



CHARTER
RESOURCES

securitynews

Director's Message



Welcome to the first issue of *Security News*.

As an organisation, we have been going through many changes over the past six months and believe we are now even better equipped to serve our clients and solve their security and risk concerns.

Our new positioning line reflects our belief that

we are not in the business of supplying guards, dogs or security cameras. What we essentially deliver as a benefit to clients is a sense of safety, trust and peace of mind. Hence our new positioning is 'Securing your peace of mind.'

Security News gives us the opportunity to update you on key happenings within Charter Resources, while also keeping you informed of the latest trends in security thinking, products and services.

I hope you gain benefit from our first edition and if you have any feedback – don't hesitate to give me a call on 1300 667 300.

Kind Regards, Mike Ramsay

Charter Resources provides a customised, comprehensive and cost-effective range of loss-prevention and security solutions for blue-chip commercial organisations, government agencies and retail organisations around Australia.

By taking a proactive and professional approach to risk assessment and a wide range of cutting-edge security products, Charter Resources has developed a strong reputation with Australian-based and multi-national clients.

Established in 1996, Australian-owned Charter Resources employs more than 200 operatives throughout Australia via its Melbourne and Sydney offices, and has an extensive affiliation with security specialists and agencies around Australia.

National Franchise Convention 2005

Charter Resources will once again be showcasing its services to the small business community at the National Franchise Convention in Canberra, 9-12 October 2005

Charter Resources will be hosting a booth at the Convention and invites visitors to approach members of our team to learn more about loss prevention and security solutions.

Keynote speakers at the Convention include PM John Howard, Leader of the Opposition Kim Beazley, Australian of the Year Fiona Wood, Award-winning Entrepreneur Mary Ellen Sheets and 2004 Franchisor of the Year John O'Brien.

The Convention hosts seminars on growth, marketing, recruitment and education for small business, while also providing invaluable networking opportunities.

Charter in print

Here are just a few publications that have or will be running articles about Charter Resources in the next few months. Look out for them!

- The Daily Telegraph (6 September)
- The Herald Sun (8 September)
- The Courier Mail (14 September)
- Retail World (September)
- The Australian Hardware Journal (September)
- The Franchise Review (October)
- Retail Technology (November)
- Inside Retailing Magazine (November)
- Security Solutions Magazine (formerly Security Oz)

Our New Look

You may have noticed that we have revamped our logo and positioning line. All of the team here at Charter Resources feel the new look better reflects the direction our company is moving in. After all, our business is *securing your peace of mind.*

securing your peace of mind

Ramsay speaks at National Retail Forum

Charter Resources Director Mike Ramsay was invited to speak at the recent National Retail Forum in Sydney as part of Loss Prevention Day.

Mike drew on his 20 years' experience in his presentation 'Dealing with Professional Shop Stealing', stressing the lack of unity among retailers to combat shop stealing.

Mike believes small to medium business should get serious about implementing security measures to fight shop stealing.

"At least 45 percent of Australian and New Zealand organisations believe they have been the victims of fraud during the past three years, with small to medium sized businesses the most vulnerable to professional shop stealing."

Mike advised shop owners of many ways in which they can prevent shoplifting in their store, including employee training, installation of security equipment such as surveillance cameras and electronic tagging.

The National Retail Forum - held at the Sydney Convention and Exhibition Centre in July attracted over 200 exhibitors from all over the country as well as 30 local and international speakers.

Sponsored by Charter Resources, Loss Prevention Day was kicked off by Dr Richard Hollinger presenting the highly anticipated findings from the National Retail Security Survey (United States).

KPMG Forensic Executive Director Dean Newlan agrees retailers need to take a more proactive approach to loss prevention and warns the most common precursor to fraud is when staff are able to override internal control measures.



Left:
Dr Richard
Hollinger
and
Mike Ramsay

The KPMG's 2004 Fraud Survey discovered training staff in how to prevent and identify fraud is the most common way of detecting fraudsters and professional shop stealers.

"Best practice is to embed loss prevention into every facet of the retail business process. Loss prevention is an outcome of the entire process, not just one part of the process," Newlan said.

Top Tips for Loss Prevention

Following are some key points Charter Resources recommends retail businesses consider when developing a loss prevention strategy:

1. Submit all aspects and operations of your retail business to a thorough and professionally managed risk assessment- identifying areas where the business is suffering or could suffer loss.
2. Seek training for your staff to recognise warning signs and the impact of:
 - Collusion between staff and customers;
 - Proactive customer service;
 - Trends and techniques of professional shoplifters; and
 - Legal responsibilities and limits on searching and detaining customers
3. Develop a loss prevention program incorporating some or all of the following risk management strategies and products:
 - **Electronic** – CCTV and surveillance, electronic tagging, access control, video and audio intercom systems, integrated security and fire systems, alarms and alarm monitoring;
 - **Manpower** – uniformed guard services and professional loss prevention officers,
 - **Employee awareness training;**
 - **Physical & barrier security** – security systems, safes/records protection;
 - **Operational** – regular spot checks of deliveries and stock transfers;
 - **Technological** – IT security, firewalls, virus protection
4. Ensure the loss prevention program in place is constantly monitored and updated in response to environmental and business changes.