



LORD OF THE SPIES

THE AUTHORITATIVE VOICE ON LOSS PREVENTION &
BUSINESS CRIME

D&K Management Consultants' monthly newsletter – an absolute *MUST* for anyone dedicated to protecting themselves and their business interests!

January 2016

The Captain's Log ...

Kyle Condon, MD of
D&K Management Consultants cc



2015 Crushed, Rolled and Smoked!

Wow! What a year 2015 was and how fast it went! Hell, the biggest thief in South Africa isn't actually JZ but Father time, this old custodian of all things time related literally swiped 2015 away from me!

Just pisses me off that he doesn't pull the time up heist on those that deserve it ... the Krejcir's and Mugabes of the world. Come on Father time, you've ripped my 2015 away quicker than JZ can crack a giggle but you let those responsible for murder, mayhem and global chaos live longer than a Tibetan monk on multivitamins!

So, here we are, another year down and in a country beset with violence and crime, we don't really get that many years so when you survive one, it's really quite a big deal. So, celebrations all round, except if you're Radovan Krejcir ... that bastard's year was terrible ... every hit ordered failed, every escape attempt was thwarted ... 2015 was not a vintage year for South Africa's baddest bad arse!

I know I'm very late but, I raise a tipler in celebration of surviving 2015 but, as I do, I remember to toast wisely and slowly ... we are lied to and told that our size, weight and body chemistry all play a part in how we handle alcohol – BULL! I know (sadly, from experience) the only factors dictating your consumption ability is financial and emotional. If you're happy, you can drink seven draughts, four tequilas and five Klip 'n Cokes. On the other hand, if you're down on your luck and swimming in the pool of depression, you could easily stack away fifteen beers, ten tequilas and five double Klip, no Coke!



My doctor insists on telling me that hangovers are caused by dehydration – what crap! That's the equivalent of saying drought is caused by rain! Dehydration is caused by the bar closing, simple!

Many hangovers are partly due to magnesium depletion, so here's a tip ... magnesium makes up 2% of the Earth's crust. So, before you go out on the piss, step outside and take a large mouthful of the magnesium rich crust, but please, remember to wash your face before walking into your local keg. Most drinkers are a bit funny towards a grown man with a soil-encrusted mouth shouting for another round.

To all our clients, friends and associates, thank you for who you are and for being a valuable cog in the D&K machine – without you, we are nothing. I trust you had a restful festive season and we look forward to crushing, rolling and smoking 2016 alongside all of you again!

Till next time!

Service Focus of the Month

Restaurant Security

As restaurants fight hard for their market share and competition is fierce, most seem to lose focus on the ever-present challenge presented by the different types of restaurant crime! Loss prevention efforts in our favourite eating-houses, for the most part, leaves a lot to be desired.

However, D&K Management Consultants' restaurant and hospitality investigations and consultancy division, is working hard to change that. Instead of the traditional and, frankly, useless approach of turning to the police to assist with incidents of crime, our investigators and undercover operatives are providing a more holistic approach.



We are assisting our clients in the restaurant game, adding more value to their bottom line, by using our skill sets to help the restaurant to move forward. Providing a safe and honest workplace for their employees and a brilliant all round experience for their customers is a key focus point of our skilled consultants.

We move our clients' establishments from a reactive business to a more proactive one. By way of discreet undercover projects, correct pre-employment screening, including criminal record verification and technology, we are able to keep honest people honest and risky characters are exposed.

The one glaring problem in the restaurant game is the high staff turnover. For many, working in a restaurant is seen as a "stop gap" before moving onto something else. History and studies have shown comprehensively that, better restaurant employees with a pride for the brand turn out better food, better service and are far less inclined to skim or commit theft from the restaurant.

McDonald's recognised this and have spent a lot of time and money by implementing sound pre-employment screening coupled with policies which are directly put in place to eliminate theft and fraud. While focusing on vetting your staff and checking them out thoroughly is vital, so is the need for undercover projects and technology.

Although these are seen as "grudge purchases", when done right and for the correct reasons, both of these strategies can produce a great return on investment.

Covert "spy" hole cameras placed temporarily into well-disguised areas can go a long way in providing restaurant owners/managers with evidence of criminal or nefarious activity that clearly shows the lack of integrity of certain

Whilst undercover investigators deployed into the workforce will provide first hand insight into the people you think you know, and more importantly, what and how things are happening at your restaurant. Using multiple data sources to receive information, will allow informed decisions to be made, all adding to a better bottom line!

For a private consultation, please do not hesitate in calling us: +27 (0) 11 824 0334 or 082 820 5363.

Reviews

In keeping with my 2016, business resolution on the promise to dispense helpful information to our clients on a regular basis, on various risk and crime fighting topics, here is my first piece.

Online Risk for the Professional

The curse of drunk tweeting or the tweet typed in anger has ended the careers and relationships of countless professionals, athletes, politicians etc. The 3AM Instagram taken at the last office party's after party has caused endless embarrassment. Sadly, these social media mistakes have also led to suicides and murder!

The obvious and numerous benefits of social media can never be doubted, but nor should the lurking risks. As an investigator and risk consultant, I am regularly preaching to my clients just how careful they need to be. The importance of understanding how to manage those risks can save your money and reputation, but possibly never lives.

In doing my own research, I came across a brilliant useful book that every executive and social media butterfly should at least own a copy of. Two aspects I like most, is the book itself provides detailed guidelines, both formal and informal, on how to develop a professional online business presence without becoming a social media leper.



The book is called "Managing Online Risk" and is written by social media security attorney, Deborah Gonzalez. It contains checklists, policy samples and many other useful tips that clearly explain security and reputational risks that come along with having your business and employees online.

My advice, check it out yourself. Go to www.managingonlinerisks.com

In The Spotlight

ALERT! FIVE RED FLAGS FROM DANGEROUS EMPLOYEES

Grievance Collecting

The employee who collects grievances is the individual most likely to commit assault or even kill former co-workers. A single complaint may be legitimate, but look out for those who become obsessed with people and situations.

Vester Flanagan, the shooter in the on-air deaths of two WDBJ reporters in Virginia, had filed a collection of grievances over time via social networks and through HR complaints.

Reputation

WDBJ station manager, Jeff Marks, acknowledged that co-workers of the shooter had often noticed that the employee seemed moody and unhappy. He had often complained that he was a victim of discrimination and seemed to look for problems. In short, his colleagues labelled him as someone that was just not easy to work with. Anger and temper control was also key signs of his pending actions.

Humiliation

When an angry person feels humiliated, the exposure to retaliation increases by at least 38%, according to research.

Work History

A checkered career and long breaks in employment, merit a deeper look before hiring. Flanagan had worked at five television stations prior to his hiring at WDBJ, he had numerous on-going personal clashes with colleagues and management at the previous companies.

Use your probationary period to remove someone who is a poor fit, before they blossom into a work place threat.

Manifesto

Oregon college gunman, Chris Mercer, left a racist manifesto with one of his victims, following the murder of nine students and teachers in October. Manifestos are not new, but they are increasingly common as violent offenders seek validation for their crimes.

When dismissing a provocative person, increase the monitoring of social networking sites, as well as emails and voicemails made to executives and compliance hot lines.

(Reference: Larry Bartan, Security Management)

News

What does business investigations and 'Moneyball' have in common?

The Brad Pitt movie, *Moneyball*, is based on Michael Lewis' novel about a relatively unknown Oakland Athletics baseball coach who became the wealthiest baseball manager in professional history. His name was Billy Beane and his story is directly related to any form of investigation, whether private or criminal.

In short, Beane adopted a new approach to the buying and assembling of his team. He based his decisions on a form of analysis pioneered by Bill James known as "sabermetrics". Simply put, sabermetrics puts greater emphasis on statistical analysis and data mining to identify players who would offer something to his team that would not be picked up by other scouts.

What we've learned is that 'Moneyball' techniques are applicable not only to sports but to investigations as well. By making use of analysis and information, our investigators have strengthened their cases by nearly 30%. Our clients have seen first-hand that they could a investigator who investigates by gut feel and emotion or the one who investigates by careful research and thorough analysis of all information, no guessing, which they opt for.

Remember – knowledge is power! Any investigation done on behalf of any client is about getting the most effective and factual information. Through D&K's professional sources, we are able to gather the right information to help our clients make informed decisions based on solid information.

In our world, it is not all feasible to "fly blind", therefore, our focus is on credible information to provide our clients with the intelligence and analysis not found on Google!

Beane chose data over intuition. He chose facts over emotion – and so do we!



Cell Block Humour



Quote of the Month

“If it doesn’t challenge you, it doesn’t change you”.

Fred DeVito

Thank you for reading our newsletter and, please feel free to submit any suggestions or feedback, including any topics you would like us to cover.



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