



## IS "BIG BROTHER" WATCHING OUT FOR YOUR BUSINESS ASSETS?

Businesses spend millions of Rands installing CCTV security systems in the belief that they are installing a one-stop solution to eliminate business risks and threats. These high tech systems are often installed to compliment or cover the shortcomings of other conventional security systems. **But in many cases the systems do not live up to expectation.**

### Why?

We believe that most modern systems will meet a general set of technical requirements but the system is not always used to its full potential. In order to extract full value out of your system it needs to be monitored **live by a trained professional**, either on-site or off-site. We can advise you on what to do to get your system up to expectation.

## THE PROBLEMS

### Could your business be affected by the following scenarios?

#### 1) STEALING TIME

How many of your employees are sleeping on night shift?

Or starting their breaks a few minutes before the official time and returning a few minutes after the break?

Or pause for lengthy periods during production for no apparent reason and loiter around slowing productivity down, which in turn results in overtime in order to make deadlines.

Surveillance can help to monitor these activities and ensure compliance with the internal regulatory framework. It also allows for an accurate account of events if needed as visual evidence is often the best evidence portraying the true reflection of the events.

#### 2) DAMAGE TO ASSETS

A Forklift driver who drives recklessly, not adhering to load procedures. His actions result in not only damage to the machine but damage to property or the commodity being transported. By monitoring this conduct the staff will become aware that someone is watching them and they will start conforming to procedures that they are already aware of!

#### 3) THEFT / PILFERAGE

Many thefts are committed due to poor adherence to policies and procedures that allow for syndicates or individuals to remove items of value from the premises.

Checkers don't necessarily check the loads being loaded onto vehicles or the stock that is being delivered is not receipted incorrectly.

Cashiers may be charging for a box of matches rather than a packet of cigarettes. It is impossible to keep an eye over these processes at all times.

If you have multiple premises and long hours of operation it is even more of a challenge. Random audits using your CCTV system around the area of your point of sale or scanning processes can ensure that workers are compliant with procedures.

Any irregularities can be addressed before they become significant problems financially. (It only took a small stone to bring down Goliath!)

#### 4) HEALTH AND SAFETY ( General House-keeping )

The non-compliance of an employee or sub-contractor to adhere to your Health and Safety Regulations may result in injury and resultant expenses.

In most cases we look at the CCTV footage following an incident so as to apportion blame. Why not keep a watchful eye and prevent incidents. Losses experienced as a result of an injury on duty are costing companies and the Department of Labour millions of Rands, inclusive of the costs of legal experts, replacement workers and loss of productivity.

CCTV allows for these processes to be monitored and the immediate identification of the breaches ensures compliance. **Proactively!**

#### 5) STAFFING SOLUTIONS

Justicia Investigations, through its stringent screening process, has employed skilled and qualified CCTV operators with proven track records who are able to deliver the service that each client requires. These individuals are trained to perform beyond the normal expectations of CCTV operators or conventional security officers.

Our employees are not only screened on their ability to maintain the level of concentration required, and the effectiveness of their visual skills but also on their integrity. Operators are subjected to performance audits, periodic polygraph tests and integrity tests to ensure that their honesty is beyond reproach.

We maintain a high level of trust that our clients demand in this aspect of security.



## THE SOLUTIONS

**We offer practical solutions to our clients, taking into account each situations unique requirement.**

#### A. ON-SITE CONTROL ROOM (Proactive and Reactive Monitoring)

This facility is ideal for businesses where constant live monitoring is required due to the nature of the business.

It is ideally suited for the industrial, retail and warehousing sectors. In most situations, where there is a high movement of people or assets, there needs to be a high level of exposure so that key factors are monitored on a regular basis.

Cameras are also focused on areas of "high risk", where more stringent control procedures are required including overall access to the area. Surveillance in these situations is not limited to security issues but can cover an array of initiatives to ensure that operators and equipment are utilized to their full potential.

Operators are trained to monitor specific activities to ensure compliance with your internal procedures and policies reducing not only risk, theft etc. but to reduce unnecessary losses relating to inefficiencies, system failures etc.

#### B. OFF-SITE MONITORING (Reactive Monitoring)

In this instance, operators access your CCTV via a network link to an off-site control room.

This is ideal for clients that do not require constant live monitoring; operators are able to dial in at random times and monitor activities for short periods.

A business may have a number of security officers conducting regular patrols. CCTV monitoring can reduce the cost of physical security officers to a minimum and co-ordinate an effective response to incidents. The system can be set into motion detection mode, allowing controllers to react to activations and asses the reason for the activation, which places the controller in a position to co-ordinate an effective response.

Businesses that do not require constant monitoring are ideal candidates for offsite monitoring to cover aspects from general security to facilities management.

This is a cost effective solution and allows for random audits / spot checks to be undertaken on a client specific need. (This is a cost effective method in monitoring nightshift activities or after-hour deliveries / dispatching). The benefits of this type of facility are integrated between the client's equipment and our off-site control room.

This system can also be used to monitor residences or holiday homes when you are not at home for extended periods. The system is encoded so that only you can enable viewing by either our operators or any other designated person.

#### C. INCIDENT OR EVENT REVIEWS

We also offer a service to our clients to review surveillance footage to analyze specific events. This footage can be extracted and sent to our control room for review so that the operator is able to scrutinize it in order to identify the specific events.

*Reg Havene*  
Managing Director

**'Different solutions for different circumstances'**