Adcock Ingram
ADT Security
AFK Marshall & Son
Agfa
Aluvin
Anglovaal Industries
Auto Crime Busters
Aventis
BAT
Beacon Sweets
Bic
Bokomo
Bromor Foods
Central Trade Services
Chandel Security
Chep
Chubb
Clover
CMR
Coastal Distributors
Coin Security
Cold Chain
Colgate Palmolive
Consol Glass
Cordiner's
Courlanders Agencies
Creative Marketing
Daymon International
Designer Group
Dex Security Solutions
Distell
Energizer
Federal Marine

Fidelity Security
Firth Brothers
Focus Retail Services
Geoff Dakin
GG Longmore
Gillette
GK Sales Solutions
GP Retail
GriffithsReid
Group 4 Falck
GSK
Illovo
Imperial Cons. Logistics
Industrial FingerPrinting
Irvin & Johnson
Johnson & Johnson
Kellogg's
Kimberly Clark
Knightwatch Security
Kodak
Kraft Foods
LA Sales
Legend Security
Lever Ponds
Lodge Security
Massguard
Massmart
Master Foods
Meridian Sales
Merisant
Metro Cash & Carry
N Prentis & Son
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
Rakas
RB Harraway
Real Juice Company
Reckitt Benckiser
Reef & Rural
Revert Security
RFF Foods
Roche
Rowlands Pearce
Sara Lee
SBV Services
Securicor
Servier Laboratories
Shoprite Checkers
Smollan Holdings
Southern Sales
Spar
Stallion Security
Strategic S & M
Supergroup
Supply Chain Services
Tar-Jet Distribution
Terba Agencies
TFD
Thumb Trading
Tibbett & Britten
Tiger Brands
UBR Foods
Ullmann Brothers
Vector Logistics
Vital Health Foods
Vital Merchandising
WG Cooper & Son
Widespread
Wolf & Johnstone
Wolf Security
Woolworths