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# Security Solutions

ADDRESSING THE NEEDS AND  
SECURING THE FUTURE.

## Helping secure your world

Nothing is more valuable than family. As important as success on the job and the financial viability of the enterprise are, at the end of the day the well being of ones family is the most important thing. At times however the pressure of operating a business enterprise cause individuals to neglect providing advice to family members on how to stay safe. Our first article therefore focuses on the **Protection of Loved Ones** and provides advice that you can share with them.

No one wants to have a dishonest employee in their business. However there are times when you suspect that an employee is engaged in dishonest acts. **Investigating a Dishonest Employee** can be awkward and some people simply do not know how to conduct such an investigation. Our

second article provides guidelines for conducting such an investigation.

Even with the advancements on technology there are times when we still have to send faxes but how secure is that fax. Are you certain that only the intended recipient read the fax. Because faxes are still used we have included an article on **Internet Fax Security** in this issue

Whether for business or pleasure most of our readers travel each year, sometimes multiple times per year. Increasingly every hotel gives you a card when you check in rather than a key. Because there are

Lining concerns about the reliability about these cards, we have included the article, **Exposing the Myths about Hotel Key Card Reliability.**

Ever had the feeling that someone is watching you or that your secrets are being leaked to others. Well if you have had those feelings you will want to read our article, **10 Clues that you are being spied on.**

Is there anyone who you think would benefit from receiving this magazine? If there is, just send their name an email address to [newsletter@assl.com](mailto:newsletter@assl.com) and we would be happy to add them to our mailing list.

Brian Ramsey  
Editor



# Protection of Loved Ones

By [Brian Ramsey](#)

The fear of crime is an ever present factor in Trinidad and Tobago life. At times events occur that seem so random. One is left to wonder how do you protect your loved ones. The level of protection of course depends on what are the risks that your family faces.

The ultimate protection for family members is to employ a bodyguard and certainly there are those families that use bodyguards in Trinidad. The TV image of a bodyguard is often a big hulking individual who fights off intruders or engages in high speed vehicle escapes. The reality of a professional bodyguard is often however far from the television image. If it gets to fighting or high speed vehicle chases then it usually means that something went wrong. A professional and effective bodyguard is one who has a good knowledge of threats and is able to use surveillance detection skills. The key aspect of bodyguarding is assessing situation and guiding charges so that an incident is prevented from occurring. Some persons think that you can take any person who works as a guard and place them to perform as a bodyguard. To be a personal protection specialist however requires specialized training. Even more importantly it requires a particular personality, one must realize that this person is with the family everyday, in fact they become almost part of the family and so are exposed to family secrets and the nuances of daily family life.

Not everyone faces the level of risk that requires a bodyguard or can afford the cost of a bodyguard, so how do you protect them. One of things that you can do is to provide your family members with personal protection devices. One of these is a self-defense spray which has between 5% to 10% pepper gas and a range of at least 6 to 8 feet. It can be kept it on a key ring and be ready for use. This spray will stop the bad guy in his tracks and prevent him from getting close to your family member. A personal alarm is a less 'aggressive'

alternative to a pepper spray. All your loved one has to do is pull the pin and it makes a shrieking noise that will immediately alert everyone in the vicinity.



One of the best things that you can do for your loved ones is to provide them with advice on how to avoid crime situations. Some of the advice that you can give them is:

- **Avoid marginal areas;** places where you would not feel comfortable standing on the corner. Select routes to your destinations with this in mind. Even if you're running late for work or school, do not take shortcuts through unfamiliar places.
- Most attacks occur quickly and from a short distance, so it is imperative that you stay aware of your surroundings. **Remain alert at all times,** keep your head up and scan the area around you for any activity that appears threatening or suspicious.
- If you see something that strikes you as odd or suspicious, **trust your instincts** and take steps to distance yourself from the situation before an attack begins.
- **Don't worry about what others may think.** Your safety is your first and most important concern. For example, don't get on an elevator if you see someone inside who makes you feel apprehensive or uncomfortable. Simply turn away and catch a different elevator.

- **Never allow yourself to be taken by the criminal to a different location.** The criminal will try to take you to a place that is more secluded, where you are farther from help, a place that benefits the attacker. Your chances of survival diminish dramatically if you allow a criminal to take you out in the bush, into a back alley, etc. If you are going to resist, do so at the place of initial attack.
- If someone attempts to force or con you into going with them, turn and **run "like lighting"** while screaming at the top of your lungs for help.
- Tell your child to **"DROP THE BOOKS!"** before they run! A heavy book bag will prevent your child from getting away and by dropping the knapsack they can run faster.
- **Give your child some simple directions on where to go if they are in trouble.** But keep it simple, like run back to school if you are not past the Main Road and run home if you are past the Main Road or run to the fast food restaurant.

Protection of loved ones is not something that should be left to chance, however anticipating the problems and taking preventative actions will minimize the risk.

About the Author  
Brian Ramsey is the Regional Development Director at Amalgamated Security Services Limited.

**If you are interested in having First Aid Training or Defensive Driving Training for your staff, contact Amalgamated Security**

# Conducting an Investigation on a Dishonest Employee

By Jason Jakus

The bar and nightclub industry can be a tough business environment to manage. With extremely long hours, guest who are intoxicated at times and bartenders who may steal from you, this business is not for the weak at heart.

As the economy has shifted over the past 18 months, employee theft has increased. This is true for retail, bars, restaurants, nightclubs, hotels and resorts. How you handle the integrity issue will determine several things.

First it will determine the message you send to others working at your establishment. If an owner or manager does not take appropriate disciplinary action, pursue prosecution or seek restitution, the other employees will not link consequences to behaviors of integrity.

Next, if you don't set a precedent you could be setting yourself up for future litigation. Some new managers take the first offense lightly and may put an employee on probation or even suspension. Sometimes this occurs because they do not have the level of evidence to terminate, prosecute or seek restitution. The next time that this occurs in the establishment with another employee and they take a more aggressive avenue, they could be subject to litigation if they do not protect themselves.

Finally, with internal theft it is much like having a severe termite issue at your home. If you do not treat the problem and then treat the remainder of the home you will find yourself with termites again and sometimes more severe than before. Make sure that the investigation that is conducted is thorough and that everyone involved is acted upon.



An internal investigation is initiated usually off of suspicion. A co-worker, patron or member of management observes behaviors that are suspicious or

unusual. The first rule of any investigation is to insure complete confidentiality. The element of surprise is also important, if everyone knows there is an investigation, the suspected employee will probably stop doing the suspected activity and resort to another type of theft therefore making it more difficult to catch. In addition, if it is revealed that you are doing an investigation on bartender "Pat" who works the late shift and he or she finds out they could hold you accountable for slander or defamation of character. Remember that the investigation will show the activity beyond any doubt and until you have completed the investigation all you have is suspicious behavior.

An investigation can take many angles on a situation. For example some investigations require the installation of a covert camera system above the area you believe the suspicious behavior is taking place, like the register. These covert cameras are often wireless and are recorded on a Digital Video Recorder (DVR). You are able to record substantially more data with a large DVR device and don't have to worry about compromising the investigation by switching out tapes every night.

Some investigations use undercover operatives or private detectives who serve as patrons and watch the suspected bartender's activity. They can take observation notes on a PDA or "Smart Phone" like a blackberry and appear to anyone watching them as a patron who maybe text messaging or

answering email. These undercover operatives can conduct integrity shops as well. On occasion the undercover operative can wear a wireless camera hidden on their person. Cameras are very small and can be hidden discreetly in a hat, tie or eye glasses without anyone noticing.

Another tool used during an investigation is exception based reporting. This tool is driven off the POS or register system and can calculate trends. For example if you have a bartender who is stealing by ringing up diet cokes, you can run a report to show diet coke sales of all bartenders. If the suspected bar tender has rung up 50 times more diet cokes than the average, this supports your hypothesis. Exception reports are a valuable tool when looking at thefts that occur at the register.

Once the investigation is concluded you should be able to conclude what is happening, who is involved, an estimation of loss and the method by in which the loss was caused. The next step is to have the employee interviewed.

Interviewing and interrogation techniques are a learned skill and anyone who is certified should be able to conduct the interview for you. Usually the same person who conducts the investigation conducts the interview simply because they are most familiar with the situation. During the interview, the investigator will have the employee complete a handwritten statement and work out restitution. As a bar or nightclub owner or manager you will be consulted as to whether or not the investigation should be

referred to the local police for prosecution and this will be mainly determined by the amount of evidence, quality of the statement and the severity of the larceny.

It is important that even after the investigation is completed and the employee is not longer in your employment that the details of the investigation remain confidential. Talking with your other employees about the investigation can be construed as defamation of character. The employees will know intuitively what is happening and will come to their own conclusions, don't fuel that fire.

The main thing about an investigation is the recovery process. Determine what the operational deficiency was that caused the opportunity for this loss and put corrective measures in place to mitigate the exposure. Make sure you put the new procedures or policies in writing and meet with everyone to review them and have them sign the new policy.

The key to ensuring that employee theft does not happen is awareness. Keeping everyone aware that systems, procedures, operations and culture are enforced will isolate dishonest activity within your business.

#### About the Author

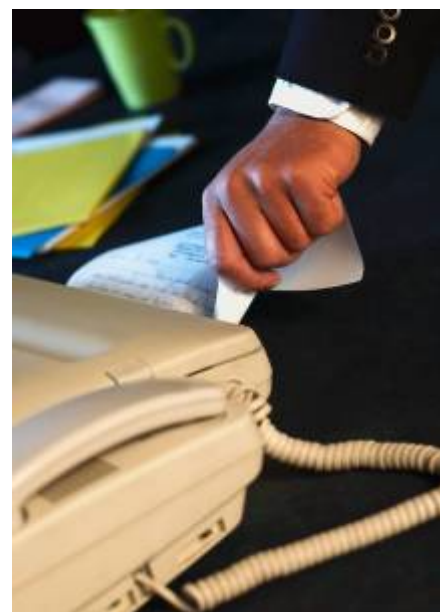
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## Internet Fax Security – 5 Reasons why Fax via the Internet is Safest

By M James

Security is a vital concern for individuals and businesses. The financial, law enforcement, health-care, and legal industries have particularly stringent needs and federal and state regulations exist that must be complied with. These include SOX, HIPAA and GLB.



Manual faxing has numerous problems in this area:

- \* faxes sent to a fax machine can sit on the machine for everyone to see.
- \* There may be skipped pages, lost faxes or faxes stuck in the fax queue.
- \* Someone could copy the fax or walk off with it without anyone knowing about it.

Internet fax security mechanisms solve all these problems. When you fax via your computer you provide security in the following ways:

1. Encrypted Transmission - You can scramble the sent fax using encryption so that only the recipient can decode it.

2. Targeted Recipients - You designate who gets the fax so that only the people that are supposed to receive it get it and no one else sees it.

3. Graphic Format - You can send the information in graphic format which can't be easily changed by an office program used by the recipient. OCR (optical character recognition) can convert documents to office documents but the conversion can be full of errors and scribbles on the document won't be copied.

4. Tracking, Reporting and Audit - Online fax provides tracking of fax status. There are also reports for all fax activity. Auditing tools are provided to insure that nothing gets sent that shouldn't be and everything that should be sent was received by the intended recipient.

5. Multiple Secure Transmission options - Faxes can be sent via a private network or VPN (virtual private network) where no outsider has access. Faxes themselves can be encrypted.

Even though most faxes are sent using a form of email, for especially sensitive information, some companies provide an especially safe method. Here's how they do it: when a fax is received, an email alert is sent to the recipient's email inbox. This email contains a URL. When the user clicks on the URL, a Secure Socket connection (SSL) is opened and the recipient is

required to enter their Account Number and password. Once this is done, the fax is presented to be viewed.

### Summary

Security is a concern to all of us in these hacker infested, corporate espionage and identity theft prone times. The only way to reliably insure the confidentiality and compliance of your faxing is to use Internet fax security.

### About the Author

David Freitag  
The Computer Doc

For a great computer fax company that provides the highest levels of security visit the [fax for computers](#) site. To learn how to send any type of fax through the Internet see the [send fax through the Internet](#) article

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## Exposing the Myths regarding Hotel Key Card Reliability

By Jo Alelsto



It's crucial for hotels to offer their guests the best and most

efficient service possible. By providing your guests specialized hotel keycards and not just keys, you'll be able to offer them a better and safer way of ensuring the safety of their belongings, as well as providing them with a unique promotional tool. Today there are card manufacturers who provide specially-designed access keycards that are tailored to a specific hotel's requirements. Many card manufacturers offer keycards that have special designs to promote staying at your hotel during special occasions, as well as other keycard sponsorship opportunities with other businesses in your city or town.

There have been persistent rumors that hotel keycards have been encoded with the personal information of each guest, such as the person's credit card or social security number, and many fear that this may make them an easy prey for identity-theft crooks. On the contrary, this myth is technically untrue. While it's quite possible that the keycards contain personal information, experts from the hotel industry as well as technology experts, say it should not be a cause for alarm. The experts note that the data recorded on each keycard limits the information only to room numbers, as well as the check-in and check-out records. They also noted that even the keycards utilized for making purchases in hotels, resorts or on cruise ships need not contain information; and what they simply have are codes which allow the cardholder to make a purchase. For business travelers, these cards offer a wide array of benefits. These cards

serve as handy tools which fit right into your pocket or personal organizer, and you wouldn't have to worry about carrying any wobbly or heavy keys, and if you lose them, you won't have to lack sleep over fearing that somebody may break in your room.

Improved Technology Makes The Cards A Safer Option: Hotel security experts say that these new key cards offer a host of benefits as opposed to standard keys, especially if you lose them when you're hopping around town. In the event someone else gets it, the card will be rendered useless once you report the incident to the front desk, as the only thing a hotel's front desk staff needs to do, is to reprogram the card and give you another one. Now, would that be a more comfortable alternative to simply using the old metal keys?

Another positive feature worth pointing out is that the manufacturers of these plastic access cards today utilize a wide array of new technologies, which ensure that the cards remain virtually tamper-proof and not prone to easy alterations by scammers. They utilize printing methods which offer either single or double sided print, digital screen, offset or thermal printing methods, and other advances which help the visual or hearing-impaired

So, for those who still presume that these hotel access cards make you easy prey to scammers, identity thieves and sleazy room attendants, it would be better that you stop worrying. According to hotel industry and security experts, over a hundred key cards from various hotels, resorts and other establishments

were reviewed randomly, and these were found to contain no personal information, nor do they pose a safety threat to users. Hotel security consultants say that all that's in a keycard are electronic codes, which are randomly inputted once a guest checks in. The codes embedded in the card allow registered guests to open the electronic locks of a room, and once they've already checked out, a new code is encoded for the next person who will stay in the same room. So the next time you go for a vacation and you need to check in a hotel, and you are provided with a keycard, just relax and enjoy your stay in the hotel and make the most of your vacation.

#### About the Author

Jo is a writer for 'The Card Network' (<http://www.thecardnetwork.co.uk>), a UK firm that specializes in full range plastic card items, solutions and services, both regular and custom-made. If your hotel is looking for secure and tamper resistant hotel [keycards](#) or has an advanced, complicated or basic printed plastic card requirement then you ought to take a look at The Card Network.

#### Article Source:

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**Amalgamated Security provides a GPS Tracking service with the most detailed maps of Trinidad**

## 10 Clues you are being spied on and may need a TSCM Specialist

By [Terrence Smithe](#)



Have you ever suspected that someone was watching you or listening to you? Do you think someone may be leaking your personal information or trade secrets? There are many clues you can look for to see if you need to bring a Technical Surveillance Counter Measure Specialist, commonly called a "bug sweeper", to help you secure your individual or corporate privacy.

1. Others know things about you or your business that they shouldn't. This is the most obvious clue. Does your competition somehow know information that is vital to your business thriving?
2. People who shouldn't know about your activities.
3. Your phone is acting funny. Does the volume turn up and down unexplainably? Is there static or popping in the line? Other strange sounds such as popping or scratching can be clues too. These clues usually point to an amateur eavesdropper, as professional

equipment won't have these effects.

4. Sounds come from your telephone headset when it is not in use. This could be caused by something called a hook switch bypass, which allows the eavesdropper to listen to conversations you have in the room while you are not even on the phone.

5. Your radio suddenly starts messing up. Bugs often emit radio frequencies, thus can interfere with your reception.

6. Your house was broken into, but everything is still there. If you come home and the furniture has been mysteriously moved around or things just seem "weird", this could be cause for alarm.

7. The electrical plates seem to have been tampered with. This includes if they seem to be loose or crooked, seem to be a different color, or if there is debris on the floor under them.

8. There are new bumps or discolorations on your walls or floors. This could indicate that a bug has been placed there.

9. Someone has recently unexpectedly gifted you a radio, boom box, alarm, or other small electrical device. These are perfect places to hide eavesdropping equipment.

10. Utility trucks are regularly outside. Either with or without someone in them, this could mean surveillance. Additionally, if a utility company shows up without any one calling them, they are probably not really the utility company.

If any of these problems have been plaguing you, especially if you have more than one of these signs, you should call a Technical Counter Surveillance specialist. A reliable professional can sweep for any and all bugs and remove them accordingly. They provide a very valuable service for people who worry that their security has been breached.

Company: SpyAssociates  
Located in Boca Raton, Florida  
our company SpyAssociates specializes in all types of Spy Equipment and Surveillance Products. Our inventory covers all aspects for your security from Hidden Cameras, Spy Detection Devices, GPS Tracking Devices, Nanny Cams, Wireless Camera Detectors and many other Spy Products for your security, safety, protection.

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