

Security - looking beyond the big, burly security guard



Jemima Briggs

May 2022

FIRST
Security


ShopCare
Connecting for healthier workplaces

Introduction

Housekeeping

Muted microphone

Please feel free to use Q & A or chat function to ask a questions

Pole Questions

- **Critical Risks**
 - Critical Risks Exposure Report
 - HOC's
 - Driver Safety Guide
- **VAB**
 - SkillsVR
 - Project
- **Site Markings Project**
- **Participative Ergonomics**
 - Early Intervention
 - Injury Management
 - First Move



Gerard Morrison

COO Mondiale VGL

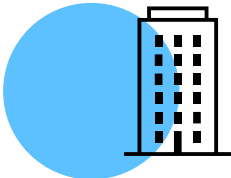
**Topic: Recovering from a workplace fatality –
lessons learnt & actions taken**

Jem's Timeline



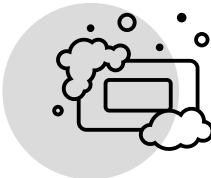
University Graduate

Chemistry Degree



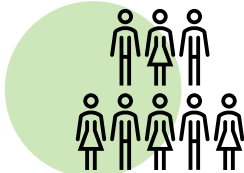
P&G UK

Tesco, Pharmacy Channel



P&G AU/NZ

WWNZ, Foodstuffs, TWH, WWAU, Coles, CWH, Gillette/Oral B



LION



Retail Director – Liquor king



Red Shoots

F&B Start Up



First Security

Service Solutions

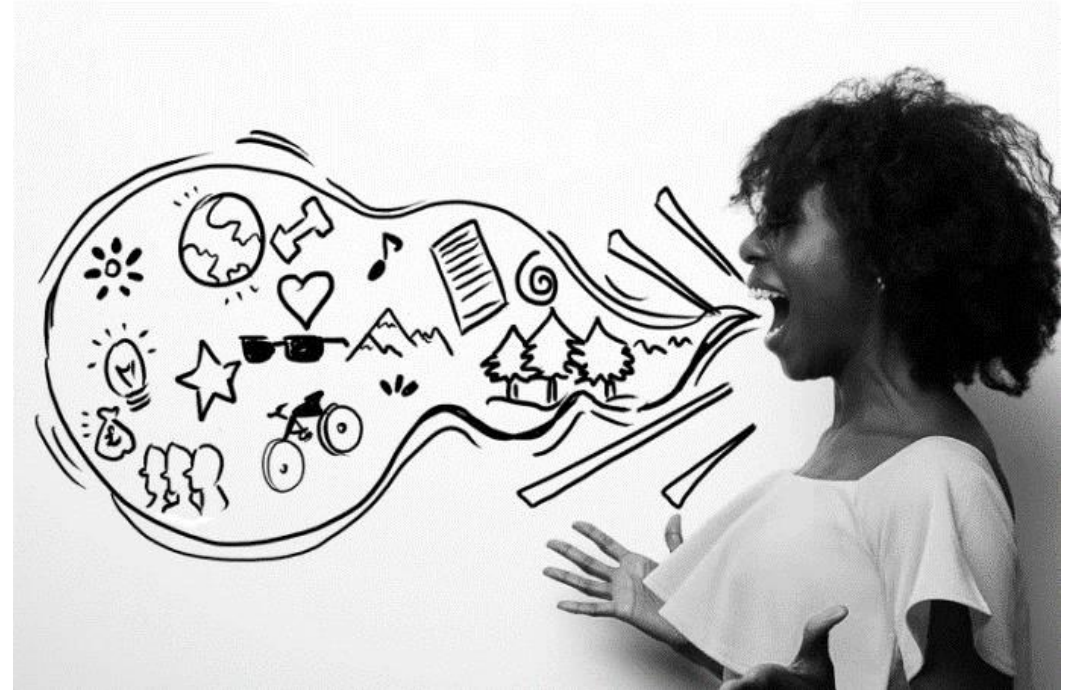
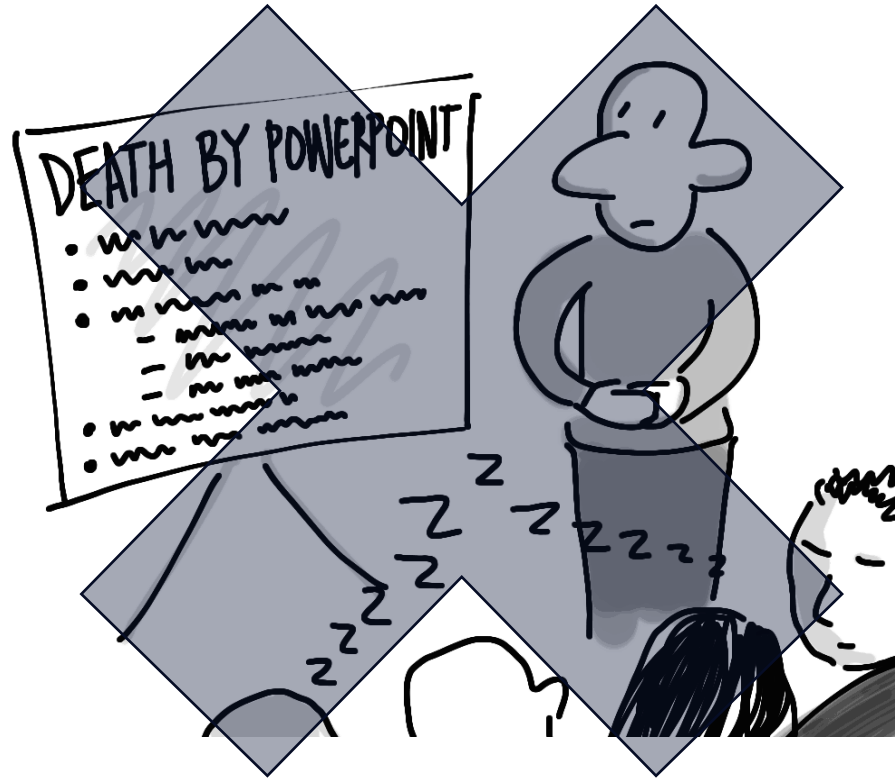


Topics to think about differently today

- **Security** – protecting people, assets and brands
- **Security** - it' role in reducing shrinkage
- **Security** - as part of your H&S Plan
 - At the place of work
 - Away from there – lone workers



Expectations for today



Success – you take 2/3 notes and follow up at least 1!

Security

It's role in reducing shrinkage



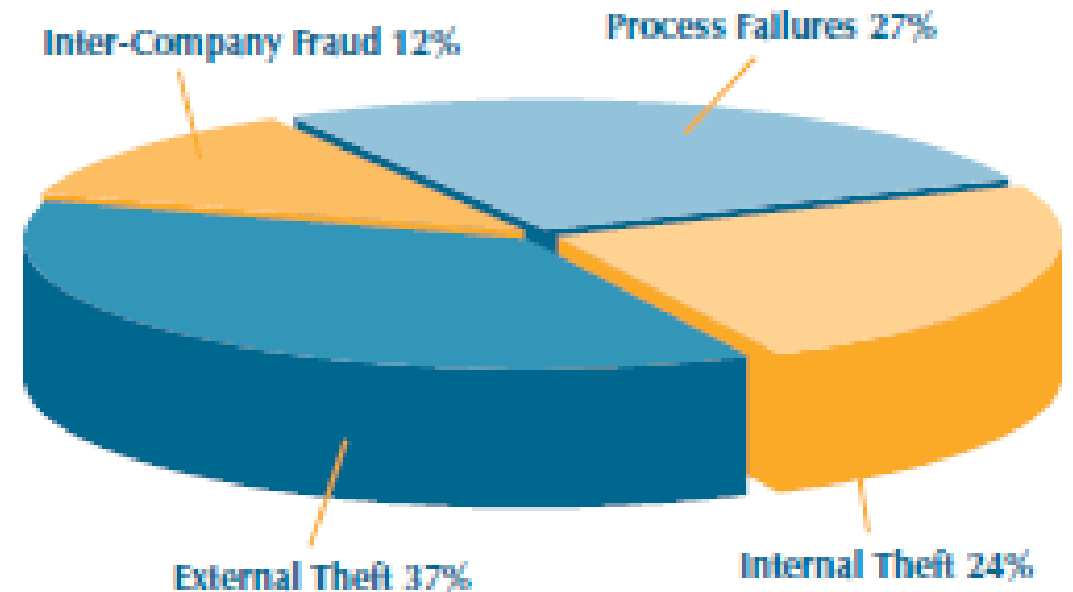
Poll

- Shrinkage at an all-time high, accounting for 1.62% of a retailer's bottom line, costing the industry \$61.7 billion globally.
- **DO POLL** – Rank these factors in shrinkage in the retail sector
 - Process failure
 - Intercompany Fraud
 - Internal theft
 - External theft

Poll

- Main cause of shrinkage in the retail sector
 1. Internal theft
 2. External theft
 3. Process failure
 4. Intercompany Fraud
- Lets look a some aspects around
 1. Instore
 2. Out the back
 3. Coming in

Figure 4. Causes of Stock Loss in the Retail Sector



1. Instore - Who's instore?

Do Poll - Security resource or
Sales resource?



1. Instore - What's Instore

Do Poll – which is more profitable for the store?



A

Vs.



B

1. Instore - Options to reduce shrinkage

1. **Conspicuous surveillance and signage** - reminding customers and staff about cameras and your willingness to prosecute
2. **Deliberate store organization**
 - Avoid Dark or unmonitored corners
 - overflowing or disorganized merchandise make it easy for shoplifting
 - For expensive or frequently shoplifted items, consider locking them away - especially at night
3. **Great customer service**
 - Encourage your staff to greet customers when they enter the store, offer help as they look around
 - Always staff areas like fitting rooms – even if it's just a patrol
 - Reminding shoppers that there are people around to catch shoplifters



2. Out the back - What's where?

Question – what's wrong with this picture?

- Do you have secure location?
- Where are they located?
- Is it actually locked?
- Who has keys?
- When were they audited?
- Where are they?
- Are there random checks on staff bags/lockers?
- Do contractors have open access?



3. Coming In - Ramraids

Recidivist shoplifter caught with bacon down his pants had long-standing feud with Pak'nSave security

10 May, 2022 06:38 PM

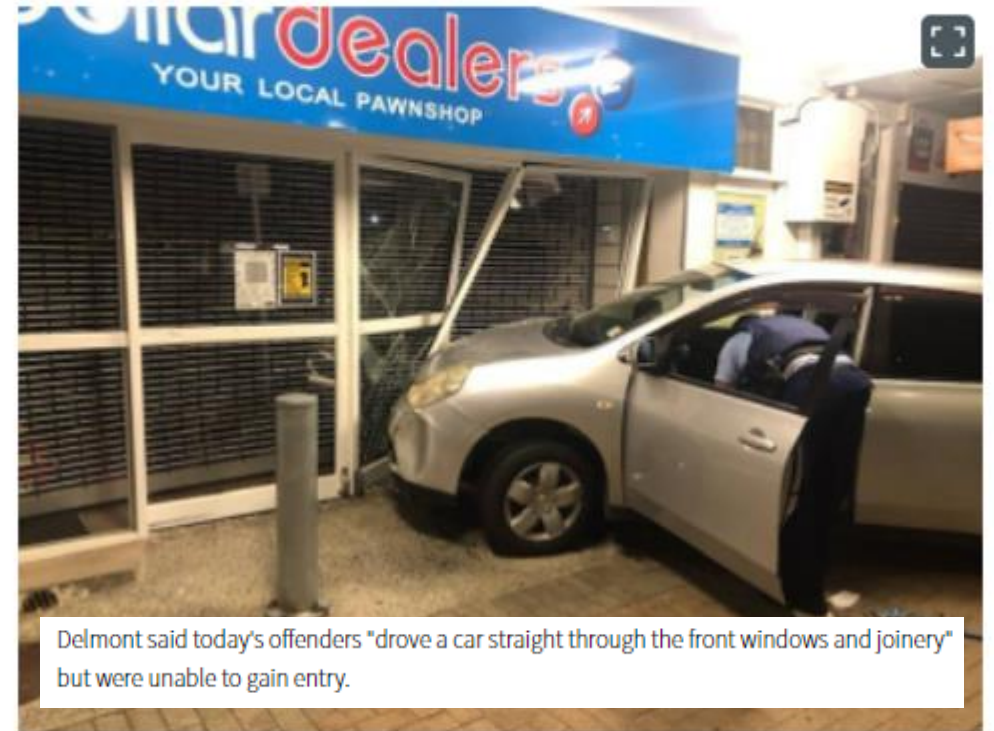
4 minutes to read



Osbourne was watched on CCTV on April 17, 2021, as he made his way through the store, collecting meat and alcohol and putting it in his green tote bag. He also put a packet of bacon down his pants.

Kilbirnie Pak'N Save. Photo / Pak'N Save website

Auckland ram raids: Pawn shop franchise latest victim, one of two stores hit just days apart



Delmont said today's offenders "drove a car straight through the front windows and joinery" but were unable to gain entry.

Fortunately, ram raiders were not able to get inside the Glen Innes DollarDealers store in an attempted ram raid on Tuesday morning. Photo / Supplied

3. Coming In - Ramraids

Reward

inflation increases demand for stolen goods



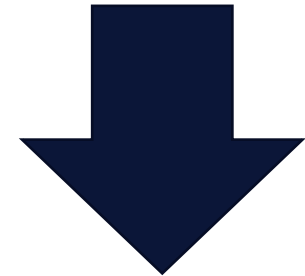
Likelihood

the likelihood of success



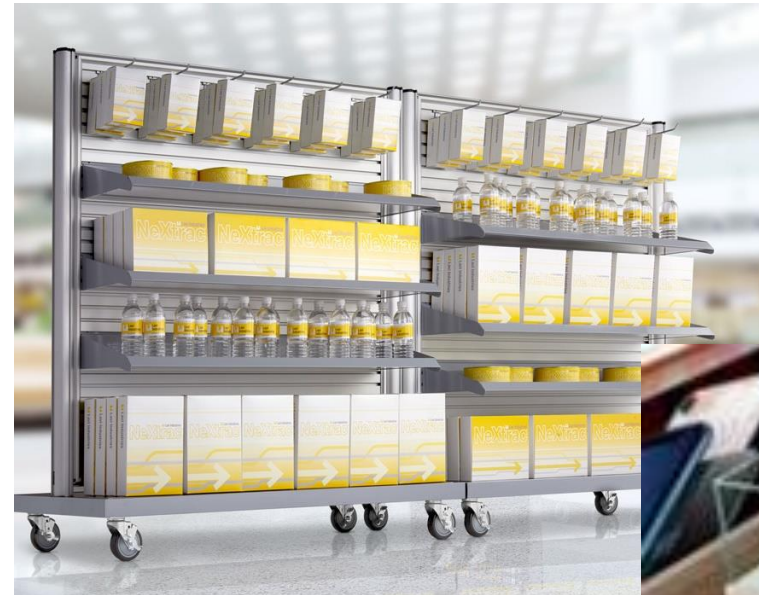
Consequences

e.g. penalties such as a criminal record or custodial sentence



3. Coming In – Reduce the reward and likelihood

- They can't steal what they can't get to
- Lock away small, high value items
 - Ink Cartridges
 - High End Headphones
 - Fitbits
 - Razors
 - Baby Formula
 - Makeup
 - Alcohol
 - Clothing



What people ask for

“Big Pacifica Guy”

“Rugby player type”

“Ya know, someone intimidating”



Poll

- **Do Poll** - What is the most important characteristic for a security guard
 - Situational Awareness
 - Physical Statue
 - Communication Skills
 - De-escalation capability



Poll

- The most important characteristic for a security guard
 - Situational Awareness
 - ~~Physical Statue~~
 - Communication Skills
 - De-escalation capability

Jem tells story about of best guards – not big



Noel Leeming Solution



An Integrated Security Approach



Security

As part of your
Health and Safety
planning



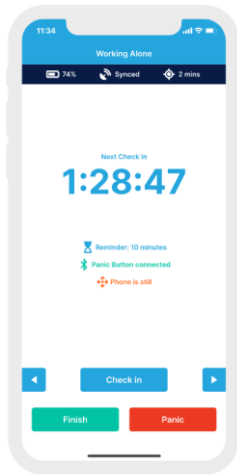
“How do I know that every member of
my team made it home safely?”

Tim Covic, CEO First Security

Security Partners - helping with Health and Safety

Lone Workers

Support panic alarms/welfare apps



Aggressive Behaviour

Supporting your staff with trained staff



BCP Planning

Surge demand and flexible work force



Supply chain and loss prevention resources

- https://www.detego.com/retail_insights_en/retail-en/retailers-solutions-invest-in-loss-prevention/
- <https://www.scjunction.com/blog/warehouse-theft-prevention-tips-how-to-spot-and-stop-light-fingers>
- <https://www.vendhq.com/blog/prevent-and-handle-internal-theft-retail/>
- <https://www.shopify.com/retail/loss-prevention-retail-shrinkage>
- <https://hayesinternational.com/news/annual-retail-theft-survey/>

Q & A

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PQ5

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Connecting for healthier workplaces

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ShopCare  YouTube Channel

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THANK YOU