Bulletin

CGC Crime Prevention

October 2004

ID Credential Cards

October 1st saw the launch of a standard identification card for non-store staff working in the stores. A notice was printed by CGCSA which was to be put up in each store, at the back door, with fliers to be given to each and every non-store employed merchandiser or sales representative.

These notices were given to the stores in July.

The flood of enquiries and applications started in the middle of September. The Crime Office staffed up to meet the number of applications we anticipated about 200 companies.

We were way off target. By the end of September we had processed less than 100.

The deadline passed. On 1 October, the stores started insisting on the cards, only to find that the majority of people did not have them. A leniency period was given to 15 October in order for the laggards to get their cards.

It was like a hurricane at the Crime Office. The phones rang off the hook, the fax machine didn't stop churning out application forms, lists of staff to be reference checked, Queries, enquiries, inquiries, all coming thick and fast. More staff were brought in, and still we couldn't cope.

Then our server imploded. Four days we were without computers, while Microsoft, Veritas, Novell and a sangoma were brought in to get the network working again.

By the end of October we had processed 503 companies, with 24 in progress. At the date of writing (9 November) we have 577 companies as members of the Crime Programme, and still we get new companies calling, needing cards.

There have been delays. Some companies waited days for their reference numbers. Some faxes sent did not get to the Crime Office for processing. But in the end (although it is not yet the end), the staff in the Crime Office did a wonderful job, processing numbers far in excess of what we expected. And not one of them jumped out of the window.

The cards will be valid until the end of October 2005, when we will require them to be renewed. Advance warning will go out, leaving sufficient time for the member companies to print the new cards (which will be a different colour) and distribute them to their staff members. The process therefore will be decentralised to the member companies, and therefore a lot smoother and less hassle to the members.

Participation

The key issue now for these new members is to participate in the services and activities

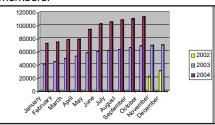
of the Crime Prevention Programme. They should visit our website (www.ecrcrime.org.za), and review past Bulletins, look at the various publications and Best Practices, get involved.

Early in 2005 we will be holding a series of meetings around the country. At these meetings we will give an overview of these activities and initiatives, and discuss new initiatives appropriate to the members in each region.

The Employers Reference Site

The biggest and most immediate benefit to

our new members is that they have access to the ERS. The Crime Office is in the process of allocating user names to each company, with an explanation of how to access the database. As can be seen form the graph below, this database now has in excess of 113, 000 names of people who have left the employ of one of our members.



This number does not include the sales and merchandising staff that we have just finished issuing reference numbers for probably over 100, 000 on their own. These names will be added shortly.

Pre-screening employees has been proven around the world to be one of the most effective tools in reducing crime in a commercial operation whether your company is in retail, wholesale, manufacturing, service or even banking.

The ERS provides company driven proof of work history within our industry. This will therefore enable a merchandising company to verify the work history provided by a candidate on their application for work. Or it will identify those candidates who do not provide full work histories, because they have something to hide...

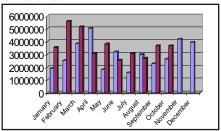
ID Cards for other Service Providers

The Store Groups have determined that all non-store staff will have these cards. Promotions staff have already started getting theirs. We want to have all **Delivery Personnel** to have these cards by 1 March 2005.

This means that all personnel on a truck delivering goods to a store must have these cards the driver, the co-driver and the staff who unpack the goods. We therefore appeal to all Logistics companies to make contact with the Crime Office and start the process of obtaining cards for your delivery staff

Crime Stats

We always include some analysis of our statistics in this Bulletin. This month we will concentrate on one aspect only Financial Loss. The following graph shows the trend of what we are reporting as Losses to the Crime Office:



Focus Groups

The Crime Prevention programme runs a number of work groups, focusing on various vulnerabilities in the supply chain. These have achieved varying levels of progress during the past year. During November and December we don't hold any meetings, as these groups will in the main, come up with trials or tests, and during this time the industry is concentrating on stocking up and preparing for the Christmas Season.

Meetings will resume in January.

December

December is our peak trading time. It is also a peak time for thieves and robbers. It is therefore incumbent on us to double our vigilance, ensure we are ready for the onslaught.

The CGC has a Store Readiness Checklist of what to do in preparation, to ensure you are ready at store level, for crime incidents during this time. Please e-mail us at crime@cgcsa.co.za for a copy to be sent to you.

Membership

As a result of the ID Credentials project, by the end of October there were some 507 members of the Crime Prevention Programme. These members truly are spread throughout South Africa, and it is incumbent upon us all to now make this Programme work for all of us.

The following companies have joined:

3 D MARKETING SERVICES ACNIELSON SABV ADRIATIC SHIP SUPPLY ADVANCED SALES & MERCHANDISING AFK MARSHALL & SON AFRI-SERVICES AGENCY 2000 AGRO-SERVE (PTY) LTD T/A EFEKTO AJ NORHT (PTÝ) LTĎ AJ PRODUČTS (W CAPE) CC AKWA J MERCHANDISING SERVICES CC ALLIANCE MERCHANDISING SERVICES ALLSEL TRADING CC T/A SELMARK ALMANSAL (PTY) LTD ALUVIN SECURIŚEAL (PTY) LTD ALZU ENTERPRISES (PTY) LTD

AMERICAN PARLOR ICE CREAM DESIGNER GROUP HERMANNS'S I.C.S. CC ANCHOR SALES & MERCHANDISING DESIGNERSPEC HI SALES PROMOTIONS **ANCHOR YEAST** DEWFRESH (PTY) LTD HIGHVELD DECOR SERVICES CC ANGLOVAAL INDUSTRIES GROUP **DFHAGENCIÈS** HIRD SALES & MARKETING ANGSTAR MARKETING (PTY) LTD DISTELL GAUTENG HJLLOYD & SON ANSEL & MARKETING DLUND FARMS POLOKWANE HONEYDEW DAIRIES (PTY) LTD HOTSPICE SPICES CC HOUSE OF FOODS APEX DISTRIBUTORS DMR DISTRIBUTORS (PTY) LTD ARCH CHEMICALS (PTY) LTD DON LARSEN AGENCIES DOUGLAS & FRIENDS ARROW TRADE HRX SALES & MERCHANDISING ASPIRANT VERSPREIDERS **DRAAIFONTEIN EGGS** HUBERTO'S ICE CREAM KZN CC AVAX SA215CC T/A RUSCO DAIRY DT SECURITY **HUNTERS MARKETING** AVR LABOUR OUTSOURCING CC DUNTUIN TRADING CC T/A FOODIES IKHAYELIHLE HEALTHCARE & HYGIENE DYNAMIC AND ADVANCE MARKETING ILLOVO SUGAR **BASILIACC** BCG AGENCIES T/A CREATIVE ENTERPISES AGENCY IMPERIAL CONSUMER LOGISTICS (Pty) Ltd EARLYBIRD FARM **IMPRESSIONS** EAST CAPE SALES & MARKETING EASTMORE AGENCIES BEAVER CREEK COFFEE ESTATE INDEPENDENT NEWSPAPERS KZN INDIGO COSMETICS (PTY) LTD
INDUSTRIAL FINGERPRINTING BEIERSDORF CONSUMER PRODUCTS **ECAGENCIES BELJON AGENCIES** BEN BOOYSENS (PTY) LTD BERGENDAL DISTRIBUTORS CC **ECOLAB TECHNOLOGIES** EDGE TO EDGE 94 (PTY) LTD INDWE SALES AND MERCHANDISING CC BERNARD BIGARA ENTERPRISES (PTY) LTD EGGBERT EGGS PTY LTD INGS AGENCIES CC BETTA FRESH PREPARED FOODS EGGMARK (PTY) LTD T/A KILLARNEY INGWE SALES INTERACTIVE TRADING 665
INTRADOR VYFTIEN (PTY) LTD T/A **BILL PACK** POULTRY BILL PACK
BIZAFRICA 581
BK MERCHANDISING
BLACK HOLE HOLDINGS CC ELLIES ELECTRONICS CAPE EMPIRE TOY AND STATIONERY ENERGIZER [SA] LTD CANTRADE IRVIN & JOHNSON **BOKOMO FOODS ERBAAGENCIES** ITAL MERCHANDISING SERVICES **BONTHUYS AGENCIES ERFPLAAS DAIRY** J.S.P. SERVICES **BORDAX RETAIL SERVICES ESSMORE MEAT DISTRIBUTORS** J.W.S. SERVICES BORDAX RETAIL SERVICES EASTERN CAPE EUREKAA.J. MELKERY JAB DRIED FRUIT PRODUCTS BRAND MERCHANDISERS CC THE **EUROBREADS CC** JAPAN TOBACCO INTERNATIONAL BRASANT ENTERPRISES (PTY) LTD EUROLUX 9PTY) LTD JAYS INTERNATIONAL TRADING CC **BRASH HOBBY** EVERYDAY FOODS (PTY) LTD JD MARKETING EXCELS SALES & SERVICES BRAVO SALES & MERCHANDISING JENNINGS FINE FOODS CC BREAK-THRU SALES & MERCH FAIRFIELD DAIRY (PTY) LTD JEN-TIL TOUCH CC BRENDA DE LANGE T/A BRENPACK FENSHAM SALES JOEKELS TEAPACKERS CC **MERCHANDISING** FERENGI HOUSEHOLD PRODUCTS (Pty) Ltd JOHN ORR AGENCIES BRITISH AMERICAN TOBACCO SA JOHNNY'S PITA FG KNIGHTS & SON JOHNSON & JOHNSON (PTY) LTD
KARLSON & HIGGENS INDUSTRIES CC
KELLOGG'S COMPANY OF S.A.
KEYNDED YOU APPLY BROCKLEE FARMS CC FIDELITY SECURITY **BROMOR FOODS** FIFERS BAKERY FIRTH BROTHERS FISCHER'S DAIRY **BROTHERS MANUFACTURERS REPS BURHOSE BURR-DIXON CC** FLEX-ELEC KIMBERLY-CLARK **BUSHY PARK FAM DAIRY FLORIBUNDA** K-MART RETAIL SERVICES CAPITAL OUTSOURCING GROUP CC FOCUS RETAIL SERVICES KNYSNAAGENCIES CATERED MEAL SUPPLY FOOD CORP (Pty) Ltd T/A SUNBAKE KODAK SA CE SALES & MERCHANDISING KRAFT FOODS SA (PTY) LTD TZANEEN FOOD CORP MILLING & BAKING FORMARK MARTEING / SALES / MERCHANDISING KUBI COSMETICS CC KWANELE LABOUR SOLUTIONS KWAZULU NATAL MARKETING CENTRAL TRADE SERVICES CHAND FOODS CHANDEL SECURITY FREEZERLINES (SWD) CC **KZAPAGENCIES CHEP SA** CHESTER WHOLESALE MEAT (PTY) LTD FRUITIME FRUIT JUICÉS (PTY) LTD L&CMESSARIS BROTHERS CHLOLIN MARKETING FURISTIC SALES & MARKETING CC **LASALES CHUBB SECURITY** FUTURA SALES & MARKETING LADUMA SALES & MERCHANDISING **CLIPPA SALES GLONGMORE** LARSEN & GILBERT T/A DON LARSEN GARDENA SA CLOVER **AGENCIES** CLOVER LEAF CANDLES COASTAL AGENCIES COASTAL DISTRIBUTORS GAUTENG PROV. RETAIL OPERATIONS LEDIG TRUST LEGEND HOUSEWARES (PTY) LTD GAYLE HENDERSON MARKETING (PTY) LTD LEGO SOUTHAFRICA COCO RICO FARM GAZELLE PROMOTIONS CC **LEZMIN COIN SECURITY GEOFF DAKIN** LEZMIN 1041 CC T/A PRESCOTT AGENCIES COLDLINE FOOD BROKERS GEORGE'S DYNAMIC SALES & LG MERCHANDISING SERVICES COLGATE PALMOLIVE MERCHANDISING LIBRA MERCHANDISING COMBINED MANUFACTURERS REPRESENTATIVES GIHWALA EASTERN GEM PRODUCTS CC GILLETTE GROUP SA (PTY) LTD LODGE SERVICE HOLDINGS LOERIE PRODUKTE M & L DISTRIBUTORS (PTY) LTD GIRLS INC **COMPASS COMMUNICATIONS** GK SALES SOLUTIONS GLAXO SMITHKLINE COMPASS GROUP SA M D MERCHANDISING CONTROL CHEMICALS (PTY) LTD M WORKS **CORDINERS GO NUTS** M&S KLEINHANS AGENCIES CC COSMIC FASHION OPTIONS T/A CARRIMAR GOLD SUN IND MAGI MASALA MANUFACTURERS GOLDEN LAY FARMS LIMITED MARLTONS PETS & PRODUCTS 2000 GOLDENMARK (PTY) LTD MARTY'S READY TO BAKE **COURLANDERS AGENCIES** COVMARK MARKETING T/A COVENANT GORDONS SWEETS MASSGUARD SA GP HARDING & ASSOCIATES (PTY) LTD GRAND PALACE TRADING 47 MASSMART MANAGEMENT & FINANCE **MARKETING** CREAM STAR ICE CREAM (PTY) LTD (PTY) LTD CREATIVE HOUSEWARE T/A MÉLLERWARE GREENACRES DAIRY MASTERFOODS SOUTH AFRICA GREENFINGERS (EP) CC GREENVALE TRADING T/A MEATY MASTERMIND TOBACCO (PTY) LTD **CREATIVE MARKETING CRESCOR AGENCIES** MATES BEAUTY (PTY) LTD **CRM AGENCIES CC** SNACKS MAXI PUMELELA SECURITY (PTY) LTD MAXIMA SALES & MERCHANDISING GREMICK SECURITY CSA HOSPITALITY ENTERPRISES GRIFFITHSREID MCNABS VITAMIN CO CSN CC GROUP 4 FALCK SECURITY
GROVE DAILY THORNGROVE FARMING T/A D&E MARKETING MELAAGENCIES CC METRO CASH & CARRY **DANIE JONKER AGENCIES GUARDEX SERVICES MGAGENCIES DAVCO SALES** DAVE PIENAAR SALES & MERCHANDISING HC SCHOEMAN MERCHANDICE CC MICHEM DISTRIBUTORS CC **DAYMON WORLDWIDE HEALTH 4 LIFE** MICHET TRADING CC **DELI BRANDS HEALTH BASKET** MIDNIGHT SORM INVESTMENTS 80 **DELLA SUPPLIERS** HEINZ FOODS SA(PTY) LTD SA MILLENNIUM MERCHANDISERS CC HENTIES JUICES CAPE CC **DEPUTY AGENCIES** MILLER WHITEHORNE CC

MISTER LUCKY PACKET RHEINWALD DELIKATESSEN CC MONTIC DAIRY (PTY) LTD RISING SALES T/A SYNERGY SALES & MOORDDRIFT DAIRÝ **MERCHAN** MORESONE PLUIMVEE BOERDERY RNA (REPUBLICAN NEWS AGENCY ROCHE PRODUCTS (PTY) LTD **MOTO QUIP** ROELCOR MOULDINGS & FRAMES INTERNATIONAL MR MOZZIE'S (PTY) LTD
N PRENTIS & SON
NAMPAK TISSUE (PTY) LTD
NATAL & RURAL SALES (PTY) LTD ROELCOR MEAT ROWDON CHAPMAN & ASSOCIATES T/A **RCA MARK** ROWLANDS-PEARSE MANAGEMENT **NATELA IMPORTERS** NATIONAL SAFE RUDLYNN LOGISTICS CC NATIONAL STATIONERY CC S.A.D. DIV PIONEER FOODS (PTY) LTD NATURAL WOODEN PRODUCTS CC /TA SA CAKE DECOR T/A CAKE FLORÁ SA CUT GLASS MANUFACTURERS NATWOOD NATURES CHOICE (PTY) LTD NATURES GOODNESS NESTLE SA (PTY) LTD SA GREETINGS CORPORATION
SA PORK PRODUCERS' ORGANISATION
SALES & MERCHANDISING SPECIALISTS NETWORK FIELD MARKETING **NEW CLICKS ORGANISATION** SALGADO'S QUALITY FOODS **NEWMARKETAGENCIES** SALMAR AGENCIES NIGHTWATCH SECURITY SAN MARINA NURSERIES (PTY) LTD SAN MICHELLE FORMS CC SASKO MILLING & BAKING SBV SERVICES NIRMALA GOVENGER T/A ESP MAEKETING NND 24 NOLA NOMU BRANDS (PTY) LTD T/A LEADING SCHOEMAN MELKERY (COSRO **GOODS** INVESTMENTS) NORAG CCT/A GOLCARE TRADERS **SEAHARVEST** NORVALAGENCIES CC SEBASTIAN MERCHANDISING SERVICES **NOVALIGHTING** NOVELLA PROPERTY INVESTMENTS (Pty) SECÚNDA MERIDIAN SALES SECURECO I_{td} SECURICOR SEEMANN'S QUALITY MEATS NP&N ENGINEERING CONSULTANTS CC **NUTRITIONAL FOODS** OCEANA BRANDS T/A FEDERAL MARINE SELECT RETAIL SERVICES CAPE TOWN **OFS MERCHANDISING SERVACO** OPERATIONAL SOLUTIONS CC - NAMS SERVESTAR (PTY) OSCARS REAL SALAMIS SERVIER LABORATORIES **OUTDOOR NETWORK LIMITED** SGRP MERIDIAN SALES P.S. SALES & MERCHANDISING SHAIKHS EXOTICS P.V.M. PRODUCTS
PACK 'N STACK SHEILD CHEMICALS SHEPHERD'S HOPE SHOPPER BEHAVIOUR RESEARCH (PTY) PANTRY'S CHOICE CC **PARMALAT** PARMALAT FIELD MARKETING SHOPRITE/CHECKERS PARROT PRODUCTS (PTY) LTD SIKO IMPORTERS T/ABRITASA PAT WITTINGTON AGÈNCIÉS SILVERAY STATIONERY CC PEBCON SALES & MARKETING
PEC INVESTMENTS I/A ESSMORE BLOEM
PENTA MERCHANDIZING SIMBA (PTY) LTD SINDTEX SOUTH AFRICA SLEXEL FARMING PERFECT MATCH ENTERPRISES SMITH'S DAIRY CC PERMOSEAL (PTY) LTD SMOLLAN HOLDINGS (PTY) LTD PERSON TO PERSON COMMUNICATIONS SNOEK WHOLESALER'S PETER TAYLOR AGENCIES CC SORGI FOODS (PTY) LTD PFIZER LABORATORIES (PTY) LTD SOUTHERN AMBITION T/A NO LIMIT PHILIPPA'S MARKETING PHILLIP MORRIS SOUTH AFRICA (PTY) LTD SOUTHERN SALES PICK 'N PAY RETAILERS (PTY) LTD
PIETERSBURG MERCHANDISING CC SPECIALISED MARKETING & DEVELOPMENT PTY SPECTANK (PTY) LTD SPECTRA SPRAY (PTY) LTD PIONEER FOODS (PTY) LTD PLAN B MERCHANDISING PLANT BOUTIQUE SPECTRUM MULTÌMEDIA (PTY) LTD PLANTIMEX (PTY) LTD SPICE MECCACC **PMS VISION** SPRINT PACKAGING (PTY) LTD PREMIER FOODS STAFF BURO PREMIER PLASTICS STAFFORD BROS DRAEGER STALLION SECURITY STAMFORD SALES PRESTIGE HOUSEWARES PRESTIGE SALES & MERCHANDISING STAR PAPER PRODUCTS PRIMA TOYS AND LEISURE TRADING (PTY) STARKE AYRES (PTY) LTD STONE BROS CC **PRIMEDIA INSTORE** STRATEGIC LIQUOR SERVICES CC **PROBIKE** PROACTIVE REFRIGIRATION (PTY) LTD PRO-ASSET MANAGEMENT SERVICES STRATEGIC SALES & MARKETING SURALES & WALLES & WA PROCESS SALES PROCTER & GAMBLE SA (PTY) LTD SUPER GROUP SUPPLY CHAIN PROFESSIONAL CONNECTION **QUALITY SUGAR** MANAGEMENT R BOSCHT/ARB SALES & MARKETING SUPER PACK SUPERFECTATRADING 737 CC RAINBOW SALES AND MERCHANDIZING SUPPLY CHAIN SERVICES **RAKAS** RB HARRAWAY
RBE MANUFACTURING STATIONERS & SWEETLAND SYLKO (PTY) LTD T&R AGENCIES T/A SELMARK KZN PRINTERS **REEF & RURAL SALES** TAC DISTRIBUTORS RETAIL FIELD MANAGEMENT SERVICE

TASK SALES AND MERCHANDISING

TAYLER & CO

TAYKAL CC T/A VITAL RETAIL LINK SERVICES

RETAIL MARKETING SERVICES (PTY) LTD

RETAILER BRANDS (PTY) LTD

REVERT

TELEGANCE TECHNOLOGY (PTY) LTD TELEGANCE TECHNOLOGY (PTY) LTD TELL X BUSINESS INVESTMENTS CC TESCA (HOMECARE) (PTY) LTD TETRAFUL HAIR & COSMIÉTICS TFD NETWORK AFRICA THE REAL BEVERAGE COMPANY
THE SALES LINK
THE SPAR GROUP LIMITED
THOMPSONS TASTY MEATS THUMB TRADING (PTY) LTD TIBBETT & BRITTEN (PTY) LTD TIGER FOOD BRANDS LIMITED TINA'S RUSKS (GAUTENG) CC TJC HOLDINGS TODD AGENCIES
TOM SAWYER FOODS
TOMORROW WINE DISTRIBUTORS TONGAAT HULETT SUGAR REFINERY TONY BUSBY SALES AGENCY TOP HAT TOP SALES & MERCHANDISING TRACKER SALES CC TRADE PARTNERS TRANSWEET DISTRIBUTORS TRANSWEET DISTRIBUTORS TREND SALES & MARKETING CC TRI COASTAL SALES & MARKETING TRIDEX CC TRIERS DISTRIBUTIONS EASTERN FOOD TRIVOR ENTERPRISES TROLLEY BASKET AND CLEANING SERVICE TROPICALICE CREAM (PTY) LTD TRU-LITE LAMP AND SHADE MANUFACTURERS CC **TURNER BROTHERS** TWO OCEANS MARKETING TWO TEN CHEMICALS **ULLMANS** UNCLE BARRY'S ICE CREAM UNDER THE SON UNIBISCO BISCUITS SA (PTY) LTD UNILEVER UNILEVER SA HOME & PERSONAL CARE (PTY) Ltd UNIVERSAL COSMETIC MANUFACTURERS **USABCO** VAN DER HAER AGENCIES T/A M&G SALES VDP PRESTIGE DISTRIBUTORS VEGA HYGIENE INSTITUTE CC **VILLIERA WINES** VINIMARK TRADING (PTY) LTD VITAL HEALTH FOOD VSM VVK INNOVATION CC W&W PACKAGING CAPE WAYMANS LABOUR BROKERS CC WELDHAGEN BOERDERY WESMELK MELKERY WESTERN CAPE BRAAI DISTRIBUTORS WG COOPER & SON WH DU PREEZ (PTY) LTD WHITAKERS AGENCIES (PTY) LTD WINDMEUL EIERBOERE WOLF SECURITY WOLF & JOHNSTONE WOLF-PAC T/A MAXSELL WOOLWORTHS WSP FACILITIES MANAGEMENT WYNN WITH MILKFARM XPANDA SECURITY (PTY) LTD YS DISTRIBUTORS (PTY) LTD ZAMBEZI BEVERAGES (PTY) LTD