



consumer goods council  
**crime prevention  
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# BULLETIN » JANUARY 2006

## EDITORS NOTE

2005 has come and gone. What a year! The membership of the Crime Prevention Programme has grown tremendously, to reach almost 1700 companies. As an industry we can be particularly proud of this unity of purpose. Most other industry associates consist of far fewer members.

We enter this year with renewed energy and enthusiasm to provide you, our members, with an even more effective crime combating service. Our motto for this year – **“Safe Shopping is our business”** – reflects our focus and drive. More of this in forthcoming issues of the bulletin.

It is with great pride and pleasure that we introduce our Crime Office Team. Please feel free to contact any of them direct, for first class service.

## CGC CPP STAFF MEMBERS



**From Left:** Marijke Marais (IMS), Nellie Dlamini (IMS), Jenny Dickerson (PA), Selma Black (IMS), Engela Doman (IMS), Michael Broughton (Director), Karmlin Chinnamunian (ERS), James Oosthuizen (Manager of Crime Prevention Strategies), Martin Lotter (IMS), Joanne Van Wyk (PA). **In front:** Joey Mngibanyoni (ERS & Amavuso), Candice Behrendt (ERS)

## ERS (EMPLOYER’S REFERENCE SITE)

- Candice Behrendt** ★ Joined the Crime Prevention Programme in February 2003 as a data capturer. She is now the ERS manager and her responsibilities are to ensure that companies supply terminations, do reference checks. Other responsibilities are to handle new membership applications. Candice also plays a role in the Access Card system.
- Joey Mngibanyoni** ★ Joined the Crime Prevention Programme in August 2004, She is an ERS Administrator, responsibilities are to load data onto ERS website. Handles new membership applications. Manages Amavuso (sms) database.
- Karmlin Chinnamunian** ★ Joined in July 2005. He is also an ERS Administrator, responsibilities are to load data onto ERS website. Handles Application forms for new members.



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## IMS (INCIDENT MANAGEMENT SYSTEM)

**Engela Doman** ★ Joined the Crime Prevention Programme in January 2005 as a Database Analyst. Her main function is to manage the Incident Management System and develop systems to verify and validate existing data within a database. She designs and develops reports on a continuous basis to provide feedback to the members of the Crime Prevention Programme.

**Marijke Marais** ★ Joined the Crime Prevention Programme in April 2004 as a Loss Control Administrator; she services the Pick 'n Pay, Spar, Woolworths, Vector Logistics and Supply Chain Services groups.

**Selma Black** ★ Started with the Consumer Goods Council in April 2003 in the Accounts Department. In September 2005 Selma transferred to the Crime Division Department as a Loss Control Administrator; she services the Shoprite Checkers Group.

**Martin Lotter** ★ Joined in October 2004 as a Loss Control Administrator, he services the Metro, Massmart and Clicks groups.

**Nellie Dlamini** ★ Joined our team in July 2005 as a Loss Control Administrator Assistant. She prepares information and acts as an assistant to the IMS team in following up with Schedule 1 incidents and gathering information.

The responsibilities of the Loss Control Administrators are to perform responsible administrative work in recording of all crime incidents affecting the members of the Crime Prevention Programme. They assume responsibility for the reporting of crime incidents as they occur at the stores, collect data and ensure the maintenance of continuous reporting. They also assist with providing stores information on best practices to increase their awareness of a safer consumer experience. They disseminate statistical reports to retailers, manufacturers and distributors. They also provide Training on the Incident Management System reporting process to increase members' knowledge of the Crime Prevention Programme.

## CRIME PREVENTION STRATEGIES

**James Oosthuizen** ★ Joined the Crime Prevention Programme in August 2005, in close cooperation with the South African Police Service (SAPS). Responsibilities are to develop crime prevention strategies in order to reduce the number of serious incidents of crimes committed in retail stores, to reduce the number of injuries and fatalities during these crimes and to reduce the losses incurred by the industry as a result of crime. This implies close monitoring of crime reports received on a daily basis at CGCSA's Crime Office, following up on the investigation the SAPS are conducting and to identify best practices.

**Joanne Van Wyk** ★ Joined the Crime Prevention Programme in June 2004 and originally started as an assistant to the ERS department and to the Director's PA, she is now PA to James Oosthuizen.

## DIRECTOR

**Michael Broughton** ★ Was responsible for the original business plan setting out the development of the Crime Prevention Programme and has continued to manage the Programme.

**Jenny Dickerson** ★ Joined December 2005 and is Michael Broughton's Personal Assistant





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## IMS (INCIDENT MANAGEMENT SYSTEM)

In 2006 the Incident Management team's focus has changed from getting stores to report their incidents to obtaining better quality of information.

With an average of 2500 crime incidents reported to the Crime Prevention Programme per month, the IMS team are being kept busy.

## OPERATION FESTIVE SEASON

Operation Festive Season was initiated after a planning session held early in November 2005 under the auspices of the South African Police Service. Representatives from different industries were invited to participate. The need for police visibility and quick response time were identified as two critical issues that could, in the short term, have a high impact on the crime threat over the festive season.

The operation was implemented with the establishment of Joint Operational Centres (JOC) at national and provincial levels. The National JOC (NJOC) included representatives of various operational units of the police, SABRIC representing the

Banking Industry, all the major Cash In Transit Companies, CGCSA and the Petroleum Industry. The main purpose of the NJOC was the sharing of information and knowledge on crime related issues. Immediate police response to serious crimes was established through the National JOC. The response was enhanced with the involvement of the Police Air Wing making fixed wing aircraft available on highways and possible escape routes while helicopters patrolled urban areas, readily available to respond to call-outs. All police resources were on high alert during this period and administrative personnel were used on foot patrols in areas where businesses are situated. Special attention was given to

armed robberies; cash in transit robberies, cross pavement robberies and serious burglaries.

During the festive season 396 incidents were recorded at the NJOC of which 147 armed robberies were related to the retail industry (including stores which are not affiliated to CGCSA). An average of 24 of these crimes per month related to member companies of the CGCSA. It is also interesting to note that a significant decrease was recorded in the financial losses incurred. The total financial loss recorded during this period amounted to R59.86 million of which the following applies to member companies of the CGCSA:

<b>OCTOBER</b>	<b>R1,528,790</b>
<b>NOVEMBER</b>	<b>R 959,966</b>
<b>DECEMBER</b>	<b>R 527,472</b>
<b>JANUARY TO DATE</b>	<b>R 58,773</b>
<b>TOTAL</b>	<b>R3,075,001</b>

A total number of 11 fatalities were recorded; 2 perpetrators, 2 police (SAPS/Metro), 3 security officials and 4 customers/civilians. Another 53 people were injured during these incidents; 2 perpetrators, 2 police officials, 34 security personnel and 14 customers/civilians.

The number of arrests in all the sectors increased in comparison with the previous year. A total number of 220 people were arrested, 89 vehicles, 55 firearms and R765,700 in cash were recovered during the operation. 19 suspects on CGC related crimes were arrested in the last quarter of the year. All the participants have expressed their gratitude and consider this operation, which came to an end on 15 January 2006, as a huge success and requested the SAPS to continue with a similar initiative on a more permanent basis.



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## ERS (EMPLOYERS' REFERENCE SITE)

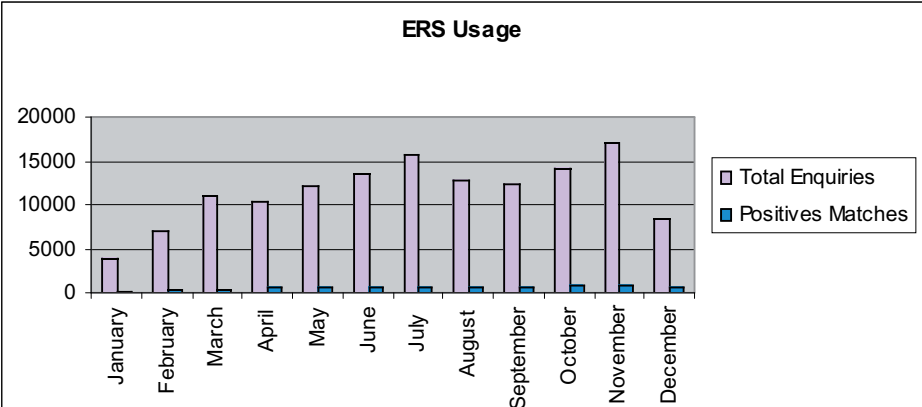
MONTH	TOTAL ENQUIRES	POSITIVE MATCHES	PERCENTAGE
January	4,055	224	5.52%
February	7,158	355	4.96%
March	11,112	496	4.46%
April	10,462	572	5.46%
May	12,244	644	5.25%
June	13,628	727	5.33%
July	15,816	776	4.91%
August	12,795	640	5%
September	12,488	766	6.13%
October	14,167	870	6%
November	<b>17,136</b>	<b>945</b>	<b>5.51%</b>
December	8,527	562	6.6%

In the first half of the year we were busy with the access cards, providing reference numbers and handling all the calls with regards to the ERS database and the reference checks. In July we employed a new staff member as the usage and participation in ERS has expanded tremendously. This can easily be seen from the table below.

In January the total number of reference checks done was 4,056; 5% of that displayed employment history. November being our busiest: the total number of reference checks done was 17,136; 5% of that also displayed employment history. December was a little quiet but we expected that as everyone had prepared in November for the busy Festive season. There is a huge increase from January to November and we hope it keeps growing.

Not only has the usage of the system grown, but the total number of names on the database has also grown tremendously. In January the ERS had 123,708 names on the database. It is now 160,123 - that is 36,415 names added in the year.

MONTH	2005
January	123,708
February	125,039
March	128,617
April	131,055
May	136,178
June	140,898
July	144,370
August	147,682
September	149,117
October	152,745
November	154,124
December	157,586
January	160,123



Contrary to the impression given, participation in terms of the number of companies sending terminations and using the system for pre-employment screening is still low compared to our total membership base. We urge all members to please send a list each month of staff who have left your employ so that the ERS database can grow more and be more beneficial to you and to our other members. You should also use the system to verify prospective candidates' work history.

At present we have just above 12% of members sending termination details and we would like that to become 100%.

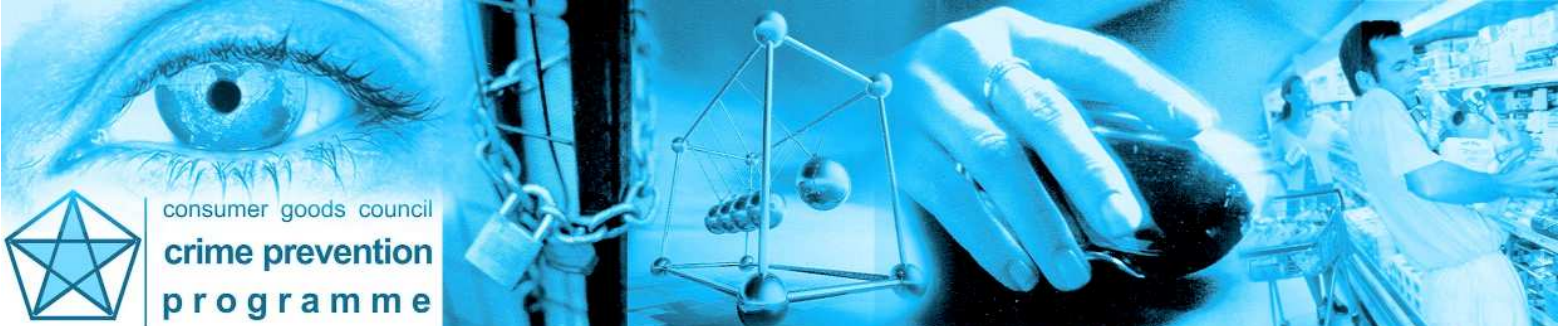
There have been many success stories on how ERS has been of benefit to our members. One in particular was mentioned in the November Bulletin. It has helped many in the process of employing new staff by identifying potentially dishonest employees.

During the year 2005 the role of the ERS seems to have expanded and there seems to be a demand for more benefits from it. We are in the process of upgrading the ERS system. The new benefits on the system will include foreign employee checks as we will be able to import foreign employee data.

For ERS 2006 looks like a promising and busy year.



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## CGC CPP MEMBERS

Since January 2005 the CGC CPP members' list has grown by 450 new companies. To date we have 1,679 members.

Members include Sales & Merchandising Companies, Promotional Companies, Suppliers / Importers / Manufacturers, Security Companies, Cleaning Companies, Logistics Companies, Labour Brokers, Service Providers and Wholesalers.

INDUSTRY SECTOR	NUMBER COMPANIES
Cleaners	9
Importers	59
Labour Brokers	47
Logistics	317
Manufacturer	569
Promotions	48
Retail / Wholesaler	16
Sales & Merchandising	206
Security	26
Service Provider	382

On average, between 30 and 40 companies register every month. As the Access Cards Programme is implemented with in more Industry Sectors we expect the growth of CGC CPP members to grow substantially.

## ACCESS CARDS

2005 and Access Cards.....

It was a very busy year with the whole implementation of the new access card system. The first implementation date was October 2004. Permanent staff members needed Green cards and Temporary Staff yellow cards to access stores.

Since then there have been many implementation date changes in order to accommodate all the companies to give them sufficient time to acquire the Access cards.

Loads of confusion was experienced by members initially but it soon settled down and all the problems were sorted out. All stores should now be insisting on Access Cards.

Since implementation there have been success stories in preventing crime. In a few instances individuals tried to enter a store with fraudulent cards. We are not sure of their intent, but they were denied access and the cards confiscated.

In another instance individuals had left a particular company but managed to keep their access cards. When they

tried to enter a store with their cards, they were denied access and the previous employer was contacted.

In the case of a non-store employee committing a crime such as theft, the store contacts the number on the access card and informs the company. The store then faxes documents through to the Crime Office and we follow up with the company to make sure that all procedures have been followed with regards to the incident.

Another (unforeseen) benefit was an instance where a non-store employee was injured on duty. The store used the access card to contact the company and inform them of the event and to which hospital their staff member had been taken.

The expiry date of the cards was 31 October 2005. The retailers then extended it to the 28 February 2006. There is a new system being developed and as soon as all details have been finalised we shall inform all our members. Rest assured that the reasons for the delay are to ensure that the process is both effective and incurs the minimum hassle for the members.



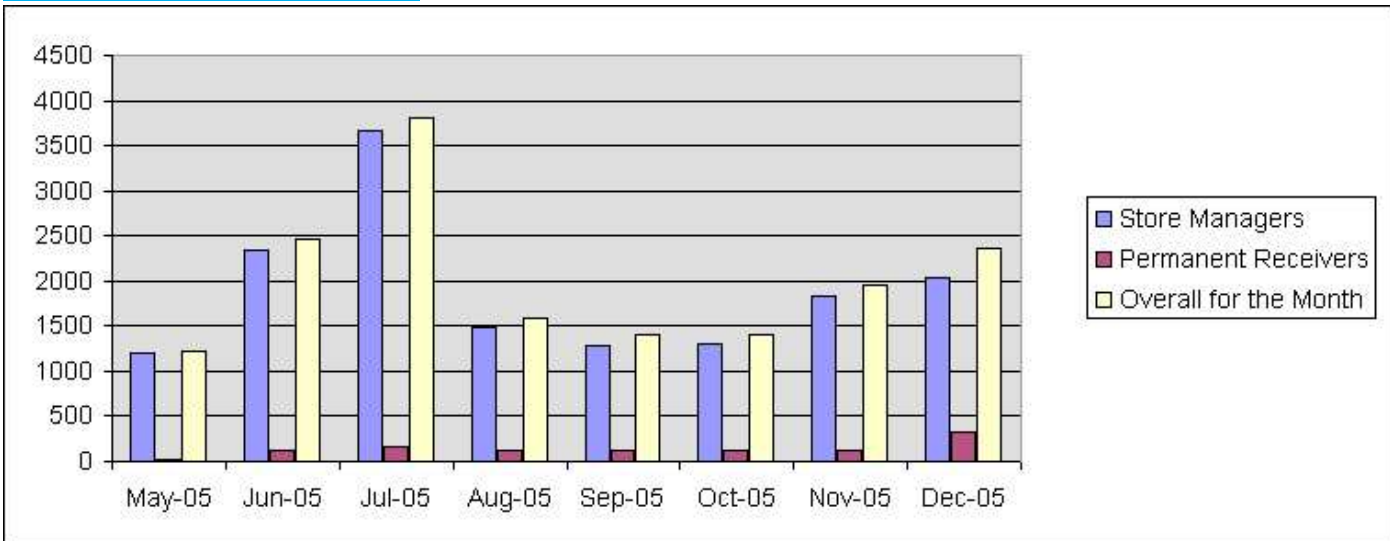


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## AMAVUSO - SMS STATUS SINCE MAY 2005

**Report May 2005 - Jan 2006**



**Above you will see the statistics that we have for 2005 as well as 2006**

The Amavuso SMS Database was developed for the purpose of building relationships between the Store Managers and Owners of the seven major Retail Store Groups (Pick 'n Pay, Shoprite, Metro, Spar, Woolworths, Clicks, Massmart), ensuring that the FMCG industry works together as a team, building a network of responses and safety awareness in an area.

In 2005 Joanne van Wyk was given the responsibility of making sure the Amavuso SMS System was up to date on a day to day basis. In 2006 a new database will be developed, which will help us respond to alerts more efficiently in the future.

*If you would like to receive our SMS Alerts, please contact the CGC Crime Office for further assistance on 086 110 1726.*

## THE TRUTH ABOUT LIE-DETECTION / POLYGRAPH

Until recently the polygraph was considered unsophisticated and unreliable. Developed originally for use by law enforcement agencies, the use of the polygraph is now expanding to the South African business community, where fraud and corruption are rife.

In South Africa there is currently no legislation regulating the use of the polygraph. There is also no law prohibiting the submission of polygraph results to corroborate other evidence in a Court of Law.

The polygraph is an investigative tool, used to assist investigators identify suspects. It was never intended to provide irrefutable evidence but rather narrow investigations. Where a company has corroborative and other

admissible evidence the polygraph may add what is needed to assist the Court reach a verdict.

It is vital to make sure that all polygraphs comply with fair labour practices, in that they should respect the human rights of the examinee. It is a legal requirement that the person being tested has voluntarily consented to participation.

The credibility, qualifications and the manner of the examiner are of the utmost importance and should never be overlooked. A polygraph examiner is a human being with feelings, emotions and experiences that have the potential to affect the examination. It is experience and skill that ensures an examiner maintains a level head when conducting tests of a sensitive nature. If the examiner is well qualified and trained, the possibility that the results of a poly-



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graph test will be admitted as evidence in a disciplinary enquiry, or by the appropriate dispute resolution body, will be greatly increased (Contemporary Labour Law Vol. 8 No. 1, August 1998, Marylyn Christianson).

Because polygraph testing is not regulated by any legislation as such, we are guided by international standards, such as the Employee Polygraph Protection Act of 1998 (EPPA) which has three preconditions for polygraph testing:

- ★ The employee must have had access to the property that is the subject of the investigation
- ★ There must be reasonable suspicion that the employee was involved; and
- ★ The employer must have suffered an economic loss or injury

Polygraph results are submitted and accepted in a number of CCMA cases as part of investigations and disciplinary hearings to corroborate evidence. The question is no longer whether the tests should be allowed, but rather, how much weight they should carry.

Finally, the most overlooked benefit of polygraph testing is the fact that not only is it a method of determining guilt, but rather, it is as accurate at determining innocence. Take 4 suspects, one is guilty, three are innocent. Even if the innocent party will not agree to testing, the negative result of the other 3 implicates the guilty party, by the process of elimination.

Article supplied by: Employers Mutual Protection Service  
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*The End .....*