

THE SHOPPING CENTRE SECURITY INITIATIVE



**SACSC**  
South African Council of Shopping Centres

www.sacsc.co.za

# HOT SPOT REPORT

18 APRIL 2008



## Introduction

In order to react to any provided crime risk information it is important that resources are deployed according to risk management principles. An effective tool for reacting to crime proactively is the development of a Hot Spot model which relies on Geographical Pattern Analyses (GPA).

When utilizing a Hot Spot model, energies can be targeted efficiently with primary aim being the reduction of crime in the identified Hot Spot areas.

This report utilises GPA from a number of industries including, the Banks, CIT, CGCSA and SAPIA. Other crime risk factors are input into the model in order to determine the risk level.

This product, which will be updated and circulated weekly, is the joint effort of SABRIC, Business Against Crime South Africa, CGCSA and SAPIA. We hope the sharing of this information will assist clients to achieve significant reductions in combating crime for the benefit of the public and our institutions.



## Projected high-risk days

For the projected week the following days are identified as high risk:

- Robberies – Monday 21/4, and Thursday 24/4
- Burglaries – Weekend 18/4 to 21/4
- CIT – Friday 18/4, Monday 21/4 and Tuesday 22/4
- ATM Attacks – Between 01:00 and 04:00 on Friday 18/4, Tuesday 22/4 and Thursday 24/4

## High risk provinces in chronological order for the coming week

Provinces are highlighted below according to level of risk in chronological order:

Gauteng, KwaZulu-Natal, Western Cape, Eastern Cape, Mpumalanga, North West, Limpopo, Free State and Northern Cape.

## Lessons learned from previous reporting period and *modus operandi* (MO).

The lessons of the previous week's modus operandi are summarized below:

- Grinding of safes during burglary incidents and the use of explosives occurred;
- More than one ATM machine in close proximity of one another had been simultaneously targeted;
- Personnel to be more vigilant before, during and after cash drop-offs and pick-ups;
- ATM reaction teams need to be on the lookout for any suspicious activity / people;
- Reaction teams, when attending to alarm call-outs at ATM sites and business Premises should be on the alert for explosives at the site;
- Reports of ATM tampering need to be reported without interference;
- Businesses should be extra vigilant around closing time; and
- Possibility exists that an influx of refugees could occur during the prediction period as a result of post-elections in Zimbabwe.
- Precautionary steps during power outages are essential;
- More violence used by perpetrators in retail robberies.



## Criteria for risk ratings

The criteria for risk ratings used by all contributors to the Hot Spot model are as follows:

- **Low risk** - Situational, environmental and social risk factors are considered in the criteria as salient.
- **Medium risk** - The above-mentioned factors are extended with criteria that focuses on repeat victimization and reported suspicious activities, related to vehicles and persons.
- **High-risk** - Criteria include all of the above stated criteria, as well as specific information related to the high probability that a crime will occur within the stated period and area identified within the Hot Spot model. The listing of a specific shopping centre means that all businesses including CIT companies are at high risk, because of possible crime displacement.

Banks, shops, post offices and garages situated in the same street or town are at equal risk in relation to the Hot Spot model being utilized.

## Crime control guidelines

Places marked as:

- “Low risk” require that normal preventative measures are in effect.
- “Medium risk” areas require increased preventative measures to be in place.
- A “High risk” rating for an area requires stepped up and specific, targeted preventative measures.

Below a matrix with Hot Spots differentiated between Low, Medium and High risk areas are provided for the current period.



## SHOPPING CENTER'S HOT SPOT LIST

TOWN/SUBURB	SHOPPING CENTER <b>MEDIUM RISK</b>	SHOPPING CENTER <b>LOW RISK</b>	SHOPPING CENTER CIT
<b>GAUTENG</b>			
<b>JOHANNESBURG</b>	ALEXANDRA PLAZA		The Bridge S/C- JHB Central
	BRYANSTON S/C	THE GLEN S/C	
	FOURWAYS MALL	CRESTA S/C	
	FOURWAYS CROSSING	MALANSHOF S/C	
	CHILLI LANE RETAIL CENTRE	NEDBANK GHANDI SQUARE	
	SUNNINGHILL S/C	SOUTHDALE S/C	
	ATHOL SQUARE		
	SANDTON CITY		
	BENMORE GARDENS S/C		
	CAMPUS SQUARE S/C		
<b>EAST RAND</b>	GOLDEN WALK GERMISTON		Carnival Mall Brakpan
	ALBERTON MALL		
	ALBERTON CITY S/C		
	CARNIVAL MALL		
	SUNWARD PLACE S/C		
	NORTH POINT S/C		
	WESTWOOD VILLAGE S/C		
<b>NORTH RAND</b>	LAKE SIDE MALL	KARA GLEN S/C	Daveyton Mall
	CHECKERS HYPER- BENONI	EDENMEADOWS S/C	
	DAVEYTON MALL	GREENSTONE MALL	



	NORTHMEAD MALL	LINKFIELD TERRACE	
	WOODBIDGE S/C	SHOPRITE CHECKERS S/C	
	THE BOULDERS S/C	VAN RIEBEECK MALL	
	KYALAMI DOWNS S/C	THE VIEW S/C	
	VORNA VALLEY S/C	TEMBISA PLAZA	
	CARLSWALD LIFESTYLE S/C		
	NEDBANK PENNYLANE		
<b>WEST RAND</b>	VILLAGE SQUARE S/C	TOWN SQUARE CONSTANTIA	
	RANDFONTEIN MALL		
	CLEARWATER MALL		
	NORTHGATE S/C		
<b>PRETORIA</b>	ROSSTAX S/C	WAPARAND S/C	Shopping Centre's in Montana
	NORTHPARK MALL	GA-RANKUWA S/C	Diepsloot s/c next to R511
	DIEPSLOOT MALL	MONUMENT PARK CENTRE	Direla Center, Zone 6 Ga-rankuwa
	HILLCREST BOULEVARD	LYNNRIDGE MALL	
	WONDERPARK S/C	RENBRO S/C	
	JACARANDA S/C	IRENE FARM VILLAGE	
	CHECKERS CENTER	MOOIKLOOF S/C	
	QUAGGA CENTRE	CENTRAL CITY S/C	
	CASTLEWALK S/C	MAMELODI MAFA S/C	
	MONTANA CROSSING S/C	DISCHEM CENTRE	
	KOLONADE S/C	ELDORAIGNE VILLAGE	
	MAGALIESKRUIN S/C		
	KOLONADE RETAIL PARK		
	ZAMBESI S/C		
	SOUTHDOWN MALL		



	LIFESTYLE S/C		
	ECO PARK S/C		
	CENTURION MA LL		
	ARCADIA S/C		
	KINGSLEY CENTRE		
	MENLYN SQUARE		
	MENLYN RETAIL PARK		
<b>VAALRAND</b>		CHECKERS CENTER ARCON PARK	VAALGATE S/C
		RIVER SQUARE S/C	
		EVATON PLAZA	
<b>SOWETO</b>	NEDBANK SIGNET TERRACE	JABULANI SHOPPING MALL	
	TRADE ROUTE MALL	BARA S/C	
	DOBSONVILLE S/C		
	MOLOI CENTRE		
<b>KWAZULU-NATAL</b>			
<b>DURBAN NORTH</b>	SOUTHWAY MALL		
	BLUFF S/C		
	GATEWAY S/C		
	BEREA CENTRE		
<b>DURBAN SOUTH</b>		CHATSWORTH S/C	Montclair Mall
		SANLAM CENTER PINETOWN	
		MONTCLAIR MALL	



<b>UMFOLOZI</b>	CENTRAL PARK CENTER		
	LAX CENTRE		
<b>UMZIMKHULU</b>	ROLYATS REGIONAL CENTRE		
	MORCROSS CENTRE		
<b>MPUMALANGA</b>			
<b>LOW VELD</b>	KANYAMAZANE S/C		
	KAMAQHEKEZA S/C		
	KOBOKWENI PLAZA		
	BLUE HAZE S/C		
<b>HIGH VELD</b>	HIGHLAND MEWS MALL		HIGHLAND MEWS MALL
	SIYBUSWA S/C		
	KWAGGA PLAZA		
<b>LIMPOPO</b>			
<b>CAPRICORN</b>	MANKWENG PLAZA		
	SAVANNAH PLAZA		
	MOUTSE MALL		
<b>NORTH WEST</b>			
<b>MARICO</b>	RUSTENBURG PLAZA		
	RUSTENBURG SQUARE		
	BIBLIO PLAZA		



	SAFARI GARDENS		
	WATERFALL MALL		
	GEELHOUT PARK CENTRE		
	SEDIBA PLAZA		
	LICHTENBURG CENTRE		
<b>MOLOPO</b>		MMBATHO CROSSING S/C	
		MEGA CITY S/C	
<b>FREE STATE</b>			
<b>EAST FREE STATE</b>		SETSING PLAZA	
<b>EASTERN CAPE</b>			
<b>PORT ELIZABETH</b>		NJOLI SQUARE	Green Acres Shopping Centre
		GREEN ACRES S/C	
<b>EAST LONDON</b>		VINCENT PARK S/C	
<b>WESTERN CAPE</b>			
<b>WEST METROPOLE</b>		ABC SHOPPING CENTER	
		LK CENTRE	
		GARDENS SHOPPING CENTER	



## STEPS TO BE TAKEN WHEN A MALL/SHOPPING CENTER IS PLACED ON THE HOT SPOT LIST:

- ✓ Liaise with the local SAPS;
- ✓ Maintain proof of all liaisons with the local SAPS;
- ✓ Notify the initiative if any problems are encountered with the local SAPS for further assistance;
- ✓ Ensure that all CCTV systems are fully functional at the Centre;
- ✓ Maintain appropriate co-ordination between all security personnel and systems operating at the center;
- ✓ Stress the need for immediate reporting of any suspicious behavior or identified security risks by all security operators at the venue to centre management upon detection;
- ✓ Fingerprint all security personnel and car guards;
- ✓ During vulnerable periods in particular, centre security/management are to be fully accessible at all times and should be in possession of portable panic buttons and/or communication devices;
- ✓ When centre management is not on duty or available, tenants and other security personnel need to know who is responsible for managing security situations;
- ✓ At all times, tenants should know to whom security problems should be reported;
- ✓ Should an incident occur, tenants should know how to handle the situation;
- ✓ Crime prevention plans should be discussed with high risk tenants;
- ✓ Encourage high risk tenants to ensure that effective cash management systems are in place.
- ✓ Security staff are to be provided with radios or other tools of communication, where possible;
- ✓ At strategic security points, deploy increased numbers of security personnel, where possible;
- ✓ Communicate the crime prevention strategy with all relevant personnel and tenants for increased awareness and a general understanding of everyone's collective role;
- ✓ Ensure that emergency numbers are visibly posted throughout the venue and at strategic communication points for reference and to aid a speedy response time;
- ✓ All car guards need to be briefed on how to identify suspicious vehicles and behavior and should know to whom this behavior should be reported;
- ✓ Petrol station personnel need to be briefed on the role they can play in identifying suspicious behavior and vehicles; and
- ✓ In addition to the above, it is advised that center management meets with taxi rank managers around the center to encourage them to feed into the security plans of the center.



## REALISATION

It is important that shopping centre's make use of the information contained in this document when planning their security and pay special attention to centre's that have been hot spotted. Last week two (2) of the twelve (11) Incidents that occurred at Shopping Centre's had been hot spotted i.e.

- ❖ **Randridge shopping centre – Johannesburg Gauteng**, with a High risk rating;
- ❖ **Chilli Lane – Johannesburg Gauteng**, with a Medium risk rating

While the SAPS need to take responsibility for deployment of personnel linked to hot spotted areas, centre's themselves also need to take responsibility for ensuring that additional crime prevention measures are put in place when their shopping centre is hot spotted

## LATEST TRENDS/MODUS OPERANDI

During the last week the following Modus Operandi was used.

- During an incident, suspects posed as construction workers and held the staff at gunpoint at the back of the shop, after robbing the store they made their getaway by jumping into a taxi outside the centre.

### **Robbers are attacking more than one store in the centre at the same time:**

- A gang of 10 armed suspects held up the security guards during the early hours of the morning. The suspects forced the security guards to open a men's clothing store and made off with the goods. The suspects then tried unsuccessfully to rob a cell phone shop in the same shopping centre.
- A security guard was patrolling the premises during the early hours of the morning when eight armed men approached him and threatened him with firearms. The suspects broke into the first shop and took goods, and then went to another shop where they robbed several items.

*TO ACHIEVE THE OPTIMAL BENEFIT OF THIS HOT SPOT DOCUMENT, IT IS IMPORTANT THAT ALL VIOLENT INCIDENTS AT SHOPPING CENTRES ARE REPORTED TO BUSINESS AGAINST CRIME SOUTH AFRICA – SHOPPING CENTRE SECURITY INITIATIVE.*

POSITION	NAME	EMAIL	TELEPHONE
NATJOC	Petro Venter	natjoc@bac.org.za	0711068851
Project Manager	Jenni Irish Qhobosheane	jennifer@bac.org.za	0837086936
Project Manager (KZN)	Jody Nair	jody@backzn.co.za	0833874867
Consequence Manager	Prashne Pillay	prashne@bac.org.za	0837422152

