

# Bulletin

## ECR Crime Prevention

February 2004

### Making it Happen

The Crime Prevention Programme is really in full swing. The presentations we have done so far to the SAPS provincial structures have led to them asking us to assist in getting some initiatives off the ground.

In Polokwane we were invited by the Area Commissioner to a meeting at the Savannah Shopping Centre, to discuss measures that could be taken to reduce crime in the centre. After much discussion (where there were only banks represented) it was agreed that we will present to all the stores in the centre our ideas on cash management (as a means to reducing vulnerability to Armed Robberies) and the basics of the Crime Scene Management programme, provided to us by the SAPS Crime Scene Management team. This presentation takes place on March 4<sup>th</sup>.

The SAPS in Kimberley we have been asked to help resurrect the Business Watch programme. Kimberley has urban surveillance, they have sector policing, but they are struggling to gain the co-operation of the Retail/Wholesale trade. That is where we come in, influencing the store managers (through their Head Office Loss Prevention Offices) to attend.

Presentations have been arranged during March for KwaZulu-Natal, Free State and Eastern Province. Only Gauteng and Western Province have still to be set up.

### ECR Europe

Crime is not restricted to South Africa. ECR Europe has had a work group looking at crime in the industry for 2 years. They focus mainly on Shrinkage (not experiencing the types of crime we do), and have done some significant work.

Your correspondent was privileged to be invited to address this work group on the activities of the South African ECR Crime initiative, and also attend their bi-annual seminar.

The topic of the seminar was data mining, and how data that is already in your possession can uncover some of the major contributors to shrinkage.

For example, one store group accepted deliveries of sugar in pallet loads, and obviously sold it in individual packets. So their statistics showed large levels of shrink in pallets of sugar.....

Another company reported that, by analysing cash returns, they were able to identify a cashier who was repeatedly processing cash returns before the store

opened to customers. Another was processing returns on high value items that weren't even stocked by that store!

### Shopping Centre Security

The survey on shopping centres (with a view to target hardening) continues, slowly, through the auspices of ADT and Securicor. Interpark and Securipark have also offered to conduct some surveys for us. This information will certainly result in a better understanding of what makes one centre safer than another. Savannah Centre management is eagerly awaiting the results, as they have agreed to build in/retrofit wherever possible, the recommendations coming out of the survey.

We have also been able to influence the owners of a shopping centre in the West Rand to erect Palisade fencing around the centre. After two previous armed robberies, the criminals "bomb shelled," or scattered in all directions, on foot, into the surrounding suburb. This makes it very difficult for any Policeman in pursuit. Since the erection of this fencing, there is now only one entrance/exit to the centre, and they have experienced no further incidents. Not to say that fencing alone will do the trick, but a restricted escape route certainly is a deterrent to prospective robbers.

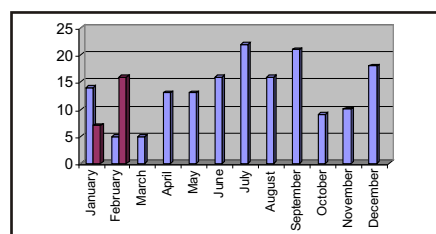
### Incident Management System

Up to now, Kirsty Robinson has been responsible for ensuring all the incidents are recorded on the IMS database, and producing the statistics represented here in this Bulletin, as well as weekly and monthly reports to our members.

She has also doubled as Office Manager and Personal Assistant to your correspondent. In order to develop more detailed analyses of the incidents, and get more value out of Kirsty, we have employed Engela Doman as a full time analyst. Her first task is to assist Kirsty in moving the IMS Database to the latest version of Analyst Notebook, the software we utilise. The handover and upgrade will take the best part of March.

### Armed Robberies

As you can see from the graph above,



Armed Robberies continue to be of serious concern (R2.3 million in February alone!). In conjunction with the SAPS, and in particular, Spar, we have put together a guide to reducing vulnerability of a store to armed robberies, which is especially relevant to smaller/independent stores. In short:

- 1. Cash is the common denominator.** Robbers only go where there are large amounts of cash readily available.
- 2. Remove this risk.** Utilise smart boxes or drop safes wherever possible.
- 3. Do not move large amounts around the store.** Uplift the cash from the tills more often, one or two at a time, and deposit these smaller amounts in the drop safes, before receiving more cash from the next till.
- 4. Cash up.** Do not do daily cash ups especially first thing in the morning or last thing at night. If you follow the procedure in point 3 above, this will not be necessary, and you will eliminate this particularly risky event.
- 5. Opening and Closing.** Our stats show that these are the prime time for robberies. Take extra precautions. Do not have cash available at these times. Get extra support from your security provider. Ensure your staff arrivals and departures are through a safe, protected entrance.
- 6. Guns.** Do not arm your store manager. The SAPS statistics show that this only serves to escalate the level of violence, and leads more often than not to serious injury to store personnel and customers, than any reduction in the likelihood of the robbery taking place.
- 7. Communicate.** Your staff plays a role (intentionally or inadvertently) in the reconnaissance phase of any robbery. Tell them how you have installed drop safes and can no longer get to the money once it is in there. Tell them that there are no longer large amounts of money available. Portray it as a step you have taken in order to ensure their safety. This will be a beneficial deterrence factor.

**8. Cash Collections.** Do not allow your CIT Company to move the money across your trading floor especially during trading hours.

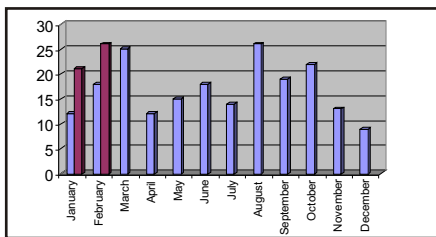
### Victim Support

We continue to support the (Spar sponsored) BAC Victim Support initiative, and their developing network of counsellors.

We have called on their services on several occasions in the past month (unfortunately). The service provided by their psychologists and counsellors is generally excellent, and in a lot of instances, given voluntarily.

BAC is currently establishing a regional network of contacts. We will provide you with their contact details as soon as this is in place. In the meantime, should you have need of these services, you can contact the Crime Office (0861 101 726) or direct to Dave Spindler, on 083 453 7507.

### Burglaries

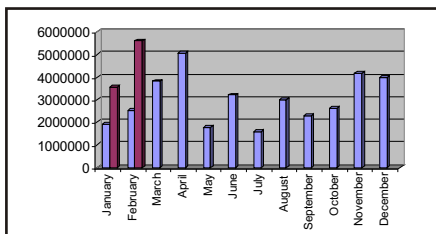


February saw our joint worst month for number of Burglaries 26. This is almost 1 a day for the month.

The stats for January and February have caused us to include Burglaires, and what we could do to combat them, as apt fo the agenmda of our Violent crime woprk group.

### Cost of Crime

Mainly as a result of the Armed Robberies (R2.3 million) and Burglaires (R2.4 million), we experienced our worst month on record: R5, 603, 762 for the month.



### Hot Products

A trial run on increasing the control over a range of high risk products, in a number of stores in Gauteng is nearing completion. This test has been going for 5 months, in line with a proposal developed by the ECR Crime Prevention Programme, and it is anticipated that the results will be very positive, when the results of the February stock take are known. Watch this space.

### Security Providers

Bylaw 25, which deals with the installation and maintenance of alarms and intruder detection technology, has been updated. SAIDSA (the SA Intruder Detection Services Association) and the Insurance industry are currently going through the notions prior to it becoming "law" to their members. The full publication is available on our website [www.ecrcrime.org.za](http://www.ecrcrime.org.za).

We are nearing completion of a range of best practices, i.a: a guideline to the selection of your security services provider; what to expect your guarding company to do; how armed response staff should act when called to a crime scene. These should be available on the website soon. Details will be published in the next Bulletin.

### Labour Brokers

An increasingly popular feature of modern business is the use of temporary staff. Our industry is no exception. The Crime Prevention Programme has approached a number of these companies with a view to joining our efforts in reducing the level of crime in our industry.

Studies (both local and international) have attributed a large portion of criminal incidents to internal staff either through collaboration, tacit or implicit co-operation, or the actual conduct of the crime. Employing honest staff is the most effective counter measure to this. Pre-employment screening is therefore critical.

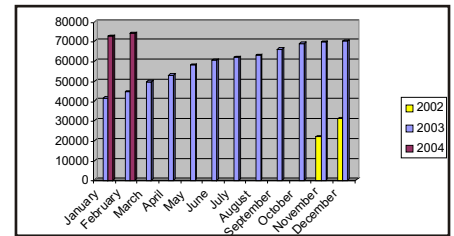
Most companies carry out reference checks on candidate staff. A large proportion of the companies receiving this newsletter will conduct checks on the Employers' Reference Site, run by the ECR Crime Prevention Programme.

And now we have the first Labour broking companies on board.

Capital Outsourcing and Transman now run all staff (even if they have been on their books for months) through the ERS immediately prior to placing them in your operation. The advantages of this action are self-evident (as indeed they were to these companies when they were told how the system works, and the fact that we have over 74,000 names on the database).

Efforts are underway to attract more labour broking companies to the Programme. You can assist by contacting the companies that supply you with temporary staff, and encouraging them to contact the Crime Office (0861 101 726) and enlisting.

### Employers Reference Site



Candice Behrendt is the staff member in the Crime Office responsible for the ERS. She sends out reminders for participating companies to provide their terminations and also manages the provision of telephone or faxed enquiries. Her efforts have resulted in the continuous growth of the database reaching 74, 088 names:

We recently were informed (off the record, as HR issues must be) of another instance of a potential employee, on the verge of being employed as a cashier, whose ERS enquiry indicated three periods of employment in our industry, none of which matched his employment application form. Needless to say this individual was not successful in his application. The reason was, of course, misrepresentation on the application form.

### Membership

The invoices for the next financial year (which runs from March to February) have been posted, totalling some R2.289, 000. These are the companies that paid their contribution last year. From next month we will publish those companies that are "paid-up" participants. Please settle your company's contribution timeously, so as to avoid confusion as to whether your company is a member or not.

### Crime Seminar

An early notice. Last year we held a feed-back day, which was very well received. Unfortunately we only gave about 33 weeks notice of the event, and so a number of you, who may have attended, could not due to prior engagements. So we are giving notice now that the proposed date for our feed back day this year is September 15, in Johannesburg.