



consumer goods council
**crime prevention
 programme**

OCTOBER BULLETIN

Editors Note

Michael Broughton, Director of the Programme, has just returned from a very successful and informative conference in the UK. A Best Practice document will be drawn up by the CGC Crime Prevention Programme from the information obtained from the conference. Once it is complete we will post it on the website and inform all members.

The training for the year has come to an end as Christmas is on the way. Armed Robberies are a great threat if not handled correctly; see the statistics and tips on how to deal with an Armed Robbery situation below. There is also our regular update on the ERS (Employers' Reference Site) database and interview with our store representatives. The ID Access Cards are still on the go; please contact our offices to join.

Events Calendar

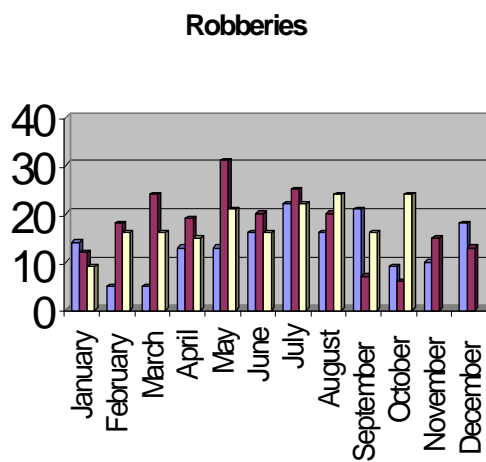
As this year draws to a close, the main focus will now be on preparation for Christmas trade. Although the training sessions have finished for 2005 please do not hesitate to contact the CGC Crime Prevention Offices if you do require any training. We will still be happy to assist. Marijke and Selma will be more than glad to come to your venue and assist in any way.

Tel: 0861 101 726 E-mail: crime@cgcsa.co.za

IMS (Incident Management System)

The table below shows the count of Armed Robberies from 2003 – 2005.

ROBBERIES			
	2003	2004	2005
JANUARY	14	12	9
FEBRUARY	5	18	16
MARCH	5	24	16
APRIL	13	19	15
MAY	13	31	21
JUNE	16	20	16
JULY	22	25	22
AUGUST	16	20	24
SEPTEMBER	21	7	16
OCTOBER	9	6	24
NOVEMBER	10	15	
DECEMBER	18	13	
	162	210	179



As can be seen from the above there has been an increase in the number of Armed Robberies. From an analysis we have done recently it shows that many Armed Robberies, although they can become a violent criminal act, in 90% of the incidents are in fact not violent at all. Customers may be injured slightly by being forced on the floor during the incident. Store managers, if cooperative, are seldom seriously hurt. Please take into account our "Tip & Tactic" for the month on how to handle an Armed Robbery Situation. If you are cooperative with the robbers, there is minimal risk of harm.



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Tip & Tactic For The Month

Handling an Armed Robbery Situation:

Do not resist!!

Do exactly as you are told. The robbers are in control of the situation by virtue of their being armed and it serves no purpose to resist their instructions – you will only be putting lives at risk.

Relax

- ▲ Tell yourself to relax and to stay calm
- ▲ Regulate your breathing, taking long slow deliberate breaths. This slows your heart rate, and helps you relax.

Speak slowly

Do not shout or raise your voice at robbers. They are probably more nervous than you and it won't take much for them to lose control.

Make no sudden movements

When you want to do something – even if it is an instruction from the robber – tell him what you are doing – “I am going to take the keys out of my pocket now” – and then do it slowly.

Seek Permission

Always get permission from the robber before moving. ASK the robber if you can do something, DO NOT tell him!!!

Do not set off the siren

Note: It is highly preferable that you let the robber leave the store before setting off any alarm, as human life is much more valuable than money.

Do not look the robber directly in the face

This may be seen by the robber as an attempt to memorise his features for later identification and could lead to him shooting you in order to prevent this. By looking DOWN, you are being submissive; this causes the robber to relax.

Give the robbers time to leave

Do not shout or start post-event actions until the robber have left the premises.

DO NOT BE A HERO. Do not attempt to prevent their get-away. Many crime scenes have turned violent as the robbers are leaving, resulting in deaths and injuries to staff and customers

Call the police and attend to any one that may be injured. Protect the crime scene as this can assist the police with arrests. This is what we want, so this is vital. We will be having more Crime Scene Management Training days in 2006 countrywide. If you would like to know more, please contact us on 0861 101 726.



And always remember “Prevention is better than cure”. Please protect yourselves, clear tills and always stay alert.

ERS (Employers' Reference Site)

The table below shows the percentage ratio of positive results. These results are now averaging 6%. This has increased from the beginning of the year's statistics.

Month	Total Enquiries	Positive Matches	Percentage
January	4055	224	5.52%
February	7158	355	4.96%
March	11112	496	4.46%
April	10462	572	5.46%
May	12244	644	5.25%
June	13628	727	5.33%
July	15816	776	4.91%
August	12795	640	5%
September	12488	766	6.13%
October	14167	870	6%

As the database grows, the percentage ratio of positive results should increase too.

Members have been asking for feedback on how the ERS system has helped other members. In order for Candice to provide this information she would need to have input from you all. She therefore asks all members who have had any instances where ERS has helped them in not hiring an individual, who has lied on their CV, to send a brief document on the incident to cb@cgcsa.co.za or fax to 011 919 0080.



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The information given will be put into our next bulletin, please note though; we will not disclose the company involved, or any other competitive information.

There has been a slight delay in the processing of terminations; therefore the total number of names on database will not be distributed in this month's bulletin. Sorry for any inconvenience caused.

ID Access Cards

The Access card applications have quietened down tremendously. In total we have 1629 companies registered.

All stores are aware that the expiry date of these cards has been extended. If you do have any instances where a store will not allow your staff into their premises, please send the details of the store involved, their telephone number and contact person to idcards@cgcsa.co.za and Candice, Joey or Karmlin will contact the store involved and explain the procedures.

Interview with Harry Klompas - Metcash

Representative for CGC Crime Prevention

1. What is your role and objective in the CGC Crime Prevention organisation?

BOTH FRANS AND I ARE FULLY COMMITTED TO GIVING METCASH'S FULL SUPPORT TO THE CRIME INITIATIVE, TO REDUCE SHRINKAGE AND FRAUD IN OUR INDUSTRY AND TO BE INVOLVED IN REDUCING CRIME THAT AFFECTS OUR INDUSTRY.

2. How long have you been involved in the CPP?

SINCE ITS CONCEPTION AND INCEPTION.

3. What has been the most effective initiative launched by the Programme?

THE INCIDENT REPORTS AND THE SMS ALERTS, PLUS THE LIAISON WITH SAPS.

4. Where do you see the Programme's development in the future?

MAKING A REAL AND SIGNIFICANT IMPACT ON THE SAPS THROUGH CONSTANT COMMUNICATION WITH THEM AND THE MEDIA. THE NEED TO PUBLICIZE OUR SUCCESSES.

5. What message would you like to give other members (and non-members) of the Programme about their participation and potential benefit?

THANK YOU FOR THE GREAT ADVANTAGE TO EVERYONE FOR ALL MEMBERS TO NETWORK. THIS IS A WONDERFUL BENEFIT TO ALL. OUR PROGRAMME IS GAINING IN STRENGTH AND WILL DEFINITELY HAVE A GREAT IMPACT IN ACHIEVING OUR OBJECTIVES IN THE NEAR FUTURE.