

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

**September 2014**



### **To trust or to not trust?**

Exposed to just about every miscreant and devilish crime has no doubt turned me into a mistrusting, suspicious and, probably, jaded human being.

“There’s the security office”, my wife pointed out to me, “Let’s go to them”, she said. “Have you lost your mind?” was my retort. I may as well spend the R700 myself! And there it was, plain as day. I do not trust anybody who is not of my DNA or in my close (and I mean close) circle of friends.

I have thought about it long and hard since the wallet saga of 2014 and have actually (and comfortably) come to terms with the fact that I don’t trust people, even less if they are my fellow Africans! To my mind, we are a country of thieves and con-artists. I mean, is our own country not led by a corrupt individual (in my opinion)? Our ex Head of Police and Interpol was convicted of corruption, etc. etc.

Does my opinion on society’s lack of honesty bother me? Definitely not! After some careful introspection, I have come to the following two conclusions:

1. My daughter’s future boyfriends are in for a tough time!
2. My lack of trust is what makes me a successful investigator!

By now you’re probably wondering what I’m rambling on about ... sorry ....

The neon lights of the arcade are flickering brightly, children laugh and shout, terrible ice-cream truck music plays from each game ... here we are, standing smack bang in the middle of the games arcade at the Sun City Entertainment Centre. As I watch

my six-year-old shove a handful of tokens into the next brightly flashing machine, I hear my name being called. I turn around to find my wife holding a brown leather wallet and know immediately that it's not mine. Had she just pick-pocketed someone?

I get slightly excited as my better half begins to explain to me how she had found the wallet lying on a vacant machine. I'm already planning on how to clean it out and dump the empty leather carcass without the millions of CCTV cameras staring down on us with beady eyes, seeing what I was doing. After all, is the rule not Finders Keepers?

But, just as I finished counting the R700 in crisp cash lying dejectedly alone in the discarded wallet, my bloody conscience kicked in! Added to my wife's distant sputtering about some poor bloke probably crying in a corner because he can't buy his eleven kids a pizza ... it was futile to fight it! So, we decide to do the decent thing, let's hand the wallet in, but to whom? You see, as a seasoned investigator, I had long ago learned not to trust anyone and this applies to security guards too.

I told the security department that I had found a wallet but I was not going to hand it over, I would leave my phone number and could be contacted at the Vacation Club should the owner come looking for it. That night, I was contacted by a very relieved Mr Swart, who came to our unit with his wife and newly born baby and collected his wallet.

Much to my wife's joy, the small family literally shuffled off into the night. I, too, smiled a little but that ended quickly when I thought, 'What if that wasn't the owner but rather a corrupt member of security posing as the owner?'

May the trust be with you ...

## Giveaway



Are you ready for this one?! The prize is D&K's annual timeshare, being a full week's accommodation at the renowned Ngwenya Lodge in the Kruger Park from November 14, 2014 to November 21, 2014 in a 6-sleeper chalet. Being such a fantastic prize, we're going to make you work for it ...

Come up with a catchy security-related caption for the picture below and email your caption to Jacki on [verify@intrigue.co.za](mailto:verify@intrigue.co.za). Entries are open until Monday, October 27, at which time, we will choose the best one and the winner will be announced on Tuesday, October 28.



CAPTION: \_\_\_\_\_

## Service Focus of the Month

### The Importance of Competitor Due Diligence

For any business to establish itself in the top of the pile is not easy feat. Staying there is even more difficult! It is with this in mind that D&K offers their Competitive Intelligence service. Our clients, both big and small, from blue-chip to one-man businesses, make use of this service to stay on top.

Most businesses operate in a highly competitive environment with many role players trying to claim a small share of the 'pie'. Through professional and discreet competitor intelligence reports, we are able to assist businesses in making decisive, informed and critical decisions.

Ten things you want to know about competitors:

1. Customer perceptions. What do customers think of competitors relative to what they think of you?
2. Product launches. What new products or services have your competitors launched or are planning to launch into the marketplace? How do these compare with your offering?
3. New distribution channels. What new distribution channels are your competitors using to get their product or service to customers? Will these new channels open new markets? Or will they steal your customers?
4. Recent investments. What property, plant or equipment have your competitors acquired and how are they planning to use it? Will this provide them with new competitive advantages?
5. Promotional efforts. How are your competitors promoting their offerings? Has it changed? How are potential customers responding?
6. Price adjustments. How have your competitors adjusted their prices? How are customers responding?
7. Acquisitions and partnerships. Have your competitors acquired a stake in another company or entered into a partnership with another enterprise? What might come of this acquisition or partnership?
8. Financial performance. Are your competitors experiencing improving or declining revenue and profitability?
9. People movements. Have your competitors recently hired or lost talented people? What roles do these people perform? What is this likely to mean for their business?

10. Process improvements. How have your competitors changed their key processes? What effect is this having on their customers' experience and their profitability?

Our competitive intelligence investigations will assist you to compile a full detailed and comprehensive intelligence report. For more information on this service, please do not hesitate in contacting our office on 011 824 0334.



***Save you/your company time, money and agony – check qualifications!***

We find clients often only verify candidate's previous jobs. The failure by many of our clients to carry out qualification verification checks could have serious repercussions resulting in unqualified employees being appointed to positions for which they lack the necessary skills.

"We feel that employers come up short when it comes to checking qualifications and, in fact, other background information on potential and current employees. There have been several high-profile cases recently where high level employees are in possession of fraudulent degrees, hence, they're unable to physically perform the job they were employed to do. I know that fake and fraudulent qualifications are far more prevalent than most employers realise – it's incredibly common for job applicants to lie on their CV's about their qualifications and this is why it's essential for employers, both private and government, to verify all information on a candidate's CV", says Jacki Condon, head of our verifications department.

She points out that even though it's fraudulent to produce fake qualifications, which employers are within their rights to lay charges against, it doesn't mean that these people can be summarily dismissed. Processes have to take place, including a disciplinary hearing.

If an employee lies about having a criminal record, the employer might have to prove that this lie made it impossible for the worker to perform his duties properly. For example, if an employee hired as an accountant has a minor record for speeding, this wouldn't impact on his job performance. If it was a police officer, it would be a different matter as they're in a position of trust.

It is Jacki's opinion that it should be standard practice for all government departments, in fact, all companies, to verify all information supplied by job applicants and not to merely take their word that all the information on their CV is accurate – this also relates to certificates provided – there are way too many fake certificates that employers accept as true purely because it's a certificate. Anyone with a computer, printer and scanner can make a certificate look very authentic!

In most cases, employers merely call a reference on a CV to confirm employment. This person could be a friend or family member of the candidate, who's been 'prepped' that they might receive calls. This is also the case when it comes to certificates – just because there's a contact telephone number on a certificate it doesn't mean that it's a *bona fide* certificate.

There has been an increase in the number of fake degrees in South Africa by prospective job applicants from India, Pakistan and Bangladesh and a new entrant to this market is Ghana with its Cape Coast University of Technology being the principal contributor to false degrees.

Companies, especially small and medium sized enterprises don't realise how vulnerable they are to this issue, with the smaller companies not being prepared to spend the nominal amount of money to do proper, comprehensive verifications on new employees. The nominal amount spent on this will, in the long run, save the company a lot of money and headaches – don't allow your biggest asset to become your biggest threat!

For more information on our verification services, please contact Jacki on 011 824 0334 or 083 295 6619.

## News

### How do employees steal from your bar or restaurant?

As long as there's cash involved in transactions in the restaurant/food service industry, there's going to be theft. Here's some examples of how employees get this right:

1. Short ring – under-ring the correct price of item and pocket the difference. This is common when employees have access to a “no sale” button.
2. Claim a phoney walk-out and the employee gets to keep the money received from a customer.
3. Phantom bottle – bartender brings in his own bottle and pockets cash from the sale.
4. Short pour – pour less than a shot to cover “give-away” liquor costs.
5. Claim a returned drink and the extra drink is sold and cash is pocketed.
6. Returned bottle of wine. The wine is credited on inventory and the bartender sells wine by the glass and pockets the cash.
7. Re-using register drink receipts.
8. Bartender exchanges drinks to cooks for dinners.
9. Adding water (diluting) liquor to get more shots out of a bottle and the bartender pockets the cash.
10. Not pouring liquor into blended drinks to cover high pour costs.
11. Recording incorrect overrings and voids.
12. Hitting “no sale” key to open the register and pulling the money out later.
13. Pouring wine by the glass and ringing in a bottle sale (the sum of the glasses is more than the bottle price).
14. Under pouring drinks by a sixth, keeping track, and pocketing the cash for one drink every sixth drink.
15. Using jiggers brought in from home that are smaller than standard pour, with the same objective as above.
16. Free drinks to customers in exchange for larger tips.

We've just taken delivery from the USA, of the latest sweeping and de-bugging equipment. So, if you think someone's listening, give us a call – from your cell phone and not from the premises you think are bugged!



We're incredibly proud to advise you that our new and fresh website for our bodyguarding division, Global Bodyguard Solutions, is up and running. When you have a few moments to spare, please visit our new website at: [www.bodyguardservices.co.za](http://www.bodyguardservices.co.za).

# Exposed!

## A R350 device that costs business millions

A device not much bigger than a cell phone, costing as little as R350, can enable truck hijackers to steal cargo worth R30 million within 30 minutes.

These devices jam several signals used by fleet managers to track vehicles and cargo and have become an increasing problem over the last year.

A certain employer, with a fleet of several thousand trucks, has suffered R57 million in damages since the beginning of the year, due to trucks being hijacked. In some cases the trucks and cargo and in other cases only the cargo was lost. The company has been able to recover goods worth R35 million which left it with a net loss of R22 million over the period. In virtually all the cases the jamming devices were used.

Most jamming devices are simply plugged into the vehicle's lighter jack and block out all the tracking signals, which results in the control room losing contact with the vehicle. The system merely shows the last position of the vehicle before the signal was lost and because it's not uncommon to lose signal for a short period of time due to technical reasons, it makes it even more difficult to detect a possible hijacking.

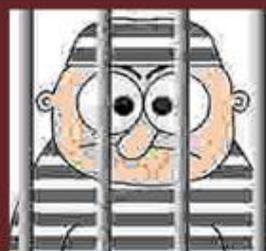
Time is of the essence in combating hijackings, since as little as 15 minutes is needed to offload 8 tonnes or R12 million Rand's worth of cigarettes, for example. The cargo, usually fast-moving consumer goods, is often sold off the truck at 50% discount to the retail price. Popular products are cooking oil, soap, tyres, liquor, food, cigarettes and fuel.

The jamming devices, costing anything between R350 and R6 500 have seriously hampered the fight against hijackings and the recovery after incidents. They're also used where stolen freight is being stored, to counter possible tracking devices hidden in the cargo.

Gauteng hijacking hot-spots include:

- N12 between Delmas and Springs
- N3 between Mooiriver and Vosloorus, especially near the De Hoek weighbridge
- N1 between Grasmere and Kroondal toll plaza
- R59 between Swartkoppies and the Blockhouse
- N1 between Pienaarsriver and Johannesburg
- N1 around Midrand for high-value electronics

Cell Block  
Humour





## Quote of the Month

"Every single cell in the human body replaces itself over a period of seven years. That means there's not even the smallest part of you now that was part of you seven years ago".

Steve Hall, Biologist.

**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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