



THE DIRECTOR'S ADDRESS

We are coming to the half way mark of a challenging year. But not all is economic darkness. At Charter Security we are hearing from many of our clients that business is holding steady. And it's heartening to see many of these clients are implementing initiatives to meet with the changing times. Which is what private enterprise does best... adapt to new environments.

Recently there has been a lot of publicity about the increase in crime which inevitably accompanies a tightening economy.

Charter Security's Directors have seen on recent travels to Europe, and more lately China, many retailers introducing in-store Loss Prevention staff to stop theft and maintain a safe working environment for customers and staff. This development, once restricted to the larger chains, is now being adopted by many individual retailers who have understood its benefits.

It is customary in Australia that we follow international trends, so it is no surprise to us we have had strong demand from clients in the retail sector.

If used shrewdly in-store officers can become an integral part of the success of a retail operation. Not only do they prevent theft, they add a layer of customer service by creating a safe shopping environment for shoppers. It is our belief, based on international observations, that in-store security staff are about to become a standard feature in the retail industry.

Earlier I mentioned businesses adapting to meet the changing times; we at Charter Security are adapting as well, and have recently introduced initiatives to enable us to provide our clients with even better service.

Charter Security Director's trip to China

In April Charter Security Directors Neil Haines, Mike Ramsay and Sean Goldrick flew to China to attend the China Import and Export Fair and investigate new technology being introduced to the world of security. The Canton Fair is the biggest in the world and the Chinese are the world's largest producer of security products.

Many of the Chinese contributors were delighted to see the men from Charter Security, as they hadn't encountered anyone else from Australia at the Fair. Thus our three heroes acted as ambassadors and flew the flag at many a banquet.

Innovation in China continues apace, with new cameras and advances in biotechnology; fingerprinting and eye-scanning equipment. The knowledge gained from this visit, and new contacts made and products sourced in China, will ensure Charter Security remains at the forefront of the industry and at least two steps ahead of the crooks.



Neil Haines, Mike Ramsay and Sean Goldrick at The Canton Fair

We are about to see a crime wave

Victorian Police Chief Commissioner Simon Overland has fought Melbourne's underbelly and brought the gangland killings to a close. He is not a man easily flustered. So when he warns the GFC is about to make things a lot tougher for the police to cope with, you listen.

"The economic downturn has already started to create significant issues from a policing perspective. We are already seeing an increase in shop steal and burglary crimes," he says.

A study commissioned by the Police Association that looked at previous recessions in Australia has predicted that as the mass of jobless young males grows theft, robbery and breaking-and-entering will rise by between 40 and 60% and may not return to pre-GFC levels for a decade. That's 72,000 more thefts, 25,000 more burglaries and 26,000 more property crimes across Victoria each year.

To deal with this police would need to increase their numbers by 17%. That's about 1870 coppers. With Victoria going deeper into debt... it ain't going to happen.

So when Mr Overland says *"The economic downturn has started to create significant issues from a policing perspective"* we think he means *"help"*.

We think he means, *"The police won't have enough people out there to prevent crime as we once did. And the police won't be able to respond to crime as we once did."*

We think he's issuing a warning to Victorians that, as we enter dark economic times, we are going to have to take responsibility for our own security.

Charter Security is dedicated to predicting, preventing and protecting against crime. But Chief Commissioner Overland has already made the prediction for us; prevention of and protection against crime will increasingly be beyond the police. At **Charter Security** we have already noticed an upsurge in business as forward thinking people have begun to protect their profits, property and safety before these, *"Significant issues from a policing perspective,"* strike home.

As the GFC crime wave arrives **Charter Security** can and will protect your business and home from its darkest consequences.

Shop stealing takes off

A 30% increase in profits will have you reaching for a bottle of Moet. A 30% reduction in profits will have you reaching for a bottle of Prozac. If your football team increases its scoring rate by 30% they win the premiership. If they decrease their scoring rate by 30% they are Richmond. All of which is by way of saying 30% is a large part of the whole.

So when David Jones Chief Executive Mark McInnes says in The Australian the number of thieves apprehended in store is up by 30% this year on past years you know it's not some little statistical shift or seasonal mood-swing among the young unemployed. This is a serious trend.

At Charter Security we can quote similar figures on the rise in apprehension of shop stealers.

Sadly, people without adequate security measures will be able to quote a comparable rise in stock loss and reduction in profits. A retailer who recently came under our protection had been experiencing one apprehension a month in store. Our operatives caught five shop stealers in the first two days. This works out at 75 apprehensions a month. So, before we arrived 74 rascals were walking out of that store each month loaded down with items that were borrowed permanently.



Guarding contracts awarded to o/s firms

Charter Security notes with some surprise and disappointment that the Victorian State Government has lately awarded guarding contracts to International firms based in India, Hong Kong and Europe. And that's at a time when the Prime Minister is giving deserving citizens \$900 to spend to invigorate the local economy.

Whose economy is Mister Brumby trying to invigorate?

Here at Charter Security we harbour a faint suspicion the taxpayer would rather his-or-her taxes were spent in Oz, where we all benefit, rather than in India, Hong Kong and Europe where the Indians, Chinese and Europeans benefit (Lovely people though they are.)

This is just a guess; of course, we haven't taken a poll or anything. And indeed as the largest **Australian-owned** full-service security organization operating in Australia and New Zealand our view of this might be prejudiced. But we think not. We just believe it strange that in times like these Our Government buy a thing in India that it could buy in Australia

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