

THE

360 Guardian



VOLUME ONE – IMPORTANT INFORMATION FOR GISBORNE

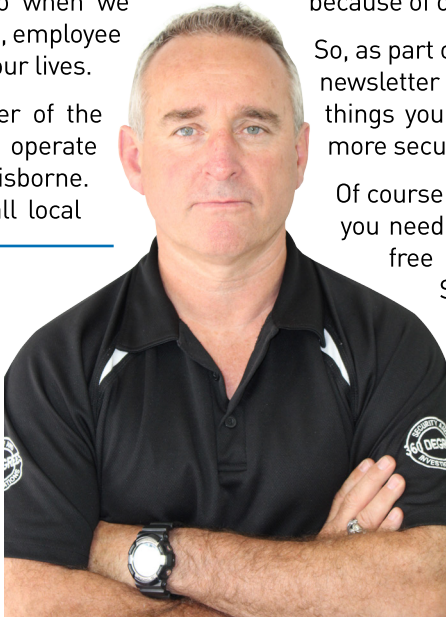
Calling all Gisborne business owners:

Let us teach you simple and cost-effective ways you can reduce loss from theft, vandalism and natural disasters.

For most of us, the income that is generated from our businesses is what puts food on our table. So when we become the victims of petty crimes like vandalism, employee theft or shoplifting, it can have a major effect on our lives.

Hi, my name is Tony Gibson. I am an ex-officer of the New Zealand Police force and I now own and operate 360 Degrees Security and Investigations in Gisborne. When I started 360 Security I wanted to help all local

Former Senior Sergeant in the NZ Police, Tony Gibson, Founder of 360 Degrees Security and Investigations.



businesses reduce their chances of needlessly losing out because of other people's actions.

So, as part of achieving that goal, I have created this simple newsletter which is packed full of tips and advice on the things you can do to make your premises and business more secure.

Of course if you read more and begin to think that maybe you need to make some changes in your business, feel free to call us. We are currently offering a FREE SECURITY AUDIT service. In this no-obligation session, one of our trained team members will visit you onsite, we'll help you identify the risk areas in your business and we'll even make recommendations of what can be done to close the gaps.

Happy reading!

Tony.

In this newsletter:

Do you know the 5 biggest security risks in business?

Are your employees stealing from you?

5 reasons security cameras are worth their weight in gold.

How to reduce graffiti and vandalism.

Tips for businesses that have a night shift.

3 common mistakes that put businesses at risk of theft

1

Being under-staffed

Shoplifters tend to be opportunistic characters. One of the easiest ways to deter thieves is to have more people on the shop floor. This increases the risk of getting caught and helps to stop thieves in their tracks.



2

No security cameras

They say prevention is better than the cure and security cameras often play a role in both parts. Firstly, cameras tend to be a good deterrent for both shoplifters and staff who are considering stealing. Make sure they are placed in clearly visible areas and in places where theft is likely to occur (by the till and at entry and exit points). Of course, if you do fall victim, cameras can go a long way toward identifying the culprit.

3

Not being able to tell if you are being stolen from in the first place

It might shock you, but many small business owners don't even realise if, or to what extent, they are affected by shoplifting or employee theft. Having simple systems like regular stock takes will help you identify if you have a problem and will enable you to take more action before it gets out of hand.



Do you know the 5 biggest security risks in business?

1. Not having a monitored alarm system.

Without a monitored alarm system, your business can become the target for opportunistic thieves. You might also not be covered by your insurance policy if you don't have a monitored alarm.

2. Not having a well-lit external area.

Poor lighting around your building gives people places to hide. Consider sensor lights to save on power, but make sure you've got sufficient lighting right around your property.

3. Staff theft and dishonesty.

While your staff can be your biggest asset, they can also be your biggest risk. Statistics show that around one out of four of your employees will be stealing from you on average. Make sure you have measures in place to reduce theft of products, money and company resources.

4. Disgruntled or disengaged employees.

It's important to nurture a positive culture in your business and have open and honest communication with your team, as disgruntled or disengaged workers can cost you in many ways. They are more likely to steal from you, negatively influence their co-workers, miss work days and drive customers to the competition.

5. Unsecure company information.

Having confidential company information in the wrong hands can lead to all sorts of problems. For example, should a staff member lose their company mobile phone, without adequate security this could give others access to business emails, customer information or cloud stored documents. It's also important to ensure you change passwords and alarm codes when an employee leaves.

Are your employees stealing from you?

7 signs that something might be up.

Now before we go any further, it is important to say that you should TRUST your employees. Looking through eyes of suspicion often results in unhappy staff and serious damage to your business. However, if you have a hunch that something might be going on, then some of these signs may be worth looking for:

1. Regular issues or mistakes with the accounts.

If the till is often out of balance, if it seems like you are regularly being over-charged for goods, or if time sheets aren't always accurate, it could be a sign of a problem in the background. Having good accounting systems which highlight minor issues quickly can help you to prevent problems from building up.

2. A staff member who is reluctant to go on holiday.

If an employee is not keen to go on holiday, it should start to ring alarm bells. Are they afraid that going away will leave them with too much work to do when they come back, or are they scared of what you might notice in their absence?

3. A sudden change in work habits.

It's nice to think that employees who suddenly begin working late are doing so because they are dedicated, but every now and then it can be something more sinister. If it was unusual in the past, it might pay to keep an eye on things.

4. Patterned visits from friends – or friends of employees that only get served by them.

This is a big one in retail. Many companies make it standard policy that staff cannot conduct the transaction side of the service for friends and family. This prevents friends from trying to take advantage.

5. Stock discrepancies – particularly in trades businesses.

One of the most common examples of employee theft is staff using your materials to do "cashies" on the weekend. If you operate a trades-based business like plumbing, electrical or carpentry, then regularly check your stock! Employee stock theft can also be detected through an increase in damaged goods or damaged packaging. Employees sometimes damage packaging or one unit in a multi-pack so that it can no longer be sold – they will then help themselves to the goods thinking that if it can't be sold they aren't doing any harm.

6. Change in staff spending habits.

One tell-tale sign of employee theft is large/out-of-character purchases. If the spending habits of an employee changes and you find yourself wondering "where do you get the money" there is a chance the answer could be "from you". As employees become more confident with their theft, they begin to let it show through reckless spending.

5 reasons why security cameras are worth their weight in gold

If you've never had security cameras in your business, you might not think you need them, but these key reasons might change your mind.



1 One of the biggest things that a security camera system will give you is peace of mind. Theft, break-ins and accidents are just some of the things your security system will come in handy for. And knowing you've got camera footage there if you need it, gives you peace of mind you can't put a price on.

2 It keeps your employees and customers honest. When people know they are being watched or filmed by security cameras, theft and vandalism is far less likely. Plus, all staff will have their own alarm code, so you can tell exactly who is coming and going.

3 In the event of an accident, theft or a break-in, you can provide the authorities with recorded footage. In New Zealand, without clear and defined photos or video footage, you can't prosecute an offender in court. This also comes in handy for insurance claims.

4 Ensure that you and your team never have to walk into a dangerous situation. Trained security guards will attend any security breaches and investigate suspicious activity so you don't have to.

5 Most insurance companies have a policy which states your insurance is void if you do not have a monitored alarm system. Make sure you know if this is a requirement for your business insurance policy.

Get in touch today to talk about the best security camera options for you!

06 868 8360

LEARN HOW to improve security in your business.

FREE SECURITY AUDIT.

Call us today to book yours on 06 868 8360. Or complete the form enclosed and email it back to us.

*Conditions apply.



How to reduce graffiti and vandalism.

Turning up to work and finding broken windows, damaged property and graffiti is not only disheartening, it's an absolute pain to have to deal with – especially when you have enough to do! Here are some things you can do to reduce the chance of it happening to you:

- Have security cameras installed. You're less likely to be the victim of vandalism and graffiti if people know they're being watched.
- Make sure your outdoor areas are well-lit with no dark places for people to hide.
- Remove ladders, rubbish bins or other items from around your property that could potentially be used for gaining access.
- Have your building and fences painted with graffiti-resistant paint.
- Install bars or barriers on windows to prevent people smashing them and getting in.



Q: What's the biggest and cheapest deterrent of night-time crime?

Ever wondered why vandals and graffiti "artists" don't often hit their target during the day? Simple, it's much too likely that someone will see them and they'll get caught. Which means if you want to keep your premises safe through the night, one of the best things you can do is make sure that it is highly visible.

Good lighting is an essential investment for any security-conscious business, especially if your business has been targeted by vandals in the past. It's always best to work with the intention of preventing an





issue from happening in the first place, but it is also worth noting that good lighting can often be the difference between being able to identify a person on CCTV cameras and them walking away scott-free after damaging your property.

If you need advice on the key areas to focus on and the type of lighting to use, call us to book a **FREE SECURITY AUDIT** of your premises.



Make sure there aren't dark areas around your business where people can hide – this will reduce the risk of night-time crime happening to you.

Tips for businesses that have a night shift.

-  **Supply night shift staff with an emergency device to use to signal for help. Ensure this is carried on them at all times.**
-  **Ensure all outdoor areas are well-lit.**
-  **If you have staff working alone, ensure they are always alert and aware of their surroundings, especially outdoors on breaks.**
-  **Implement a 'welfare check' system for lone workers. Get them to sign in and out at the beginning and end of their shift, and check-in every hour. 360 Security can manage your 'welfare check' system for you. If the hourly check-in signal isn't received, the staff member will be phoned to ensure they're safe and well.**



Who are 360 Degrees Security and what do we do?

360 Degrees Security and Investigations Ltd, was founded by its Directors Tony and Fran Gibson.

When it comes to security and protection, Tony has a wealth of knowledge and hands-on experience as a former Senior Sergeant in the New Zealand Police with over 24 years policing experience. Fran has a business and management background and manages the business as a whole - coordinating the operations and logistics of the business, organising guards and staff, managing quotes and accounts, as well as dealing with customers and suppliers.

Together, alongside their team, Fran and Tony have the knowledge and expertise to provide a great range of security services.

“We pride ourselves on delivering a quality service and projecting a positive and professional image, not only for ourselves, but on behalf of our clients. We work closely with a number of recognised and established security providers including Armourguard and First Security.”

- Tony and Fran Gibson

Our services:

We offer a range of services, including but not limited to:

- Alarm installation
- Alarm monitoring
- Security cameras and surveillance
- Security patrols
- Static guards
- Security audits
- Staff and CV vetting
- Private investigations
- Document service
- Personal and Asset protection training
- Asset recovery
- Keys and locksmith services



P: 06 868 8360

E: admin@360security.co.nz

W: www.360security.co.nz

The most common ways poor security makes Gisborne business people poorer!

Poor security can lead to all sorts of unnecessary costs, and no one wants to see their hard earned profits leak out the door – especially if you can do simple things to prevent it!

Customer and staff theft

The most obvious cost a business can face is loss due to customer or staff theft. This can be way of stolen merchandise/products, dishonesty on timesheets, stolen cash, abuse of company credit/fuel cards or creative accounting. Here are some tips to deter theft:

- Keep an up-to-date inventory management system.
- Collect receipts for every transaction made on credit cards and fuel cards.
- Consider a sign in/sign out system for staff such as swipe cards or individual alarm codes.
- Use security tags on products connected to a door alarm.

- Install security cameras looking over the store and the till.

A lack of lighting and surveillance

Poor lighting and not having security cameras increase the risk of vandalism, graffiti, accidents and break-ins. Keep all areas around your building well-lit and clear of rubbish and bulky plants – you want as much visibility around your business as possible. Security cameras are also a great way to put off potential vandals and thieves – make sure your security company puts up signs and stickers to notify people your premises are under surveillance.

Not knowing the requirements of your insurance policy

In New Zealand, the majority of insurance companies require businesses to have a monitored alarm system as part of the policy requirements. If your policy states this and you don't have a monitored alarm, you could risk costing yourself a lot of money in the event of theft or vandalism.

A word from one of our customers...

“We engaged 360 Security to supply and install alarm systems in our workshop and at our home after falling victim to a break-in. The 360 Security team have really helped us get a system that meets our needs. Our business has different people coming and going so if anyone forgets to set the alarm it is programed to auto-arm which means we know that we are always protected. We also have extra peace of mind knowing that the alarms are constantly monitored. Every time they have been triggered the team have responded quickly with a phone call and if they can't get hold of us they go to site immediately. When the alarms were installed the 360 team also put signage up around the property and we haven't had any issues since.”

*Peter Claffey
Character Roofing*

Got security concerns about your business?

FREE SECURITY AUDIT!

We'll come to your business and conduct a free security audit. You'll be given advice and tips about how you can best secure your assets and keep your team safe.

Call us today to book on 06 868 8360. Or complete the form enclosed and email it back to us.

*Conditions apply.