



# 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!

March / April 2016

## The Captain's Log ...

Kyle Condon, MD of  
D&K Management Consultants cc



### NO ONE IS IMMUNE!

We are at a point in South Africa where no matter what business you are in, employee theft is going to occur. Keep in mind that the nature of the thefts often relates to what the dishonest employee can get their hands on. In the last year or so I have noticed a marked increase of collusion theft, involving receiving clerks and delivery drivers. This is a particularly difficult crime to stop unless your company has a chain of checks performed by very trustworthy staff.



The trouble with this type of theft is that the losses are very often not picked up at all. A box here and there left on the truck to be sold is easily covered up on any paperwork. Unfortunately, bringing in a double checker does not always solve the problem, in fact he or she quickly finds themselves involved in the activity.

Two tactics that do have a positive effect on this type of employee crime is the use of random "spot checks" and the deployment of an undercover agent working in this area.

Spot-checking is particularly useful because it puts the pressure back onto the receiving clerk in that he/she needs to ensure that no supplies checks are going to take place. Typically, when we provide the spot-checking service to our clients, we will try to do about 8 - 10 checks per month. These are done at various times and may include as many as three per day. The *modus operandi* is such that, as a delivery vehicle is leaving our client's premises, our team will pull up and turn the truck around. The items received are then checked against the paperwork and if found to be short of items, the truck is then searched. This tactic is very effective and can be adapted to suit any type of delivery.

As for the undercover service, the best results come when our operatives are deployed as assistants in the receiving bay, preferably as close to those actually signing off on the goods meant to have been received. With an informant/investigator right in amongst the department, the chances of uncovering collusion and theft rises dramatically.

The ultimate scenario is the double up. This is the deployment of an undercover investigator and the introduction of spot checks. The advantage here is the luxury of having an "insider" tipping off the spot checkers on which delivery to target.

For more information on these services please feel free to contact me directly on my landline 011 824 0334.

Till next month!

## Service Focus of the Month

### PREPARING YOUR COMPANY FOR LABOUR UNREST

In a country as politically charged as ours, employees are blatantly used as tools of anarchy by their respective Unions to show trade and industry just how powerful they are. Adding to this already boiling cauldron of political infighting, racism and politicking, the tone is set for another season of violent uncontrolled strikes.

The biggest question facing businesses of every type and size in South Africa today is, are you adequately prepared?

During the World Economic Forum in Davos Switzerland, global business leaders identified protests, civil unrest, and collective violence as the most significant risks facing businesses in the years ahead.

Many businesses locally have "had a baptism of fire" over the past few years when strikers have targeted their companies through violence and intimidation.

Fortunately, there are many companies that have learnt from the painful and costly lessons and have, as a result, introduced effective plans to avoid a repeat during the next wave of strikes. One of the most important strategic moves that I have been assisting clients with is the creation of oversight committees. I refer to them as S.F.G's or security focus groups, made up of key personnel within the company. These include HR employees, legal experts, facilities managers and security representatives.

Our clients have found that the monthly meetings and strategy sessions with this group have been invaluable in evaluating the needs of their respective firms, as well as providing a forum to consult with external organisations, such as public order policing and neighboring businesses who will most likely be impacted upon by any protests in the same street.

Having a monthly S.F.G meeting allows our clients to explore all options and tactics available to them long before the strike action occurs. An added advantage is the ability to decide on contract labour or alternative production plans during the strike period.



Strike reaction teams supplied by ourselves are also a critical component of the overall safety and security requirements needed by businesses during labour unrest. These units are trained operatives who will place themselves in the front line to protect people and property from violent attacks during the strike period. Budgeting for this is something that must be discussed long before the employees down tools.

If you are a distribution center or warehouse and all your suppliers are going to be delivering or collecting from you, plans need to be made and communicated in the event that an alternative location is going to be used.

I can also confirm that Saturday's and Sunday's are not really strike active days, therefore, these are the days that companies may want to consider opening in order to get things done that was not possible in the week. The same applies to night times as well.

I am available to discuss all your strike reaction and proactive measures and would be more than happy to meet with you at any time.

Kyle



## In The Spotlight

### 25 ACTS OF SOCIAL MEDIA CRUELTY

What is it about social media that brings the worst out in people? That crude joke about your accounting supervisor or the doctored picture of the CEO at a party? They might seem funny at the time, but it's easy to forget how social media posts can live in infamy forever and become part of an eternal archive. Here are the biggest offenders in "Social Media's Hall of Shame" for those who work in an office.



#### ***1. Complaining about a specific person***

Save that @ symbol for requests, promotional efforts, or an acclamation. Don't call someone out in public; at least do it privately and, preferably, in the real world.

#### ***2. Posting a picture without permission***

Of course, there is outright photo theft and not including proper credit for an image. That's obviously wrong. Before you post a picture of a business associate at a party or in an awkward pose, get permission first.

#### ***3. Tagging someone in an embarrassing photo***

Facebook lets you approve tagging before it appears on your feed, but many people forget to enable that feature. Tagging an embarrassing photo is like pinning a "kick me" sign to someone at a party.

#### ***4. Writing a negative post about a non-public figure***

Have something to say about a celebrity? That's fine – celebrities are (mostly) fair game in social media posts, and they'll never see it anyway. Are you writing up a scathing article about a business associate who sits in the next building over? That can get you into serious trouble.

#### ***5. Repeatedly sending a Direct Message***

I've mentioned before how e-mailing someone over and over again is a form of e-mail abuse. So is sending the same DM. It's just as annoying and rude, just in a different format.

## **6. Making any sexual references**

Do you think that sexual joke a co-worker told you over coffee is funny? It's tempting to post it on LinkedIn for everyone to see. Don't do it. Remember that you are in a public forum, and it's easy to misconstrue a crude joke.



## **7. Racial slurs**

Social media is a wonderful place to share your opinions, and it's even OK to get political or even controversial at times. Any racial slur is 100% wrong, whether it is in person at the office or in a forum like Facebook or Twitter.

## **8. Doctoring a photo**

OK, it was funny in middle school, but doctoring a photo and posting it on social media is not a good idea in business circles. Once again, there's no way to know if the person you are "doctoring" will think those bunny ears are funny or insulting. And, there's no way to control how it is forwarded.

## **9. Death threats**

It's amazing how often this happens. It has happened to me. Keep in mind that it's illegal to make serious, repeated threats to hurt someone in an online forum.

## **10. Changing the meaning of a tweet when you re-tweet it**

This one might seem harmless, but it's one that can cause people stress. Change a re-tweet to stay within 140-characters, sure, but don't change the meaning.

## **11. Posting a private comment made in person**

If a co-worker tells you something about the boss or related to some private plans in the company, keep it to yourself. Posting about it on social media is a betrayal of confidence.

## **12. Representing an original photo as your own**

Apart from the legal and ethical issues, it's all too easy to post a photo on social media as though it's your own. Kids do it on Tumblr, sure. Make sure you let people know who took the photo and give proper credit. Or at least avoid claiming you are the original photographer.

## **13. Harassment**

There's a reason the term "troll" came into existence. When someone comments rudely on everything you do on social media, that's harassment.

## **14. Swearing**

That's right – it's a form of social cruelty, depending on who is reading your post and the context in which you are posting. The best approach? Just save the profanity for an environment where it is not held in perpetuity for any reader to see years from now.

## **15. Hiring or firing an employee**

Wait, haven't we learned a lesson from teenagers who break up with their significant other by sending a public tweet or a Facebook post? Do the duty in private and in person.

## **16. Reward one employee and not the others**

Did you decide to reward an employee monetarily or with a gift card by tweeting it out to the masses? Be careful, because every person who didn't get the reward can find out if you post it online.



### ***17. Apologising to a specific person***

This one just looks lame. Apologies are fine when they are in person or even by email or Direct Message. As a public post, it looks like a cop-out and that you didn't take the time to do it in person.

### ***18. Repeating the exact same email inquiry on social media***

Maybe this is not exactly "cruel" but it is annoying. If you send an email and then copy-and-paste the same message as a tweet or a Facebook message, your recipient might notice. He or she might ignore the request even more.

### ***19. Posting salary amounts for your staff***

There are many ways to communicate with employees about their salary or even the salary range for their job. Doing so on social media is not one of them.

### ***20. Posting that someone is going on vacation or a business trip***

It might seem helpful, but you are letting criminals know when to rob that person's house. Let the employee control their own destiny.

### ***21. Arguing***

When you post one comment in disagreement, it's voicing your opinion. When you post a rebuttal, it looks like you are defending yourself. When you argue back and forth, everyone thinks you are using up precious bandwidth. Best to leave it to private communications.

### ***22. Ad hominem attacks***

Calling someone a doofus or a putz has no place in social media. For one thing, it's attacking the person not the viewpoint. Usually, it makes you look bad, and there's usually no way to explain yourself further.

### ***23. Posting the exact same message on all social media channels***

OK, I'm guilty of this one but I'm trying to improve. What does it mean? Those who follow you on multiple social channels have to see the same message. Customise for that particular forum.

### ***24. Linking to inappropriate or crude content***

Be careful, because the person clicking might not have any idea what is on the other end of the link. You'll be associated with the crude content.

### ***25. Lying***

It's not a great way to build up your reputation, and it creates confusion with those following what you say. Besides, they will find out the truth eventually.

(Reference: Inc.com. The opinions expressed here by Inc.com columnists are their own, not those of Inc.com.)

# News

## Welcome!

In keeping up with demand and the high quality standards D&K prides itself on, we welcome the latest addition to our company – Schalk Dippenaar, Head of Investigations. Schalk brings with him a vast myriad of experience and a sharp, analytical brain, required for this specific industry. We look forward to Schalk becoming 'part of the furniture'.

# Exposed!

## CCMA – Complaint

I recently received a complaint from someone who wishes to remain anonymous and suggested that D&K, perhaps, look into some rumours being bandied about regarding ex-employees lodging cases with the CCMA. I must say, the following letter did give me reason to pause and reflect – let me know what you think.



*“Dear Sir*

*Perhaps, your agency would consider doing a little ‘digging’ in terms of the Commission for Conciliation, Mediation and Arbitration (CCMA) and ex-employees lodging claims.*

*Over the past few months, I have had to visit the CCMA a few times from a respondent’s point of view and, have realised, that anyone can lay a complaint against an employer without the smallest bit of evidence and certainly without any form of recourse if the complainant has been found to have wasted the CCMA as well as the ex-employer’s time.*

*So many of the ‘grudge’ cases have no chance of any settlement but the complainants seem to relish the fact that they have wasted the ex-employer’s time and, therefore, money and the case was simply lodged to irritate the ex-employer.*

*I have also heard from a source that commissioners receive ‘a bonus’ for the amount of cases settled without having to go to arbitration. Now, I have no idea if this is true, however, I will say that from my own experience, all the commissioners I have seen are very quick to suggest settling even when it’s clear that the respondent has followed the fair, due process and would not be required to settle.*

*Perhaps, a complainant should be charged a fee or deposit whenever a case is laid ... perhaps, then, they’ll think twice about wasting time and money ... food for thought.*

*Sincerely,  
Anon”*



## Cell Block Humour

### 23 Things You Would Love to Say at Work

1. I don’t know what your problem is, but I’ll bet it’s hard to pronounce.

3. I see you've set aside this special time to humiliate yourself in public.
4. I'm really easy to get along with once you learn to see everything my way.
5. I'll try being nicer if you try being smarter.
6. It sounds like English but I can't understand a word you're saying.
7. Aaaah ... I see the screw up fairy has visited us again.
8. I like you. You remind me of myself when I was young and stupid.
9. You are validating my inherent mistrust of strangers.
10. I have plenty of talent and vision. I just don't give a damn.
11. Yes, I am an agent of Satan, but my duties are largely ceremonial.
12. Sarcasm is just one more service we offer.
13. If I throw a stick, will you leave?
21. Too many freaks, not enough circuses.
22. Nice perfume. Must you marinate in it?
23. I thought I wanted a career, turns out I just wanted a salary.

## Quote of the Month

"Your work is going to fill a large part of your life, and the only way to be truly satisfied is to do what you believe is great work. And the only way to do great work is to love what you do. If you haven't found it yet, keep looking. Don't settle. As with all matters of the heart, you'll know when you find it."

**Steve Jobs.**

**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.**



**MANAGEMENT CONSULTANTS CC**

INVESTIGATIONS & RISK CONSULTANCY

EST. 1994

**Tel: 011 824 0334**

**Fax: 011 824 0392**

**Cell: 082 820 5363**

**Email: [saint@intrigue.co.za](mailto:saint@intrigue.co.za)**

**Websites: [www.investigators.co.za](http://www.investigators.co.za)**

**[www.bodyguardservices.co.za](http://www.bodyguardservices.co.za)**