

From the team at SCOPE, we wish you and your families a very safe and happy Christmas. We look forward to working with you again in 2012

## Hello all

### After a long break, welcome to a new edition of the SCOPE INFORMER.

You will notice a revised format. SCOPE has recently gone through a rebranding exercise, which we have used as an opportunity to better define what we do as an organisation. This is reflected on our updated website [www.scope.co.nz](http://www.scope.co.nz)

The SCOPE INFORMER will now be emailed quarterly and will keep our clients up to date with developments in the industry, with the latest market intelligence and trends relating to security risk and fraud. It will cover subjects such as legislation change and the relevant case law, fraud trends and current security risk intelligence across a range of sectors including Insurance, Banking and Finance. We will also look at logistics and supply chain organisations, regarding loss prevention. The latest case studies from our office should be of interest.

We welcome your suggestions if you have any subjects that you would like us to provide information or advice on that can be published in future SCOPE INFORMERS. Just email [enquires@scope.co.nz](mailto:enquires@scope.co.nz)

2011 in New Zealand has been a particularly difficult year for the nation as a whole, without mentioning the obvious. There has been a significant financial strain impacting many businesses and individuals. In our view this has not necessarily meant a sudden rise in theft and fraud being perpetrated, however it had led to a lot of businesses and organisations implementing tighter controls and processes. As a consequence significantly more fraud and theft has been identified.

If you haven't done so already our advice is to ensure that the correct controls are imbedded into your business processes now. It is far better to prevent the event from occurring in the first place, than reacting retrospectively after the proverbial "horse has bolted". If you need assistance with this we are only a phone call away.

Best regards until the next SCOPE INFORMER,

The team at SCOPE

## Prevention

# Theft

In our experience the most common security problem in the New Zealand retail sector and also in large scale distribution centres is loss caused by high frequency (daily) theft committed by individuals who are either internal or external to the organisation.

The impact of the global recession, the rise in the cost of oil, the dramatic changes in the value of the NZ dollar and global natural disasters, have all had a direct impact on the cost of goods to the ultimate consumer and the overall purchasing power of consumers. The on-flow effect is that products that would previously have been affordable are no longer, and the temptation to steal becomes reasonably obvious.

It is very rare to apprehend a thief who has suddenly and totally uncharacteristically committed a theft specifically to feed their family. Greed and opportunity (when in combination), will always be the main driver for theft being perpetrated.

### Solution: Security Audit Process

As part of our security consultancy services SCOPE apply security audit processes for a range of commercial businesses throughout New Zealand, specialising in **loss prevention, investigation** and **recovery** of assets.

To ensure that the extent of any existing or potential issues are fully understood, prior to any security audit process being undertaken, specialised data gathering techniques are utilised to identify specific risk issues in organisations.

SCOPE incorporate CPTED methodology as part of our security audit process and we consider that no single 'stand-alone' security method, process, or piece of security hardware can effectively provide a full security solution. To fully meet the specific

security needs of an organisation or site being audited it is essential that the right balance of different components (including human) are implemented and maintained.

### What is CPTED?

CPTED is Crime Prevention Through Environmental Design. These principles provide the cornerstone to effective design and maintenance of any environment to assist crime prevention and raise public perception of the safety of a particular area. Local governments around the world including New Zealand apply CPTED principles to the design of public spaces such as parks, walkways and other public recreational locations. Basic principles such as ensuring clear lines of sight and implementing effective lighting are crucial when assessing the design of any environment.

These principals can be applied to commercial environments and are used by SCOPE in conjunction with other security and safety recommendations for a given space.

## Case Study

# Cultures Within A Workplace

For any organisation one of the most crucial elements in its daily operations is having robust policies and procedures in place that are clearly communicated to their employees. These guidelines should not leave the employee in any doubt about what is expected from them, by their management and the company itself.

Excellent management of staff and constant checks and balances will ensure that major issues don't develop. Management need to be constantly aware of the 'perception' of their workforce in relation to key issues such as Health and Safety, personal safety and communication.

The following outlines an actual project that SCOPE completed recently, and highlights the major risk to an organisation when a 'bad' culture develops amongst staff.

SCOPE undertook an investigation into a number of thefts that had occurred from a distribution centre. As a result of the investigation the parties involved were identified and dealt with under the Employment Relations Act.

However, during the course of the investigation a number of employees were spoken to and it became obvious that a common theme was evident across the organisation. Almost without exception every employee had had some form of personal property stolen from them. This included items such as cell phones and cash with the most common item being their lunches from the staff fridge.

While some people may see the theft of lunches as quite a low level issue, it can have a dramatic effect on the culture of an organisation. The impact was that the employees had developed the following perceptions of the workplace:

- My personal property is not safe in my own workplace
- Some of my colleagues are stealing from me
- Management are doing nothing about this issue

In this case, a culture had developed where employees started 'grazing' or stealing food related products from stock during their shifts. As more and more employees undertook 'grazing', it became commonplace and acceptable behaviour.

The roll on impact was that some individuals started to take larger quantities of stock home, and from there, the thefts snowballed to dramatic levels.

Because most of the employees had undertaken some form of 'grazing' at some point, nobody

approached their managers about the larger thefts occurring fearing that they would get in trouble.

In this case, the organisation had over 30 employees.

Following the initial investigation, SCOPE was engaged to undertake an **Organisational Welfare Analysis (OWA)**. Our report consolidated the collected information from the OWA, and was then provided to senior management of the organisation. This gave them insight into the issues within their business currently being experienced by the employees and the business itself.

The crucial information within the report provided to the business (in this case study) allowed the management to implement some simple process changes and install some basic security measures. This in turn resulted in the organisation experiencing a remarkable decrease in general theft and 'grazing', as well as an improvement in Health and Safety related issues.

## Did you know?

SCOPE is able to undertake document service throughout New Zealand and Australia and do so on a daily basis. Through our network partners, we also have agents in over 70 countries around the world and can provide a quote to serve documents almost anywhere in the world.

We restore control to your world – If you believe that you have been affected by unlawful activity or have experienced a loss of personal power through subversive behaviour, we will make use of our extensive experience, knowledge, systems and technology to minimise your risk and restore control to yourself or your company.

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