

Good Day,

You are herewith invited to attend the Annual Retail Risk Conference to be held on the 21st September 2010

at the Southern Sun OR Tambo Hotel. This conference invites those who are interested in the threats which are currently prevalent in the retail industry and the latest information, technology and services available in mitigating the business risks.

The conference covers a broad range of areas which will not only be educational but also provide a deeper insight into the proactive measures that have been undertaken in an effort to curb crime. The conference therefore extends the latest technologies to your business practices and holds the view that together the shared knowledge and application thereof can work towards promoting an overall better environment for all those involved in this industry as well as provide you with a great networking opportunity. For further information please do not hesitate to contact Carol Willis at SmartX carol@smartx.co.za; or follow the link to register below.

"The changing role of technology in securing retail property, people and profits"

21 September 2010
Southern Sun OR Tambo Hotel, Gauteng

Conference Agenda

8.00 - 8.30 am

Selma Black

Manager, Consumer

Goods Council of South

Africa, Crime Prevention Unit

Opening the conference with an overview of the latest trends in retail security, Selma will highlight the main areas of vulnerability in retail at the moment and discuss how to close the gaps that criminals use. She will also expand on how the Consumer Goods Council works with retailers in crime prevention strategies.

8.30 - 9.15 am

Michael Jackson

Keynote Presentation

Change: It happens, be prepared to take advantage of it

9.15 - 10.00 am

Willem Visser

Property risk manager,

Liberty Properties

The risks and rewards of implementing new technology and the returns of integrating systems for shopping centres and tenants: a case study on converting from analogue to IP.

10.00 - 10.30 am

Fouche Burgers

Project manager,

Business Against Crime

(BAC)

The use of Automatic Number Plate Recognition (ANPR) technology in the retail environment to identify potential threats and assist in the prevention of crime still in its infancy, however, there has been remarkable progress.

Fouche Burgers explains how ANPR can best serve the retail environment's needs, providing examples from a recent successful project involving Spar, Business Against Crime and the SAPS. Implemented correctly, ANPR can function as an early warning system to security teams and it can be extended to other revenue generating areas over time.

Tea 10.30 - 11.00 am

11.00 - 11.30 am

Advocate Neville

Melville

Consumer Protection

Act & Training

Consultant

The Consumer Protection Act and its implications on the retail market. Crime is not the only risk the retail market faces, the Consumer Protection Act introduces new rules retailers must understand and comply with. This presentation from Advocate Melville will highlight the pertinent points in the Consumer Protection Act and equip delegates to make the necessary changes to their business processes.

11.30 - 12.00 pm

Steve Conradie

CEO, Security Industry

Alliance (SIA)

Guarding services is key component and the most visible aspect of retail

security. These are the people customers come into direct contact with. Your guards are also in a position of trust as they protect your business when nobody else is there. Guarding services are also costly. This presentation from Steve Conradie will cover the benefits and importance of using the services of an accredited guarding service provider, the requirements they should adhere to and what service users can realistically expect from their security service provider.

12.00 - 12.30 pm

Debbie Pryer
Project manager
Business Against Crime
(BAC)

Where there's cash, there's crime and no matter how secure retailers have tried to make their operations, moving cash has always been a target for criminals. Keeping your cash out of the public eye reduces the opportunities for criminals to strike, and reducing the number of times it is touched reduces temptation. Business Against Crime's Debbie Pryer will speak on the success of the improved cash handling processes, the Secure Cash Distribution System (SCDS), that is currently in pilot at the Eastgate shopping centre.

12.30 - 1.00 pm

Susan Potgieter
General manager,
commercial crime office,
South African Banking
Risk Information Centre
(SABRIC)

Not all criminals are as stupid as the ones we see on YouTube. In fact, South Africa is home to dangerous and resourceful criminal elements. Susan Potgieter will cover the banking industry's FIFA 2010 experience: Was it chaos? What new tricks were uncovered? She will also take a crime-combating perspective and give an overview of what crimes retailers should be on the lookout for as we leave the soccer behind us and head into 2011. Should we expect more of the same or what new schemes could be targeted at retail?

Lunch 1.00 pm - 2.00 pm

2.00 - 2.30 pm

Dr Craig Donald
Industrial psychologist,
Leaderware.

CCTV surveillance strategy, behavioural analysis, and the detection of crime in retail environment.

The presentation will highlight the potential role CCTV can play in addressing the proactive and live detection of incidents through the use of behavioural monitoring strategies. The role of the operator will be discussed along with behavioural indicators and pattern recognition that allows the detection of incidents. These will then be applied to actual examples in the retail environment to show how they can increase effectiveness of CCTV usage.

2.30 - 3.00 pm

Jan de Beer
General manager,
training and strategy,
Multivid

Jan de Beer will provide an outline of the risks retailers face in the store and in the warehouse. He will also expand on how technology can assist in controlling the risk in both the above scenarios. He will provide an overview of successful real-world CCTV system deployments and real-time monitoring and recording solutions, as well as typical integrated system designs for warehousing scenarios. De Beer will also touch on how technology can assist marketing efforts in a retail environment.

3.00 - 3.30 pm

Gus Brecher
Sales and marketing
director, Cathexis
Technologies

Gus Brecher will present on the integration of several technologies (CCTV, Point-of-Sale, alarm systems, time-and-attendance, access control, fire panels etc.) to maximise the effectiveness of a security system. He will draw on the experience Cathexis has gained in retail in South Africa, the UK and the USA. The presentation will include advice on how to get the most value out of your system by using multiple budgets (including actual case studies) and describe how thinking laterally and involving the organisation's different departments can maximise effectiveness.

3.30 - 4.00 pm

Andrew Page Wood
Managing director,
Video-IQ

You've spent the money on security cameras and recording systems, so how about taking that investment beyond security and use it to increase revenues and profits. Doing real-time online consumer research through existing security surveillance equipment is not only possible, it's a bottom-line booster. Andrew Page Wood will discuss how to take your security investment and turn it into a business intelligence tool.

Cocktails and networking 4.00 - 5.00 pm

CGCSA <mailto:sb@cgcsa.co.za>