

W.A.D. beyond GLOBAL

A Quarterly Journal for Investigators and Security Professionals

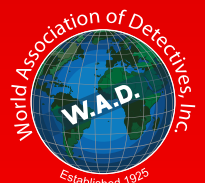


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EDITOR'S NOTE

We have now come towards the end of the year 2020. A year that will be down in history of the chaos it created globally, the uncertainties and the emotional depression many had to endure. A year that swept across nations, regardless of colour or creed, we were affected one way or the other. A year that each of us will remember how distant we can be even when we are just next to each other.



In ushering the New Year, 2021 we hope the tide will change. Light at the end of the rainbow. The resilience of mankind see no defeat to any calamity. We probably thrive better to survive and our ability to bounce-back, is no surprise. We have the capacity within ourselves to be resilient by combining these three elements:

- Internal support of having a positive mind frame
- External support by caring for others
- Existential support through our values, faith and beliefs.

Cutting across cultures, these fundamental elements are basic human values, which we may have left behind in pursuit of progress and development. These elements are in us, within us and around us and stand as the pillar of our resilience in any situation.

The year 2020 saw great transformation in the virtual world, making its presence and creating an impact. The Virtual Environment is becoming increasingly the central of our lives, navigating our way and interacting with virtual people. We are no longer in control of the environment, as we are trapped in the eco-system of the virtual world. It's a new world that we are forced to embrace.

Soon we will enter into a world of Virtual Reality, interacting with an artificial three-dimension environment. It has been successfully built not only in the gaming industry but today virtual environments are created to support various industries and commerce, construction, manufacturing and in education and training. Industries are evolving, and evolving fast. The Virtual Reality systems have transformed into a whole new animal, eventually dominating everything we see, we do and how we feel.

The end of the pandemic is the beginning of the virtual world. Will we still have the resilience to adapt to this new world? The way we run our business? The manner we interact with people? Or will we just be left in the virtual dust?.

Merry Christmas & A Happy New Year, my friends,
Stay Safe and Stay Blessed.

Warm Regards

Siti Naidu

Editor

We welcome readers' comments.
You may email to the Editor your contributions.



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PRESIDENT'S DESK

Dear members,

I really hope you are safe under this pandemic times. I want to assure you that we, officers, board members and all colleagues involved in running the association are doing all that we can to keep the spirit of WAD awake and make sure that we are in contact permanently despite the travel restrictions.

Over the last few months we had the WAD WEBINAR SERIES and my special thanks goes to our first lecturer Sandra Stibbards – Owner/President of Camelot Investigations. Her presentation, Let's Get Virtual - Privacy and Staying Secure is Key, was indeed interesting. Our second WAD Webinar was hosted by Thomas Mathiesen on April 20 at 17:00 GMT with title, Stuff That You Always Wanted Done, But Never Had The Time.

As President of WAD I would like to congratulate our 1st VP Alex Solomanidin, 2nd VP Jean Schmitt and Chuck McLaughlin, our Technology & Website Chairman for their effort to make the series of webinars possible. My appreciation and thanks to our great Chairman of the Board. Mike LaCorte. He really raised the standards of being a Chairman, a large shoe to fulfil in the future. Thank you Mike.

1st VP has been tasked to address the implementation of the MOU between WAD and IPA. He will be in contact with IPA President of Russia and we hope to soon receive news about this meeting. Once again I would like to ask you to do the same approach in your area and make sure that your local body of IPA gets all the info about WAD and together find ways to create common programs of collaboration. You will find copy of the MOU between WAD and IPA with this message for your reference.

We have – as you probably received on memberlist – a new Area Governor for Europe and Israel, and we are happy to welcome Philip Ryffel from Switzerland. He takes his job really fast and already organized the communication between AG and Ambassadors.

New Ambassadors have been appointed as follows:

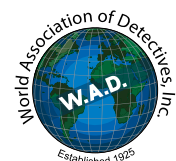
- Portugal, Fernando Oliveira
- Romania, Mihai Marcusanu
- Finland, Markku Savolainen
- Turkey Mesut Ozturk

Keep safe dear members and I really hope we can be together in Prague.

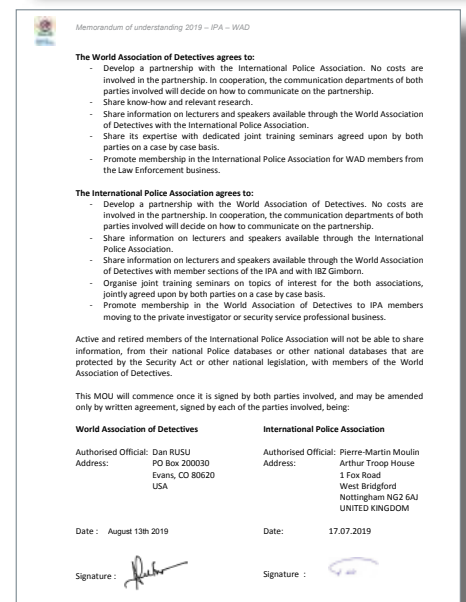
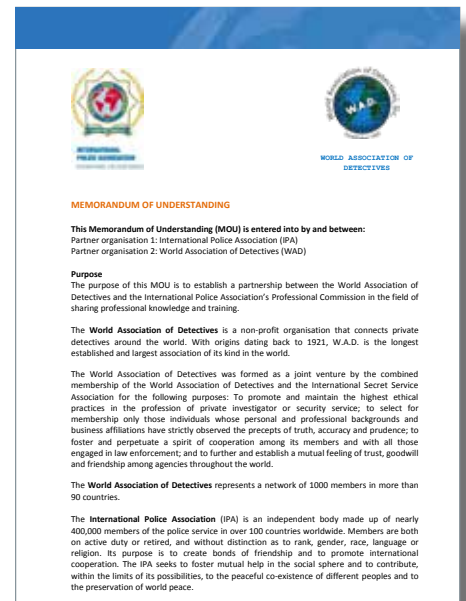
With friendship,

Dan Rusu

WAD President, 2019-2021



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Mike LaCorte, UK



President
Dan Rusu, Romania



1st Vice President
Alexey Solomanidin, Russian Federation



2nd Vice President
Jean Schmitt, France



3rd Vice President
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TERM ENDING 2022

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India	Sujeet Menezes Mahesh Sharma RK Tyagi
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Portugal	Fernando Oliveira
Romania	Mihai Marcusanu
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Spain	David Sanmartin
Switzerland	Peter Stelzer
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USA	Michael Julian

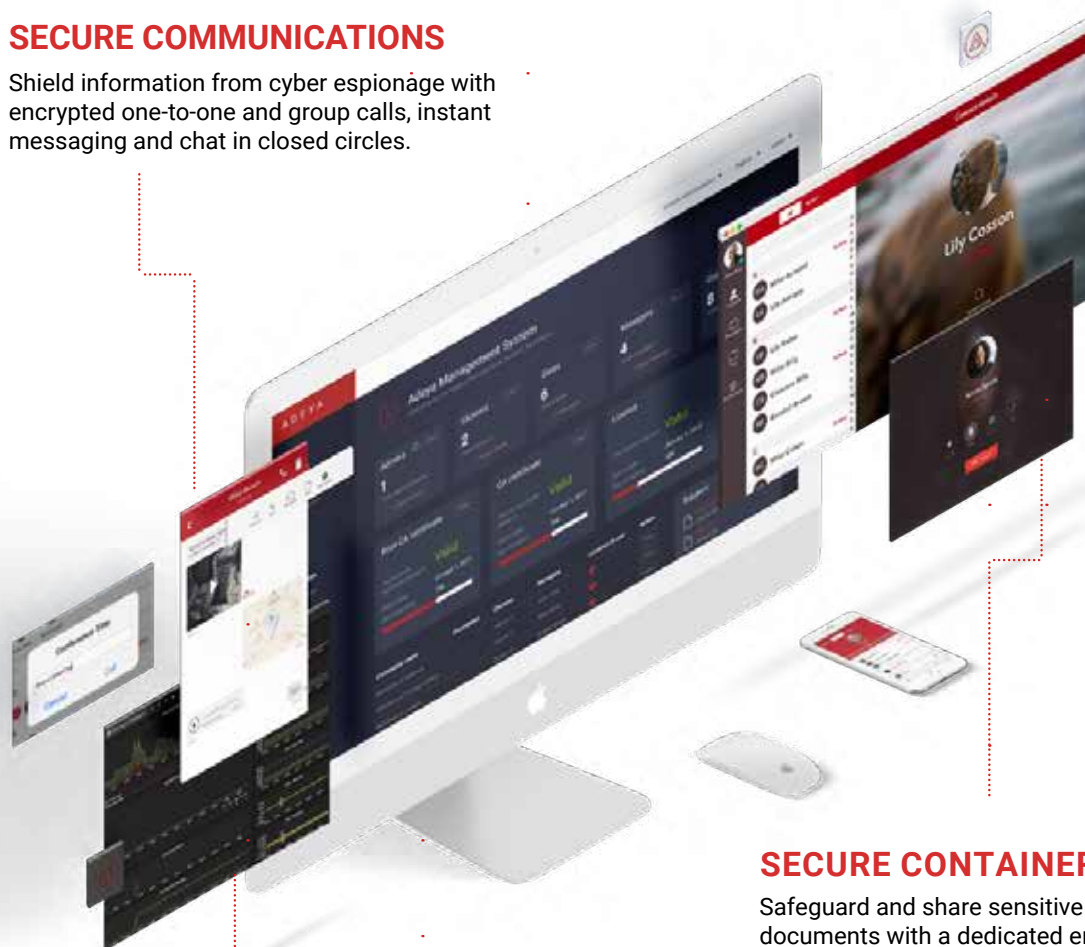


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ALEXEY SOLOMANIDIN

1st VICE PRESIDENT



WAD VIRTUAL MEETINGS

Dear Colleagues,

I would be happy to start my report with congratulations for overcoming the Corona crisis but unfortunately the situation is still very difficult in most of the countries. As COVID-19 forces people to make drastic changes to their work and life routines, it is important to explore new technologies that could keep up the work flow and even open new opportunities.

I was happy to see that many our members have successfully mastered their skills in online area. During the period of pandemic WAD has organized 14 educational webinars that were attended by over 800 people totally. Our experience showed that this approach is a great way for sharing knowledge and probably we should continue this practice even when the virus is defeated. Almost all webinars are available in recording on our Facebook page.

In the end of the year we are planning to hold another webinar session with several excellent speakers and interesting topics.

During our Virtual Board of Directors meeting we have discussed a number of important topics that required attention. One of those was appreciation of the new members recruiters that promote WAD and help to keep our association growing. It was agreed to establish a contest and award the top 3 recruiters of the association.

The winner will get his membership renewal for free. At the same time a discount was approved for the new members that would join WAD before the end of 2020. In order to get the discount applicant should apply online and use a code that could be provided by any current member.

Our Executive Committee holds regular online conference calls, discussing current issues, measures to support and develop our association.

On October 22, 2020 I was honored to represent WAD at the session “Leaders of detective industry of Russia”, where two leading associations – Association of Russian Detectives and International Association of Private Detectives agreed to join forces in representation of detective industry in front of legislative authorities.

A new law on detective work is now under consideration in Russia so position of the industry leaders is very important. Presentation of WAD created big interest among other participants so I hope there will be more professionals from Russia in our WAD team soon. The session was also attended by WAD members Alexey Sherbenev, Oleg Zimin and Alex Auslander.

At the end of my report, I would like to thank the Executive Management Team and all officers for continuous support and hard work for our association.

Respectfully submitted

Alexey Solomanidin

Alexey Solomanidin
1st Vice President

VICE PRESIDENTS

JEAN SCHMITT

2nd VICE PRESIDENT



Is COVID-19 going to change the way we work forever ?

All around the world, Private Investigators have been hit, one way or the other, by the world pandemic. It will soon be a full year of trouble. For many, the volume of cases has first dropped before rising up after the first lockdowns and sometimes decreasing again later on. But in the end, it seems most of us stayed active with a minimum of business to deal with.

Good news: some colleagues say the insurance work is steady. For many, after a big drop, asset searches and corporate intelligence cases are on the rise again. Others have already noted an increase in debtor locate related cases. Same for divorces, as it was predicted!

Field work was more affected of course. Many surveillances, interviews or infiltration cases were postponed with so many companies closed. Trying to identify a target that is wearing a mask is not the simplest task either. Most Courthouses were closed but have fortunately re-opened, here and there.

At the same time, we can see habits are changing. We can expect these videoconferences on Zoom, Teams and others to become a standard in the near future, in order to discuss with clients as well as to perform interviews. With months of travel restrictions ahead, local agents may well become a preference for many clients when it comes to making a choice.

Very hard to guess what will happen next as the curfew/confinement situation is still threatening so many of us, on top of the disease. But, in any case scenario, the need for security and reinsurance will not disappear in this new world, even if the virus is still around.

If I had to find a good side in this tragic situation, I would say it brings unity and solidarity among members of our association. I have personally experienced it.

I would like to thank the EC, ED, Officers, Area Governors, Ambassadors and Board members for their full support these past months, in such an unpredictable situation.

I wish all members to keep busy but above all, stay safe !

Best regards,

Jean Schmitt

Jean Schmitt

2nd Vice President

RP CHAUHAN

3rd VICE PRESIDENT



Covid-19:- Brightness after Dark Tunnel

The world entered the Dark Tunnel of Pandemic in 2020. For a period of 7-8 months we all had been lost in the darkness of the tunnel in real life.

In between the tunnel some rays of light passed by us & these rays of light were manmade. Our own warriors & Saviours. The Security guards, Detectives & the enforcement agencies were the warriors & the Medical & Para Medical staff proved to be the Saviour of the community.

India was one of the Top Three countries in the world which suffered the most, but thanks to the Security Warriors the spread of Pandemic was checked at points of Entry & Exit through Roadways, Railways, Ships & Airways. Also at Hospitals & isolation centres for patients actively carrying the Virus. India has a strong law to regulate & empower Private Security Agencies. Government, Corporate & Private persons relied upon their expertise & experience in Safe Guarding.

With Kunwar Vikram Singh & team still working in managing the Association of Private Security Industry & APDI in India, a powerful support system was made available to the society. In the process a number of Security Warriors sacrificed their lives. Our Security association rendered help to their families, the dependent survivors by providing financial assistance & employment opportunities. These warriors are also being honoured in the forthcoming annual conference being held in New Delhi. Private Investigators also helped in identifying dislocated workers in transit & also in verifying contact of those infected with virus.

Now brightness is visible at the end of the Dark tunnel. We in India are emerging out of the wide spread Pandemic. But we must not forget what all we have faced, all precautionary measures must continue.

I am thankful to the stalwarts of WAD who accommodated members in rescheduling - postponing the conference. Also in highlighting the roles to be played by all members of WAD. I wish every member to emerge Victorious over this Pandemic & Stay Safe.

Respectfully Submitted

RP Chauhan

RP Chauhan

3rd VP WAD

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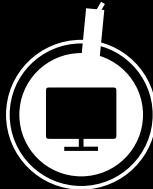
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EXECUTIVE DIRECTOR'S BRIEF

Dear Members,

I hope you are all doing well and are getting through the days of Covid-19 safely. It has been a challenge, for some more than others. I never thought that our official records would reflect the cancellation of both our Midterm and Annual Conference in 2020. We are blessed that today's technology allowed for a Virtual Board Meeting, many excellent webinars, and regular meetings by the Executive Committee, Officers, and most recently our Area Governors and Ambassadors. Thank you all for your dedication and support.

We pray that this virus eases soon, and that new therapies and vaccines will keep the world safe. We are hoping that we can still hold our Midterm in Prague in April. We are monitoring the situation and will make a decision well in advance. We will only go if we are comfortable that our members are safe and that there are no travel restrictions. We all look forward to the day we can meet in person again.

I hope you are participating in our new membership campaign. We have been fortunate to lose very few members in 2020 due to the Covid-19 economic impact. But, due to normal losses and our inability to attend other conferences in person to recruit, we are relying on you more than ever to bolster our membership numbers. I know that among your colleagues you know of at least one or two people that could benefit from WAD Membership, and that WAD could benefit from them. Winners can be rewarded with free dues.

Many of us are preparing for the Holiday Season and the New Year. For most, it is a joyful time of year with family and friends. Please know that your friends in WAD, the Executive Management Team, the Officers and Board, all wish you a wonderful Holiday and all the best in 2021.

Happy Holidays,

Bob Heales

Bob Heales

WAD Association Manager and Executive Director



New Members since June 15th 2020

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 kelley@acmeconfidential.com

Life W.A.D. Member Keith Schafferius is now officially on Wikipedia.... congratulations Keith!

This is; a significant international recognition for a lifetime's work.

If you're unfamiliar with Wikipedia, it's a dynamic, ever-evolving online encyclopedia and one of the most visited websites in the world with more than eighteen billion page views every month.

While anyone can create a page on any subject, most pages are rejected by the stringent Wikipedia approval process, especially pages devoted to individual people.

Why? Well, you have to be a 'person-of-note' to feature on Wikipedia, a person with internationally recognised achievements. Now, the forty-eight years Keith Schafferius has devoted to law enforcement and international child rescue have been officially acknowledged by Wikipedia editors and his page is now live. .

While it's early days and the page needs to be built further with verifiable accounts of his momentous story so far, it's justified recognition of a man who has done so much to help so many.

https://en.wikipedia.org/wiki/Keith_Schafferius



CHAIRMAN'S MESSAGE

Dear members,

We are all living through strange times where the world and the way we interact with each other has temporarily changed. The unpredictable nature of this global pandemic has caused concern for many. I sincerely hope our members, friends and loved ones have not been affected in any way. It's the first time in WAD history that we had to cancel both our 2020 meetings; our midterm Board meeting in Panama and also our annual conference in Aruba.

Your Officers and Executive Committee have been regularly virtually meeting discussing the best way forward for our association. Earlier this year in August, we held the first ever virtual Board meeting where members from all over the world were able to dial in via video link and virtually see each other. A lot of time and effort went into creating a virtual platform for us to hold our Board meeting and I'm proud to say that it went superbly well.

I regularly communicate with our members from all over the world; some members have seen their business drastically reduce, while others have explored a variety of opportunities, benefited from increases and traded through this uncertain period. What is clear to me is that through our trusted network, our members have the unique facility to reach out to each other for support internationally. During these uncertain times is where we all as members can maximise the full potential of our association by reaching out for international support whenever

required. Where current travel restrictions are in place in certain countries and investigation methodologies may change, there is never a better opportunity to collaborate with members from all over the world to get the results you need.

The WAD leadership team have continued working hard behind the scenes in preparation for our 2021 midterm board meeting which is scheduled to be on 15th - 17th April in Prague. We remain hopeful and positive that we can meet in person next year, but we will be closely monitoring the situation and update you as soon as possible if that's not the case.

I hope that in the not too distant future, we will all be able to look back on this global pandemic as a distant memory and that we are able to hold our meetings and interact openly with each other again. Until then, remember to always maximise the benefits of your membership and your association. Feel free to contact me and I remain at your disposal should any member require any assistance at all.

Keep safe and look forward to seeing you soon.

Yours sincerely,

Mike LaCorte
Chairman 2020



DEFINING STACKING AND ADDRESSING THE CHALLENGES IT IS CREATING



As this is being written, in mid-September 2020, fires are ravaging the West Coast, from California to Oregon; millions of acres have been burned and 33 people have lost their lives.

President Trump is visiting the impacted areas in California, but before leaving, he reminded his followers at a convention stop that the reason for the fires is “poor forest management.”

At the same time, his challenger, Vice President Biden, declares “the fires underscore an urgent need to address climate change.”¹

Adding to the dueling fray of commentary is the Governor of California, Gavin Newsom. He says about the fires:

“California, folks, is America fast-forward. What we are experiencing right here is coming to a community all across the United States of America unless we get our act together on climate change.”

These conflicting comments about climate change have been exchanged for years. As an observer - taking no political position on either side - what also appears to be evolving is that those who deny climate change – referred to as climate change deniers – and those who believe it is real, are getting more steadfast in their beliefs.

Few deniers are jumping over the fence and joining the other side, nor are many people who believe it is real joining the deniers’ ranks.

However, today, there is a much bigger situation “boiling,” and I use the word “boiling” purposely. The clashing commentary about the fires and climate change are all part of a stew, boiling on the stove, one step away from exploding and causing civil unrest throughout the country.

The term for this boiling situation heard in some circles in the corporate and executive security industry is “stacking.” Stacking can be defined as follows:

The piling of layers and layers of sudden lifestyle changes, serious health concerns due to COVID-19, social and economic problems, racial issues and social injustice, the growth of conspiracy theories and conspiracy groups, personal insecurities about the future, and conflicting visions about the direction of this country - all piling up at one time.

The United States is certainly not new to uncertainties and conflicts. However, we typically deal with one or two at a time:

- *The 1918 Spanish Flu was long gone before the Great Depression began in the 1930s, allowing us to focus just on our economic issues.*
- *There were few conflicting visions when the Japanese struck Pearl Harbor. Millions of Americans signed up, virtually overnight, all with one focus: to protect and defend the country.*

But now we are all grappling with several major issues at the same time. Further, these issues are threatening corporate security and the safety of our employees and executives. Challenges have developed for many firms, their top executives, their staff, and their assets, both tangible and intangible, that did not exist just a few months ago.

This means that as corporate security professionals, we have a lot on our plates. To address these situations, we need to know what steps we can take - and take quickly - to ensure our clients are safe and their business operations continue, and to help them manage through these exceedingly complicated times.

Defining Who We Are and Moving Forward

Before discussing how we, in the corporate security world, can address this stacking situation, it is necessary that we are all on the same page as it relates to our industry and the many services we provide. An effective working definition is the following:

Corporate security professionals identify and effectively lessen, mitigate, or manage, situations and events that have the potential to threaten the resilience and continued survival of a corporation, the safety of its top executives, staff, and assets. Corporate security professionals oversee, manage, and coordinate a variety of tasks, within and outside a company, to ensure its security, continuity, and safety.

Building on this basic definition, we can now consider several steps we can take to keep our clients safe and their businesses operating.



Ensure Cybersecurity

COVID-19 has caused millions of workers in the United States to stop commuting to their places of work. Just to see how quickly things have changed, as recently as March 1, 2020, the idea of having entire companies shift to remote work was unheard of. Now, most companies have some if not most of their staff working remotely.

This migration to remote work was born of necessity. But it happened so quickly that many IT professionals did not have time to implement data security programs that would allow people to cooperate safely and securely from home.

Steps must be taken now to ensure remote workers can interface freely and securely with corporate databases and information sources.

Guarantee a Healthy Reopening

Businesses and employers should plan to protect the health of their staff when they return to work. To do this, businesses must take proactive steps. They must continue to monitor credible news sources that provide information about the virus and how people can protect themselves against it.

Corporate security professionals must also ensure that their clients strictly adhere to the guidance provided by the government and public health authorities. This would include the following:

- *Identify a workplace coordinator who will be responsible for COVID-19 health issues and their impact in the workplace.*
- *Review all cleaning strategies in place to ensure they are designed to minimize the spread of the infection.*
- *Implement flexible sick leave and supportive policies and practices for employees.*
- *Determine how the business will operate if absenteeism spikes from increases in sick employees.*
- *Decide what steps to take if staffers must stay home to care for sick family members or children unable to go to school.*
- *Implement protocols to ensure adherence to mask-wearing and social distancing.*

Physical Security

When we discuss physical security, we are referring to the bodily protection of an organization's executives and staff, both on- and off-site. This would also include when they are traveling for the organization.

In the coming months, our industry should expect to see several changes when it comes to physical security, including:

- *Demand for security guards will increase sharply. This will necessitate training in crowd control, "temperature monitoring" of crowds, attending civil unrest events, accurately reporting on these events, overcrowding prevention, and how to control situations before they get out of hand.*

Organizations may face an urgent need to engage with executive protection (EP) vendors due to an increase in social unrest, crime or other factors associated with the "stacking" of issues we are facing. You should consider that during these "spikes" everyone will be looking to engage these services which will be in short supply. Consider retaining a service now in anticipation of spikes. This may be the prudent step to take.

■ *Retailers and other organizations will need to provide curbside delivery for customers while still ensuring minimal points of contact, and contactless delivery of products will need to be developed. In all cases, social distancing and personal and site hygiene will be required.*

■ *New passive and active monitoring, reporting, and enforcing technologies will be necessary to offset the high cost of paid guards. However, while physical safety is the goal, existing and evolving technologies must still comply with privacy requirements.*



These changes will dictate revisions to best practices, which will then have to be taught to management and staff. Further, to ensure physical security, organizations will need to make several changes to their facilities (most of which were not even a consideration just a few months ago), such as compartmentalization of staff to help minimize personal interactions; social distancing markers; plexiglass barriers and other social separation devices; and temperature monitoring stations.

In some jurisdictions, these changes and others are not only recommended but may be required, making businesses and other organizations responsible for their proper implementation.

Business Continuity

There is hardly any business that has been immune to the ravages of COVID-19. Addressing the impact, organizational resilience, and the ability to make changes quickly is key to successful business reopening and continuity.

Corporate security professionals must develop solid business continuity protocols for their clients based upon a three-pronged approach:

- *Prepare. Get ready for what is coming next. Allocate resources, assign roles, set priorities, establish a command center, train, and practice.*
- *Predict. Create the tools required to monitor vulnerabilities and threats and bring them to the attention of decision-makers.*
- *Prevent. Prevention will largely depend on resilience as well as evolving and established security procedures and preparations that can be leveraged to help in a crisis, no matter what form it takes.*

This three-pronged approach, in conjunction with the other steps, should help ensure a safe, secure, and healthy reopening for businesses around the globe. Further, and just as important, sound business continuity protocols can help ensure that businesses stay open.

The virus has already caused too many businesses to fall by the wayside. As corporate security professionals, our goal is to help ensure our clients avoid that fate, remain viable, and remain in operation.

Johnathan Tal is CEO of TAL Global. Based in Silicon Valley, TAL Global is a leading risk management, security consulting, and investigative agency serving clients all over the world. The company has a large client base, with a focus on the High-Tech, Hospitality, Manufacturing and Financial industries. He can be reached through his company website at www.talglobal.com

1 "Trump, Biden Facing Off on Wildfires, Climate change," by Will Weissert, et.al., The Associated Press, Sept. 14, 2020

“Never before in history, has innovation offered promise of so MUCH to so MANY, in so SHORT a time.”

.....Bill Gates



**PRESS RELEASE:
TIC Council expresses high concern
in the amount of Counterfeit Products
flooding the Market.**

19 November, Brussels. The International Product Safety Week continued to raise visibility for global consumer safety. In response, TIC Council critically underlines the necessity for proper market surveillance and identification of counterfeit products to ensure a level playing field for compliant economic operators and enhance consumer safety.

The independent testing, inspection and certification (TIC) sector provides third-party conformity assessment as an essential component to streamline market access controls by surveillance and customs officials, while also reducing the risk of counterfeited products entering the market. This ensures both safety for consumers and cost-efficiency measures for manufacturers, as pre-market testing prevents products from accidental and/or intentional non-compliance.

However, as the new Regulation on market surveillance (EU) 2019/1020 starts to apply in 2021, it still does not go far enough for eradicating the circulation of counterfeits which jeopardise consumer safety.

The growth in E-commerce platforms has increased the incredibly alarming rise in criminal activity which capitalises on a widely accessible market and lack of traceability. Rogue operators innovate their methods and offers to appeal to the rise in demand for products ranging from children’s toys to medical devices.

In 2019, the OECD/EUIPO reported that in 2016, the volume of international trade in counterfeit and pirated products could amount to as much as USD 509 billion. This represents up to 3.3 % of world trade.

Products bearing counterfeit certification marks or falsified test reports can pose serious dangers to consumers as well as their environment. Manufacturers and distributors who bypass the proper testing and certification requirements jeopardise consumer safety and trust.

To tackle the issues stemming from an increasingly globalised market; regulators, industry, consumer organisations, standard-makers and test laboratories must cooperate to

share experiences and establish effective action. TIC Council is determined to increase the visibility concerning counterfeits and guide the public and authorities in identifying and dealing with fake documentation and what constitutes legitimate certification marks. To shed additional clarity on this topic and to help authorities, right holders, consumers organisations in this fight against anti-counterfeiting criminality, TIC Council has drafted a White Paper entitled ‘Falsified: Test Reports & Certificates. Identification and Impact of Counterfeit Test Reports and Certificates in the Global Marketplace’.

About TIC Council

TIC Council is a global association representing over 90 international independent third-party testing, inspection, certification, and verification organizations. The industry represents an estimated one million employees across the world with annual sales of approximately USD 200 billion.

THE ECONOMIC TIMES
New Delhi News, April 2020

New Delhi: The Association of Professional Detectives and Investigators (APDI) has written to Prime Minister Narendra Modi, apprising him of substandard and counterfeit products being sold to “innocent” people amid coronavirus lockdown.



These spurious products, the association said, pose serious health and safety challenges for the country.

“I am writing to bring to your notice the danger of substandard counterfeit products flooding our markets during the COVID-19 lockdown and beyond, potentially causing a mammoth health and safety challenge,” APDI chairman K Vikram Singh said in a letter to Modi earlier this month. The letter stressed that these challenging times are being used as a potential opportunity by fraudsters, “especially counterfeiters who indulge in manufacturing and selling spurious products to our innocent and unassuming fellow

citizens". As per industry estimates, counterfeiting causes a loss of over Rs 1 lakh crore annually to the Indian economy. Every single successful brand is suffering from this menace including pharmaceuticals, FMCG, automotive, liquor, cement, electronics, etc. Actions of these counterfeiters directly pose as a health, safety and security risk to Indians.

The APDI and its members have been working closely with the brand owners and the law enforcement agencies in fighting this menace by identifying and investigating these perpetrators for the past two decades. It is believed that upwards of 10,000 enforcement actions are annually undertaken by various law enforcement agencies across the country.

THE GUARDIAN
UK News, April 2020

Two arrested for illegally selling Covid-19 home testing kits



A pharmacist and a surveyor have been arrested on suspicion of illegally selling coronavirus testing kits in two separate investigations by the National Crime Agency (NCA).

NCA officers arrested a 46-year-old pharmacist from Croydon on Saturday under the Fraud Act 2006 after he allegedly made false and misleading claims about tests' capability. Two properties and a car linked to the suspect were searched. He was released on conditional bail. In a separate investigation, a 39-year-old surveyor from Uxbridge, west London, was stopped while driving his car, in which 250 Covid-19 testing kits were found. He was arrested under the Fraud Act 2006 after making false and misleading claims about the capability of the tests, which he told investigators he was planning to sell to construction workers. He was released on conditional bail. In another unrelated move, the NCA took down a website trying to fool victims into buying suspected non-existent personal protective equipment (PPE) through phishing emails.

Nikki Holland, NCA director of investigations, said: "Illegally selling testing kits completely undermines the nation's collective response to the pandemic and actually endangers lives.

"Anyone thinking of trying to profit in this way should take note of these arrests and that bringing these offenders to justice and ceasing their activities is a key priority across law enforcement."

Graeme Biggar, director general of the National Economic Crime Centre, added: "Covid-19 is increasingly being used as a hook to commit fraud – and we think these offences are likely to increase during the pandemic."

Offenders are targeting people trying to buy medical supplies online and have been sending emails offering fake medical support and scamming people who may be vulnerable or isolated at home, the NCA said. Frauds have been attempted by trying to lure victims with offers that look too good to be true such as high return investments, "healthcare opportunities" or appeals to support bogus charities.

Tariq Sarwar, head of operations for enforcement at the Medicines and Healthcare Products Regulatory Agency (MHRA), said: "The use of products for the diagnosis of coronavirus infection in community settings, such as pharmacies, for home use, is not at present advised by Public Health England.

"There are no CE-marked tests for home use, and it is illegal to supply such products. The safety, performance or quality of the products cannot be guaranteed and this poses a health risk." He added: "Always make sure you are buying your medicines from a registered pharmacy or website and your medical devices from reputable retailers."



**FAKE GOODS:
Amazon sues social media influencers**

Amazon has filed lawsuit against 13 individuals and businesses including two social media influencers for allegedly advertising, promoting, and facilitating the sale of counterfeit luxury goods in Amazon's store, in violation of the company's policies and the law. The lawsuit was filed in the US District Court for the Western District of Washington and alleges the defendants operated in concert with each other to sell counterfeit products and engage in false advertising, Amazon said on Thursday.

Among the 13 defendants, the lawsuit alleged that Kelly Fitzpatrick and Sabrina Kelly-Krejci conspired with sellers to evade Amazon’s anti-counterfeiting protections by promoting counterfeit products on Instagram and TikTok as well as their own websites. Fitzpatrick and Kelly-Krejci posted side-by-side photos of a generic, non-branded product and a luxury counterfeit product with the text, “Order this/Get this.”

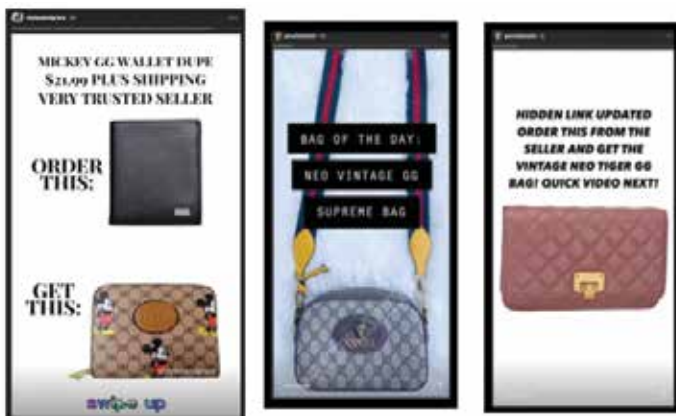
“Order this” referred to the generic product falsely advertised on Amazon, and “Get this” referred to the counterfeit luxury product.

By posting only generic products on Amazon, Fitzpatrick and Kelly-Krejci -- and the sellers they coordinated with -- attempted to evade Amazon’s anti-counterfeit protections while using social media to promote the true nature of these counterfeit products, Amazon said. Fitzpatrick and Kelly-Krejci also posted numerous videos describing the alleged high quality of the counterfeits they promoted.

“These defendants were brazen about promoting counterfeits on social media and undermined the work of legitimate influencers,” Cristina Posa, Associate General Counsel and Director, Amazon Counterfeit Crimes Unit, said in a statement.

“This case demonstrates the need for cross-industry collaboration in order to drive counterfeiters out of business,” Posa said, adding that social media sites must vet, monitor, and take action on bad actors that are using their services to facilitate illegal behaviour. Fitzpatrick was previously a member of the Amazon Influencer Program, but after Amazon detected her counterfeiting activities, she was removed from the program. She continued to advertise counterfeits using social media sites and directed followers to her own website.

Amazon said it also detected and blocked Kelly-Krejci’s scheme and she similarly began to direct her followers to purchase counterfeits on her own website. Saying that it strictly prohibits counterfeit products in its stores, Amazon said it invested more than \$500 million in 2019 alone to protect customers and brands from fraud, abuse, and counterfeit.



*The case is Amazon.com, Inc. v. Fitzpatrick et al, 2:20-cv-01662 (W.D. Wash.).

THE NEW STRAITS TIMES
Malaysia, September 15, 2020

Illicit trade thriving during Covid-19

By **Richard Carrick**

The writer is the CEO of Crime Stoppers Asia, an international non-profit organisation committed to supporting law enforcement and preventing crimes through anonymous reporting

WHEN the Covid-19 pandemic hit South Africa in March, the government responded with heavy-handed measures, including a prohibition on alcoholic drinks and tobacco, hoping that strict restrictions would reduce violent crime, social gatherings for a weekend of binge-drinking, and health issues.

While the ban made headway with murder rates reported to have been reduced by 63 per cent, it also partly backfired. Illicit trade of alcohol is now booming in the country as organised crime groups have pounced, smuggling in contraband products for a quick profit. The production of counterfeit alcohol has also increased, becoming a potential health threat.

With the pandemic showing no signs of slowing down, plenty of goods have seen their demand spike since countries closed their borders and disrupted global supply chains. This has fuelled widespread illicit trade and led to trade-based money laundering, increasingly having a sizable impact on government revenues.

As government expenditure increases to battle Covid-19, the duty and taxes they require badly are disappearing into the pockets of criminals. Illicit trade will continue to prosper as the pandemic continues to wipe out jobs. With less money to spend, more people will look for cheaper, illegal goods. Trade-based money laundering is powering it all.

Invoices and trade documents can be falsified, quality and quantity of goods undeclared, and movement of these goods easily obscured. Front companies — legitimate businesses used to disguise illegal financial activities — are easy covers for illegal distributions. Malaysia is no exception to the proceedings.

Malaysia’s geographical position in addition to the economic troubles that have been brought about by Covid-19 makes it even more vulnerable. There are definite concerns over the porousness of borders that have been compromised by illegal syndicates determined to take advantage of growing demand.

Organised criminal groups would be on the lookout on how to further exploit the expected increase in demand for goods that are in short supply or have a hefty price differential due to differing excise taxes or regulations imposed, such as tobacco and alcohol products. Even with strict border lock-downs in place during the current Recovery Movement Control Order (RMCO)

period, which ends on Dec 31, illegal syndicates continue to stockpile their illicit inventory to meet demand, despite border and travel restrictions. The supremely high levels of contraband cigarette trading, which is estimated to exceed over 60 per cent of the market or 12 billion sticks a year, could happen only through large scale container shipment smuggled through key entry points, possibly aided by unscrupulous elements.

Illicit traders are extremely resourceful. Many have reinvented themselves by harnessing e-commerce platforms as borders closed. In April, French police removed over 70 fraudulent websites claiming to sell Covid-19 treatments. In July, authorities in Europe took down Encrochat, an encrypted communications network used by criminals to distribute illicit goods and launder money.

It is pertinent that several industries have proposed greater containment of organised “channels of smuggling” in Malaysia, as an example the use of transshipment facilities through ports that have been abused for contraband smuggling. This is worthy of consideration. We need to adapt and find new ways of dealing with them. First, public and private sectors need to harness data analytics to fight trade-based money laundering. Just like how criminals are turning to technology, we must also use it to fight crime. With data analytics, authorities can compile and analyse trade documents from banks, exporters and importers onto a single platform. They can easily scrutinise

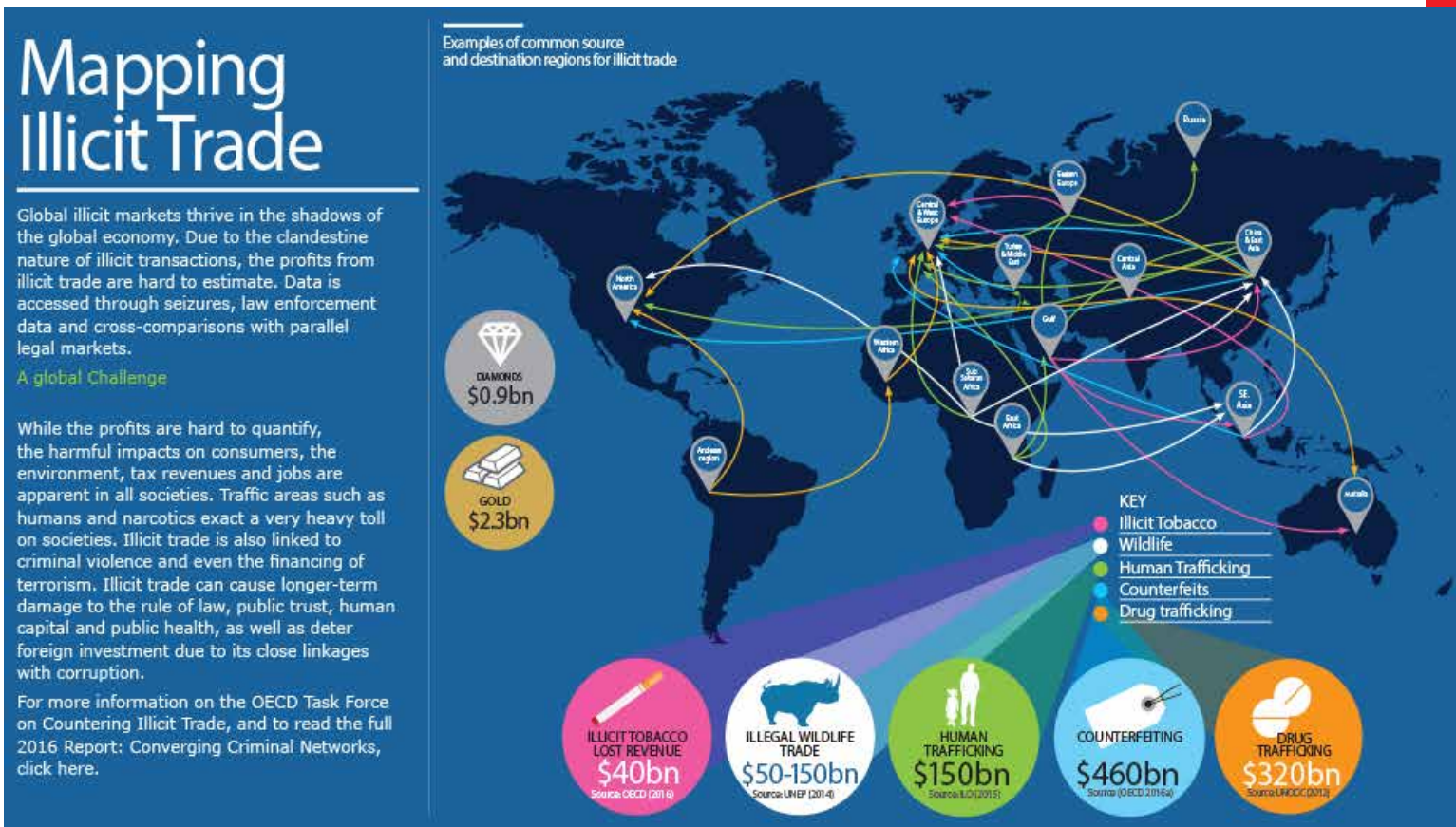
Customs information and bills of lading to see if any freight carriers had been previously associated with illegal activities, and flag them accordingly when they come to port.

Second, we need closer public-private partnerships. Having regular dialogue sessions will allow trade associations and consortiums to share data or provide timely feedback on any new government policies or taxes being considered with the relevant law enforcement and government bodies.

The World Customs Organisation is an example of how governments, academics and private organisations can come together to fight illicit trade. Another example can be seen in Crime Stoppers Asia’s collaboration with industry and law enforcement partners. We take in anonymous tips and analyse the information to generate an overview of criminal activity that can be pursued by our law enforcement partners.

The profits earned by organised criminal groups will likely fuel more serious crimes like drugs, weapons or human trafficking, and even terrorist networks.

The pandemic may have expanded the criminal battle space, but these unprecedented times have also called for even more global cooperation to address these threats. Our response will determine how successfully we can further curb the nexus of illegal trade and money laundering in the post-Covid-19 world.



Source: Covid 19 Fuelling Illicit Trade, Financial Flows Globally



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Contact Tracing

– LEVERAGING ON THE SKILL OF PRIVATE INVESTIGATORS



How Contact Tracing Works.

Essentially, contact tracing is a sophisticated form of sleuthing to determine who has come into contact with an individual who may have been exposed, identify any person with whom the exposed individual has been in contact, and then alert every person in that chain, as well as the relevant authorities, to the exposure.

Contact tracing has been used for decades to slow or stop the spread of infectious diseases. It allows for information to be disseminated more effectively and accurately, following which preventive actions could be taken to minimise exposure and spread.

Required Elements of a Tracing System

Case investigation and contact tracing is a specialized skill. Rapid and effective contact tracing breaks the chain of infection. Speed is critical if a contact tracing system is to be effective. Effective contact tracing efforts require technological augmentation, an app that addresses five key capabilities:

- **Proximity.** To align the best understanding of exposure risk, the contact tracing app must be able to detect encounters of a given duration and within a distance.
- **Location.** It is critical to identify where an infectious-disease positive individual occur in order to effectively track the spread of the disease and identify hot spots.
- **Ubiquity.** To be useful, the technology must be easy to use and available on as many devices as possible.

- **Interoperability.** The technology must connect seamlessly with the broader public health system. For example, it must allow users to enter symptoms or request tests from health care providers and send the app official test results that confirm infection. At the same time, it must also be compatible with public health databases and tools used by those engaged in testing, manual tracing, and hot-spot tracking, in order to facilitate quick access to scarce tests and convey relevant information to tracing teams.

- **Security.** In light of privacy and practical concerns, the technology must include a secure encryption feature and strong data governance, including deletion of an individual's data after a pandemic can be declared over. Such protections will be critical to preventing fraud and abuse and to giving users confidence that their privacy rights will be respected.



To be done effectively, it requires people with the training, supervision, and access to social and medical support for patients and contacts. Requisite knowledge and skills for case investigators and contact tracers include, but are not limited to:

- An understanding of patient confidentiality, including the ability to conduct interviews without violating confidentiality (e.g., to those who might overhear their conversations)
- Understanding of the medical terms and principles of exposure, infection, infectious period, potentially infectious interactions, symptoms of disease, pre-symptomatic and asymptomatic infection
- Excellent and sensitive interpersonal, cultural sensitivity, and interviewing skills such that they can build and maintain trust with patients and contacts

- Basic skills of crisis counseling, and the ability to confidently refer patients and contacts for further care if needed
- Resourcefulness in locating patients and contacts who may be difficult to reach or reluctant to engage in conversation
- Understanding of when to refer individuals or situations to medical, social, or supervisory resources
- Cultural competency appropriate to the local community

Given the magnitude of COVID-19 cases and plans to eventually relax mitigation efforts such as stay at home orders and social distancing, communities need a large number of trained case investigators and contact tracers. Case investigators need to quickly locate and talk with the patients, assist in arranging for patients to isolate themselves, and work with patients to identify people with whom the patients have been in close contact so the contact tracer can locate them. The actual number of staff needed is large and varies depending on a number of factors.

CDC-Funded Training for the COVID-19 Contact Tracing Workforce (USA)



Contact tracing is a key strategy to prevent the further spread of COVID-19. Contact tracing in the United States requires states, tribes, localities, and territories to recruit, hire, and train adequate levels of case investigators and contact tracers. Successful case investigation and contact tracing for COVID-19 depends on a robust and well-trained public health workforce, with staff who have excellent and tactful interpersonal skills, cultural sensitivity, and language and interviewing skills that help them to build and maintain trust with clients and contacts.

The CDC COVID-19 Response and the CDC Division of STD Prevention are supporting two cooperative agreements to train the COVID-19 contact tracing workforce. The newly funded Disease Intervention Training Centers (NNDITC) and the Association of State and Territorial Health Officials (ASTHO) in partnership with the National Coalition of STD Directors (NCSO) are leading a nationwide, coordinated training effort to build a well-trained public health COVID-19 contact tracing workforce, including case investigators, contact tracers, and contact tracing supervisors.



Knowledge-Based Training

ASTHO and NCSO are collaborating with CDC and NNDITC to expand existing training and develop new knowledge-based COVID-19 contact tracing trainings. ASTHO is a national nonprofit organization representing public health agencies in the United States and over 100,000 public health professionals. NCSO is a national public health membership organization representing health department STD directors, their support staff, and community-based partners across 50 states, seven large cities, and eight U.S. territories.

These trainings are available online. The trainings incorporate a variety of learning approaches including online instructional modules, recorded videos of sample interviews with cases and contacts, and other interactive online components



Skills-Based Training

Once contact tracers and case investigators complete online knowledge-based training, they need additional skills to be effective. CDC is partnering with NNDITC to scale up virtual skills-based training for contact tracers, case investigators, and their managers. This instructor-led training will be delivered virtually. The NNDITCs have a long history of training Disease Intervention Specialists, the key workforce in health departments who investigate infectious disease outbreaks, including STDs, HIV, tuberculosis (TB), and any emerging infectious disease threats.



Impact

The trainings planned by the NNDITC, ASTHO, and NCSO will enhance the knowledge and skills of the contact tracing workers essential to the COVID-19 pandemic response in the United States. Specifically, the trainings will 1) ensure that U.S. contact tracers have a standard set of skills and knowledge needed to do their jobs well, 2) bolster health departments' ability to work across jurisdictions to reduce the spread of COVID-19 in the United States, and 3) build a highly proficient public health workforce that can reduce the spread of other current and future health threats. These cooperative agreements contribute to the national COVID-19 response while sustainably strengthening the public health workforce for the future

Additional Information To access the knowledge-based training from ASTHO, please visit TRAIN: <https://www.train.org/main/course/1091302/compilation>. To access the skills-based training courses from NNDITC, please visit: <https://www.nnditc.org/index.html>

Reference in this article is made to the information provided by CDC (Centers for Disease Control & Prevention - <https://www.cdc.gov/coronavirus/2019-ncov/php/principles-contact-tracing.html>) & <https://www.bcg.com/publications/2020/pros-and-cons-of-contact-tracing-amid-covid-19>

**“Although the world is full of suffering,
it is also full of overcoming of it”**

.....Hellen Keller

A FINANCIAL PANDEMIC IN THE MAKING

Despite the banks' stated enthusiasm to boost credit availability through top-up loans, the risks are evident. As of January 2020, TransUnion CIBIL and SIDBI reported that the bad loan ratio of MSMEs had reached its highest rate at 12.5%.

by Shivindra Pratap Singh
 Managing Director
 Lancers Risks Consulting, India



Among the salient reasons cited for India's fast-declining GDP growth since 2019 is a tightening of credit by banks and NBFCs. The latter with turn have been forced to take this step on account of growing non-performing assets (NPAs).

The central bank's latest Financial Stability Report (FSR), released in December 2019 said that gross NPA ratio is likely to rise to 9.9% by September 2020. This ratio stood at 2.5% in 2010 and the four-fold increase over a ten-year period is significant. Many analysts had expressed concerns that the deepening economic slowdown would have made it difficult for business and individuals to repay their loans even before Covid-19 arrived at our doorstep. The pandemic has of course solidified these apprehensions and now we are staring at a full-blown financial pandemic.

In March, RBI allowed banks to offer a three-month moratorium on loan repayments. A large number of companies have opted for the moratorium, despite being well aware that the delay in repayments will accrue additional interest and raise their cost of borrowing.

Against this background, the central government's push to boost the credit flow for MSMEs through a government guarantee, announced recently as part of the financial package poses new challenges for the country's financial sector. There is no doubting the intentions behind this move; as it is well accepted that improving the credit flow and availability to these businesses that contribute over 30% of India's GDP, yet have rather limited financial access, is necessary to kickstart India's economic engine. As of 23rd June, INR 35,000 crore of the sanctioned INR 79,000 crore has already been disbursed under the Rs 3-lakh crore Emergency Credit Line Guarantee Scheme (ECLGS) for the MSME sector. According to Mint's reporting, over 19,000 MSMEs have been reaping benefits of the scheme through both public and private banks.

The problem, however, lies in the present economic environment, reeling as it is already from a prolonged lockdown and a near-complete shutdown of all economic activity. The twin factors; the economic slowdown of pre-Covid 19 era and the nationwide shutdown; have combined to create an unprecedented situation of financial instability for the Indian economy and in specific for most MSMEs. The overall contribution of MSMEs to the total manufacturing output had declined from 42.2% in 2006-07 to 33.4% in 2017-18, potentially caused by the double shocks of demonetisation and GST roll out. As per Bloomberg's reporting, the world's biggest lockdown has attributed to an upward of 55% contraction in the country's industrial output. It is the lowest production rate India has ever witnessed in the last two decades.

Despite the banks' stated enthusiasm to boost credit availability through top-up loans, the risks are evident. As of January 2020, TransUnion CIBIL and SIDBI reported that the bad loan ratio of MSMEs had reached its highest rate at 12.5%. Additionally, a majority of MSMEs are unsure of market demand returning soon, and they will naturally be hesitant to add to their existing debts in such times of economic certainty, a trend that emerged in the delay from sanction to disbursal of Government backed MSME loans.

We foresee a significantly large number of well-meaning and well-funded entrepreneurs running sustainable businesses succumbing to repayment defaults, on account of contraction in economic activity. Given this view, how prudent is it for banks to encumber the MSMEs with more loans, which will anyway increase their likelihood of a default? Irrespective of whether more credit is made available or not, we believe that Indian banks are quite likely staring at their gravest crisis to unfold over the next 12-18 months due to a sharp spike in NPAs. This risk of unprecedented level of loan defaults needs urgent planning and action by the lenders and the policymakers.

In our view, businesses that are availing moratoriums must be seen as a red flag and watched closely by banks and other lenders. The reasoning is simple: a business that is confident of its future cash flows will always seek to avoid the extra interest costs borne out of a moratorium. Banks and lenders therefore must undertake an immediate due diligence of all businesses who have shown interest in availing moratorium or have proceeded to avail it.

They say never waste a crisis. The economic environment such as the one we are experiencing at present can act like an ideal opportunity for fraudsters. It is imperative for banks to increase vigil and close monitoring towards ensuring that Disasterpreneurs do not take undue advantage of these moratoriums and easy credit and divert their funds.

The imminent economic slowdown and the resulting defaults will test the limits of the existing checks and balances in place to manage the accumulation of new NPAs and in turn test the resilience of our financial sector. Over the last decade, Indian banking sector has significantly evolved in its stressed assets management and resolution procedures and practices. It is imperative to acknowledge that the human race has not encountered an economic disruption of this magnitude ever before, just like it has not encountered the Covid-19 before. Situation demands that we adopt an agile and dynamic posture towards this crisis that have befallen us, both health and economic pandemic. Just like health pandemic, financial pandemic demands a reboot of our definition of Risk and our Risk Mitigation measures. Pre-emptive and pro-active approach needs to be adopted.

Whilst the Government and its policy makers devise the least painful way forward, it is imperative for the banks to review their risk mitigation posture and develop a pro-active approach by undertaking pre-disbursal reputation checks, lifestyle audits on the promoters and also to embark on a pre-emptive asset tracing of their unencumbered assets. A more robust and structured forensic audit mechanism must be incorporated and made a part of the sanction terms.

Several public sector banks have witnessed a lot of undeserved notoriety in the recent years on account of big-ticket frauds. They will do well to prepare well for what is about to hit them in the next few months. Just because we were not ready should not be the reaction that should be under par. After all a nation of 1.3 billion has taken upon itself to fight the health pandemic, it's now for the policy makers to do the same and ensure that we stop it from becoming a financial pandemic.

Disclaimer: The views expressed in the article above are those of the authors' and do not necessarily represent or reflect the views of this publishing house. Unless otherwise noted, the author is writing in his/her personal capacity. They are not intended and should not be thought to represent official ideas, attitudes, or policies of any agency or institution.



PRIVATE INVESTIGATION AGENCIES' INVOLVEMENT IN THE FIGHT AGAINST HUMAN TRAFFICKING

EXECUTIVE SUMMARY
September 2020



The hidden nature of human trafficking and its high profitability as a criminal activity make it difficult to investigate, and even more difficult to recover the victims. Law enforcement agencies (LEAs) have been at the forefront of investigations of human trafficking cases. Due to various challenges, their efforts to recover and protect vulnerable groups of children and adults victimized through trafficking remain inadequate. LEAs acknowledge the importance of interagency collaboration in conducting investigations of human trafficking cases. They make efforts to develop cooperation within their system. They also get help from other stakeholder groups and organizations such as community groups and social service providers. While the latter can help identify victims and provide them with care assistance, they are not often able to assist LEAs for actual investigations of human trafficking cases. Such investigations are complex, resource and time consuming, and arguably overwhelming for any LEAs. One potential stakeholder group in investigations of human trafficking cases, overlooked yet today, consists of private investigation agencies (PIAs).

Little is known about the extent to which PIAs are involved in trafficking-related investigations, or the rescue and protection of victims of human trafficking. The limited information on the work of private investigators (PIs) concerning human trafficking is mostly described in the grey literature. The assistance some PIs provide LEAs in high-profile investigations of human trafficking cases is rarely acknowledged in any reports. It is important to explore the distinctive skills and experiences this group of first responders can contribute to the fight against human trafficking, and how they can collaborate with LEAs to assist trafficking victims and their families. This study aims to examine the characteristics of PIAs experienced in investigations of human trafficking, their potential strengths and limitations, their perspectives concerning collaborating with LEAs and lawmakers to improve efforts to investigate trafficking cases and recover victims.

The following research questions were examined:

- (1) What are the characteristics of PIAs?
- (2) What is the level of awareness of PIAs of the problem and policy of human trafficking?
- (3) What is the scope of interest and experience of PIAs in investigations of human trafficking cases, and the recovery of trafficking victims;

- (4) What are some distinctive capacities, strengths, and limitations of PIAs in the fight against human trafficking?
- (5) What is the extent of interagency collaboration between PIAs and LEAs for investigations of trafficking cases, and what are the benefits and issues to that collaboration?
- (6) How can the input and visibility of PIAs in the fight against human trafficking be enhanced?

RESEARCH METHODS

An exploratory, sequential mixed method design, with a survey and an interview, was used. Purposive sampling was used to recruit 81 leaders and designated spokespersons from 81 private investigation agencies (PIAs). The data collected from the 81 participants in the survey helped to select 28 respondents for the following interview component.

The survey method was used to explore the following five key variables: (1) participant and organization characteristics; (2) participant's awareness of human trafficking and participation in trainings on the topic of human trafficking; (3) participant's perspectives on PIAs' interest and work in human trafficking; (4) PIAs' involvement in investigations of human trafficking cases; and (5) interagency collaboration between PIAs and law enforcement agencies (LEAs).

The interview method was used to cross-validate the survey findings through an in-depth exploration of the following four themes: (1) PIAs' experiences in working on human trafficking cases; (2) PIAs' perceptions of skills, capacities, and limitations of PIAs in investigating trafficking, and in recovering victims of trafficking; (3) PIAs' experiences and perspectives concerning interagency collaboration with LEAs on investigation of human trafficking cases; and (4) respondents' recommendations for LEAs, PIAs, policymakers, and potential clients. Descriptive statistics including univariate and bivariate analyses of the survey data were conducted, using the SPSS 20.0. A qualitative thematic analysis of the interview data was conducted, using the Atlas.ti 8 data management program.

FINDINGS

The mean age of the 81 participants in the study, 59 years (SD=11.4), indicates that most PIs in the study were in their 50s. Over 90% of the participants were the top leaders of their investigation agencies. At least four of every ten participants

were former law enforcement officers, which appears to show that law enforcement experience played a part in the motivation of most participants to establish their own PIAs. All the PIAs in the study were for-profit agencies, with the exception of two that were nonprofit. Notably, one of every five participants indicated that human trafficking work was their agencies' main specialty. The findings indicated that almost all the participants had substantial knowledge of the problem of human trafficking. Likewise, all except three reported having the necessary competence to identify trafficking victims.

The fact that most of the participants (71%) reported they received training regarding human trafficking is another evidence of the respondents' competence in dealing with human trafficking cases. More importantly, almost 50% of the participants (39 of the 81 survey respondents) indicated that they did human trafficking-related work. Considering that over 95% of PIAs are for-profit organizations, it was not much of a surprise that most participants reported inability of clients to pay for services as one of the foremost obstacles to any investigations around human trafficking. Issues of limited or no income from trafficking investigations and limited support from law enforcement could be considered the most significant issues

that influence the decision of PIAs to do any work related to human trafficking. Among the competences necessary for PIAs to be able to work on human trafficking cases, understanding strategies used by traffickers to recruit, trap, and control victims was perceived as very important.

The majority (33%) of the 39 participants with work experience in human trafficking rated human trafficking investigations as a major service area of their agencies. This finding is noteworthy because it shows that some PIAs are actively involved in the fight against human trafficking. Data on the estimates of trafficking cases investigated and victims recovered by PIAs in this study provide a glimpse into the substantial work PIAs in general provide but which is rarely mentioned in almost any literature. The finding that 67% of the victims recovered by participants' agencies were U.S. citizens and permanent legal residents against 36% who were non-U.S. citizens confirmed the literature. Participant rating of their agencies' level of difficulty in operations of recovering human trafficking victims as "moderately difficult" underlines how complex and dangerous investigations of trafficking can be.

It is often difficult for PIAs to get paid for human trafficking services. Consequently, six out of every ten PIAs are likely to conduct human trafficking investigations pro bono. While 28% of the PIAs reported sometimes being paid, only 14% indicated that they were always paid for trafficking-related services. These findings indicate serious challenges for PIAs to sustain human trafficking operations. PIs perceived they had skills that made them potential stakeholders in efforts to address trafficking in persons. The 39 respondents with work experience in trafficking indicated their distinctive assets as: their ability to get assistance from networks of PIs; their ability to deploy substantial resources for investigations; their advanced skills for locating missing, kidnapped, or trafficked persons; and for most respondents, past experience in law enforcement.

Six out of every ten PIAs with experience of human trafficking investigations reported having rarely collaborated with LEAs about trafficking cases. PIAs' collaboration with LEAs tend to occur on a very small scale and mostly informally. Thus, there is substantial difficulty for PIAs and LEAs to work together on human trafficking. Yet, most participants perceived that LEAs' assistance to PIAs is crucial in the recovery of victims of human trafficking, especially after locating where victims are being held captives. The successful cases of collaboration between PIAs and LEAs described by respondents indicate the importance of such partnerships in conducting human trafficking investigations.

The interview findings provided valuable information concerning the strengths and challenges of PIAs in human trafficking investigations, as well as promising ways to collaborate with LEAs. Having law enforcement background gives PIs important investigation skills that add to what they have learned on the PI job to make them far more skillful investigators than colleagues who are still in law enforcement.

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Though some PIs have expertise in information and communication technology (ICT), they cannot access important crime information databases that are only accessible to LEAs. There are also other databases PIs can easily access for a fee and without warrants, contrary to law enforcement officers who are always required to go through a legal or bureaucratic process of approvals to access the same information. It appears that unrestricted access to databases and information by PIs depends upon the types and the sources of the information needed, the qualification of the person accessing the information, and the state's PI licensing system.

Victim-centered approach was stressed as a distinctive characteristic of PIAs compared to LEAs, implying that PIAs prioritize recovery, protection, and well-being of victims they are hired to find. Thus, PIAs would prefer to investigate without LEAs' assistance if they fear that a crime victim whom they are tasked to recover risks being arrested by law enforcement for any reasons. They solely focus on recovering the victim, which leads them to work sometimes with criminals, instead of against them, to recover victims. PIs in the study indicated having been trained in the use of trauma-informed strategies in their operations of recovery of victims from captivity. Having advanced interview skills was reported by almost all the respondents as essential for any PIs who intend to conduct human trafficking investigations. Overall, the findings show that PIs have distinctive skills that can be crucial in investigations of human trafficking.

However, PIAs' strengths and skills highlighted in the study regarding trafficking investigations are often hindered by obstacles that can deter their focus on human trafficking alone. In fact, as the interview findings confirm, while PIAs have unlimited time and a lot of advanced investigation skills, they lack financial resources to pay for expenses incurred by their investigations. Thus, the inability to receive payment for trafficking-related investigations prevents many PIs from sustaining their efforts in such investigations even though they have the necessary skillset. Moreover, participants argued that PIs' knowledge and ability to assist in trafficking investigations is rarely discussed or mentioned to the public, which results in the lack of referrals and low involvement in trafficking investigations. Nevertheless,

respondents stressed how important it was for them to find ways to involve LEAs in any trafficking-related investigations they initiated. They acknowledged the importance for both PIAs and LEAs to collaborate. Collaboration with LEAs was found to highly depend on the size of the PI's network. That is why it is vital that PIs proactively develop connections with LEAs whenever possible. Contrary to PIs aged 50 and below, those in their 60s and 70s had limited difficulty collaborating with LEAs because they argued that it took them substantial time to create and sustain networking with LEAs.

Distinctive contributions that PIAs can potentially make to investigations initiated by LEAs include: providing training to LEAs concerning human trafficking; conducting interviews and serving as intermediaries between families and LEAs; locating missing people and conducting surveillance support for LEAs; collecting intelligence and sharing information with LEAs. Considering their advanced skills in locating missing people and conducting surveillance, PIs can provide a critical support for LEAs because they can collect intelligence and share information with LEAs. As stressed through the findings, it is important that PIAs make efforts to inform LEAs about investigations of trafficking they conduct to get technical support only LEAs can possibly provide. LEAs' intervention in any criminal investigation and prosecution is indispensable. In fact, only LEAs have the legal powers to arrest crime perpetrators, even if sometimes PIs can make citizen's arrests. LEAs have the power of the law with them to use lethal power.

Collaboration with LEAs does not often occur without difficulties. In very few cases, LEAs sought cooperation with PIAs even if that did not go beyond informal connections. In most cases, LEAs tend to ask PIAs for information about investigations, but they would not reciprocate and help PIAs. Interestingly, it was found that when LEAs decide to share information with PIAs, they tend to provide misleading information. Thus, in addition to distrust, some LEAs appear deceitful in their interaction with PIAs. Due to issues of ego and selfishness, they dislike working with any PIs because they do not want to be advised about how they should conduct investigations. A feeling of power entitlement among LEAs could partly explain why the latter disregard or show disdain toward PIAs for what they could contribute to investigations.

Interview participants described at least five high-profile human trafficking investigations they initiated and conducted before calling law enforcement for help to make arrests of traffickers and recover victims. In one investigation case described by participants, more than 120 labor trafficking victims were recovered. Though the cases were well covered by the news media, there was no acknowledgement of the PIs who did most of the investigations. Rarely have any PIAs been mentioned in any reports concerning investigations of human trafficking as role players. As the interview findings show, LEAs tend to overlook or to even question the credibility and expertise of PIs. The argument here is either LEAs do not want to acknowledge the resources PIs represent, or they perceive





PIs as a threat to their power and consequently shun them. Likewise, PIs who were formerly in law enforcement tend to be upset at experiencing the same condescension from young law enforcement officers. Beyond selfishness, distrust, and aloofness LEAs would show in interactions with PIAs, another major barrier to information sharing by LEAs is the fact that there are laws that regulate information LEAs can share with private citizens.

The interview findings provide substantial information about ways stakeholders such as LEAs, policymakers, and the general public can value PIs' input and impact in efforts of prevention, protection, prosecution, and partnership as related to human trafficking. First, the law enforcement community should assess the way they have perceived or disregarded the PIA community until now. Consideration should be given to PIAs' capacity to complement LEAs in investigations of human trafficking. LEAs should understand that cooperating with PIAs could be highly beneficial for their investigations because PIAs' are advanced in areas such as surveillance, interviews, locating missing persons, etc. Through opportunities for workshops and conferences, LEAs and PIAs can develop connections and share information around strategies to deal with human trafficking. Parallel to conferences, LEAs should lead the way by establishing human trafficking investigation teams that would include PIs with expertise in this area of services. LEAs would need to reach out to PIAs by developing a directory of those with expertise in missing persons and human trafficking. It would also be advisable that PIAs be informed about those in LEAs who are specialists of human trafficking. LEAs should consider vetting and contracting with PIAs proven to have expertise in human trafficking investigations. For instance, LEAs can use PIs as resources by contracting with them to train their staff across the board on human trafficking and advanced interview skills and interactions with trafficking victims.

As far as PIAs are concerned, whatever their areas of specialty, they need to be trained concerning human trafficking because as one respondent put it, "Sooner or later, PIs will come across situations linked to human trafficking," because investigations they conduct can result in or overlap with human trafficking. The interview findings show that most trafficking investigations often start as something else. Yet, as most participants pointed

out, being trained about human trafficking is not a problem. The actual problems are three pronged: the difficulty of getting any income from this specialty; the danger inherent to trafficking investigations; and LEAs' aversion to collaborate with anyone. One way that PIAs can circumvent the difficulty of collaborating with LEAs could be by reaching out to state attorneys and prosecutors and volunteering to build connections that can be helpful around human trafficking investigations. While collaboration with LEAs is important, advocating toward policymakers is more important regarding support to PIAs in investigations of trafficking. Policymakers could sponsor more research about PIs' potential roles in the fight against trafficking. Policymakers could enact laws that let licensed PIs access the same tools and national databases as LEAs for human trafficking investigations. One key action in which policymakers could make a major difference would be to create competitive public funding opportunities for PIAs concerning human trafficking investigations.

This study shows that PIs can assist families and communities who have lost their members to human trafficking. However, it is important that people searching for PIs to help recover victims of trafficking understand that PIs specialized on human trafficking are not many, but highly skilled to help. The most important obstacle for families would be the prohibitive financial aspect of trafficking investigations. The good news, as the interview findings show, is that some PIAs specialized in trafficking investigations will do whatever they can to help families recover their loved ones, even it must be pro bono services.

This research helps understand how PIAs and LEAs interact or do not interact. The study highlights the particularities of the two professions as they relate to investigation work in general, and especially about human trafficking cases. Suggested recommendations for increasing the options for cooperation could be considered a major positive outcome of the research.

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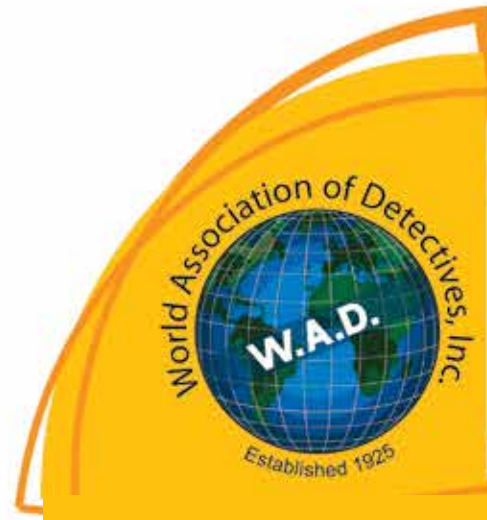




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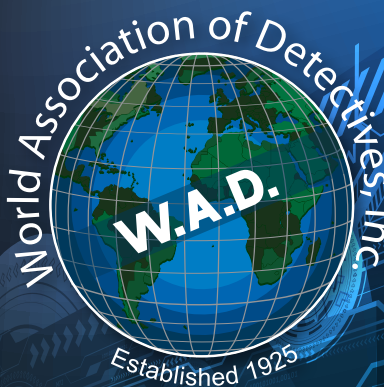
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