

# THE CPIRC NEWS

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## You Have Spoken, We Have Listened

Over the past year we have received many phone calls and emails from members expressing their concerns about our CPIRC Resource Centre (CRC) being available to the general public. After months of handling these concerns we have come to agree with our members.

As of August 7, 2005 all members will be given a unique username and password to be able to access The CRC.

Over the next few months we will be adding thousands of invaluable investigative resources. As usual we welcome all suggestions from our members.

## “Knowledge is Power”

Francis Bacon  
(1561-1626)



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## RESOURCE CENTRE ROUNDUP

## HOW EASY IS IT FOR AN EMPLOYEE TO STEAL YOUR COMPANY INFORMATION?

During World War II and later on during the cold war, spies used sophisticated equipment like the Minox subminiature camera that would fit easily into the palm of the hand and yet take high quality photographs of sensitive information.

Today's corporate spies don't need expensive spy equipment to steal sensitive information. All the equipment needed can be purchased at your local electronics store.

**-USB drives-** You might know them as flash drives or key drives. USB drives are small, yet can store up to 2 gigabytes! How much information is 2 Gigabytes?

- 129 564 Microsoft Word pages
- 200 198 emails
- 331 582 Excel file pages
- 30 954 image files

Does that put things more into perspective? An employee can easily download company information in seconds and then sell it to the competition.

**-Key stroke loggers and surveillance software-** These can be installed on a computer without its owner knowing while it records all key strokes, passwords, emails, documents, online chats... The thief can program the software to email all your information to himself!

**-Radio scanners-** You think you're safer working from your home office? By using your portable phone for business meetings or having your baby monitor on, a thief with an inexpensive radio scanner can be listening in on your conversations with your business partners. As for your baby monitor, well, you essentially made it easy for the thief by placing a legal audio transmitter in your own home. Allowing him to hear all the conversations in your home.

**-Trash-** Of course let's not forget about what we throw out. Credit card statements, receipts, bank statements, company statements, etc... Use a cross-cut shredder.

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## ARTICLES OF INTEREST THAT YOU'LL FIND IN OUR RESOURCE CENTRE

- Identity Theft: Out of Control?
  - Card Fraud Tops £500m
  - ACFE Member Phil Levi, CFE, CMC, FCA Talks About Computer Fraud & Fraud Detection.
  - Chinese Spies Cost Canada billions
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# Evaluating the Suspect Who Accepts Some Responsibility for the Crime

During the course of interviewing a suspect who is guilty of committing a crime it is not uncommon for the suspect to acknowledge some level of responsibility for committing the crime. While the suspect's statement falls short of an admission of guilt, in many situations it becomes a behavior symptom supporting the suspect's probable guilt. Examples of these circumstances include the following cases:

1. A teller who stole \$1000 from his cash drawer openly acknowledged leaving his cash drawer unlocked and unattended thus creating the opportunity for the theft to occur. The teller went so far as to suggest that he should resign his position because of his negligence.
2. An employee who stole \$200 in money from an evidence room at a police department accounted for the shortage by claiming not only that the money was accidentally thrown away, but that she would have been the person who threw it away.
3. A grandfather accused of fondling his granddaughter's vagina openly acknowledged that he did accidentally put his hand down her panties when the two were wrestling on the floor.
4. An employee who started a fire inside a warehouse admitted that, because he had smoked in the vicinity where the fire started, there was a strong possibility that one of his cigarettes may have started the fire.

Accepting responsibility for a crime seems contradictory to the attitudes most guilty persons display during an interview. Typically, a guilty suspect tries to distance himself from the crime he committed. The suspect often attempts to minimize his motive or access to commit the crime and may place himself far away from the crime scene. Why then do some guilty suspects closely associate themselves with the crime they committed to the extent of accepting some level of responsibility for the commission of the crime?

One possible reason is that it represents an attempt to offer an innocent explanation for the reported crime (inadvertent contact with the granddaughter's vaginal area, careless use of smoking material, accidentally throwing money away.) By offering this innocent excuse, the guilty suspect hopes that the investigator will conclude that no crime was committed and the investigation will be terminated. Especially when a guilty suspect is caught in a web of circumstantial evidence there is often an attempt to offer an innocent explanation to excuse away evidence, e.g., "Yes, I did sleep with boys but there was no sexual touching. The boys may have consumed alcohol but the alcohol was not intended to reduce their sexual inhibitions."

In many of these cases, however, there may be another underlying motive. After all, the arsonist could have said that the fire was accidentally started by "someone's" cigarette, or the theft from the evidence room could have been accounted for by "someone" accidentally throwing the money away. Why would the guilty suspect go so far as to accept personal responsibility for the crime? By accepting some level of personal responsibility for the crime, the suspect relieves guilt associated with committing the crime which, in turn, will reduce the suspect's fear of detection.

To illustrate this effect, consider that my son was driving his girlfriend home from school in our new car. To show off his driving skills my son speeds around a corner and side-swipes a parked car. In a frightened state of mind he

drives away from the accident. Our new car has a three foot crease down its side and my son has to make a decision. He quickly eliminates telling the truth because that would result in negative consequences (probably losing his driving privileges). He could claim complete ignorance and wait for me to discover the damage but that option would involve significant lying accompanied with the greatest level of guilt. He could tell me that the car was somehow damaged while parked at school but that would result in very thorough questioning by me, which he is anxious to avoid.

Psychologically, the best strategy for my son to take would be to tell me that he exercised poor judgment by parking too close to the exit lanes in the school parking lot, which caused another car to side-wipe our car. Because of his admission against self interest I would accept this explanation at face value. As icing on the cake, my son might accept further responsibility by offering to pay for some of the damage. At that point, swelling with pride because I had raised such an honest and forthright son, I would reassure him that our insurance will cover the cost of the damage and give him the keys to our other car.

Does this mean that anytime a person accepts some responsibility for an act of wrong-doing that it is an indication of that person's guilt? Of course not. During our training seminars I present a case where a night manager at a hotel claimed to have inadvertently left a ring of keys out on a desk. Her explanation for the theft is that someone discovered the keys and used one of them to steal money from a safe deposit box. Who is our #1 suspect in this case? Obviously the night manager. However, during her interview she never attempted to use her negligence as an excuse for the theft. In fact, she acknowledged routinely leaving the keys out and that the night the theft occurred was no different than many others. The night manager's innocence was verified when another employee confessed to finding the keys and using one of them to steal the money.

The primary difference between this innocent suspect and the previously mentioned guilty ones is not that the night manager's actions may have contributed to the commission of the crime, but rather, that she did not use her negligence as an excuse for the crime occurring. Another telling difference is the manner in which she brought up her negligence. While she did not lie about failing to secure the ring of keys, she was reluctant to reveal this violation of policy. The previously mentioned guilty suspects almost appeared anxious to accept personal responsibility for the crime and, in each instance, volunteered the information before being specifically asked about possible negligent behavior.

A behavior related to accepting personal responsibility for the commission of a crime is the suspect who expresses regrets during the interview. Examples we have encountered include a husband who blamed himself for his wife's murder because he did not install a security system, as well as a number of parents who stated that they felt responsibility for their child being sexually molested because they naively trusted the molester. Similarly, many suspects have expressed regret at not intervening with a loved-one's chemical dependence, gang affiliation or choice of friends. In these cases, the suspects have been innocent of involvement in the crime under investigation. Consequently, expressions of such regrets should not be considered a behavior symptom of guilt. Especially when a crime involves great personal loss, it is human nature for an innocent person to go through a stage of self-incrimination where the person says to himself, "If only I did such and such, (the crime) never would have happened."

In conclusion, when a suspect makes a statement that accepts some responsibility for the commission of a crime, it can be a behavior symptom indicating that person's possible involvement in the offense. This is particularly true if the statement offers an innocent explanation for the circumstance that brought about the investigation. It should also be considered suspicious when a suspect acknowledges that a crime was committed but appears almost anx-

ious to accept some level of responsibility for its commission. Conversely, it is not unusual for innocent suspects to express regrets concerning some aspect of their behavior relative to the commission of someone else's crime. Clearly, a distinction must be made between accepting personal responsibility for a crime, e.g., "When I was cleaning my gun it accidentally went off and shot my wife" and the suspect who expresses regrets, e.g., "If I would have kept my gun locked up this never would have happened!"

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For further information on interrogation or interviewing techniques consider attending our advanced course on interviewing and interrogation. All CPIRC members get discounts on Reid seminars.

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## RESOURCE CENTRE ROUNDUP

### **U.S. GOVERNMENT OPENS SEX-OFFENDER REGISTRY**

The U.S. National Sex Offender Public Registry, coordinated by the Department of Justice, currently has information from 22 states.

Nationally, about 500,000 offenders have registered. Most are listed on sites run by states or local jurisdictions. The whereabouts of approximately 25 percent of offenders are unknown, according to the National Center for Missing and Exploited Children.

Click the [\*\*U.S. Sex Offenders Public Registry\*\*](#) link found in the **“U.S. Resources”** category in the Resource Centre.

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### **MICROSOFT HAS UPDATED ITS ANTISPYWARE SOFTWARE**

Microsoft has updated its antispyware software. This is a beta (test) version that was due to expire at the end of July. Its life has been extended until the end of 2005.

Many use antispyware along with other softwares like Ad-Aware and Spybot. One software seems to find what the other doesn't. By using all three you will ensure complete protection.

Download these free programs from our **“Free Investigative Software & Publication Downloads”** category in the Resource Centre.

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### **EDUCATE YOURSELF ON TERRORISM**

Although many Canadians believe that because Canada has not openly participated in the Iraq war we are immune to terrorist attacks on Canadian soil or against Canadians abroad.

Unfortunately, it is not a question of if but more a question of when and where.

After 9-11, many private security companies were stretched thin due to the great demand to protect properties like telecom buildings, synagogues, government buildings, powerplants and other high risk sites along with soft targets like shopping malls, public transportation and tourist sites.

We have added several resources concerning terrorism in Canada and world-wide. Find them in the **“Security and Intelligence Community”** category in the Resource Centre.

# Private Security Firms Expanding Services

## Firms filling gaps left by public sector

The line between public and private policing is blurring in Canada as government funding for security gets stretched tighter and tighter.

Most of Canada's 1,400 private investigation and security firms are tapping this trend to find new business in areas traditionally patrolled by domestic police forces.

But it is no longer just a game for gumshoes.

In Ottawa, Robin St. Martin has built Iron Horse Corp. from a one-man operation in 1994 to a multimillion-dollar business by filling security gaps left by the public sector. The demand is so great, he is predicting a 35-per-cent increase in revenue for 2005.

"This business is all about investigation and protection, and as the economy grows so does the need for security services," St. Martin says. "People know they will have to pay for it either by increased taxes or by hiring a company like ours."

Revenue reached \$1.85 million last year. This year's increase is expected to come mostly from new operations in Toronto.

Since 1998, St. Martin has geared Iron Horse to meet what he calls a phenomenal demand for licensed security guards, which he says has increased guard numbers in Ontario to 40,000 in 2004 from 28,000 in 1999.

Most of Iron Horse's 100 full-time and 300 part-time employees are involved in property protection, which accounts for 55 per cent of the company's business. The company also operates a training academy and graduates are all but guaranteed a job because of a backlog of demand.

"Times have changed. There's a much stronger view of this need for security because of 9/11, but also because prominent businesses know they have to have protection or face serious liabilities," St. Martin says. He adds that the investigations side of his company is also becoming broader.

Like most security companies, Iron Horse offers diversified services and can investigate everything from insurance fraud to theft of intellectual property and marital infidelity.

The scope is becoming so wide that some agencies see their duties as risk-management consultants as much as private investigators.

"Much of the investigation business is about getting information for police or lawyers to use in the legal system. But there's also a growing need within corporations to be able to protect themselves," says Bill Joynt, president of the Council of Private Investigators - Ontario.

"Corporate clients today have all sorts of different requirements and you never know what will pop up next. PIs (private investigators) have to keep pace with crime sophistication," says Joynt, who owns the 110-employee Investigators Group agency in Toronto.

According to many security executives, breaking insurance scams, investigating workers' compensation claims, finding missing people and uncovering information for lawyers remain their core businesses. But they are susceptible to market forces.

"There are parts of the business that come and go, like surveillance. It just shows that agencies have to be far more diversified today and flexible for when those slumps hit," says Geoff Frisby, owner of LCR Consulting Ltd., a two-person agency in Fort Saskatchewan, a suburb of Edmonton.

One effect has been increased co-operation in what was once a fiercely competitive industry. Security companies will now subcontract their expertise to other agencies.

James Thomasen, president of the Private Investigators Association of British Columbia, calls it "service by affiliation" and says it allows smaller agencies to call themselves full-service companies.

One area of investigations that is growing is background checks.

"I've seen a rise in the due-diligence part of employment, where companies want to make sure that prospective employees are who they say they are," says Thomasen, who owns the two-person Pinnacle Investigations and Security Services Ltd. in Vancouver. "It's expanded into the international level and we're doing background checks in places like the Philippines and the United Kingdom."

Another area that is providing growth opportunities is combating the rapidly evolving styles of theft and fraud. New forms of loss protection often involve technology such as high-end audio-visual surveillance and cyber-tracking equipment.

"The electronic side is new and getting bigger, especially when it deals with identity theft," says John Farinaccio, director of the Canadian Private Investigators' Resource Centre in Montreal. "The demand is being driven by the U.S., because what happens down there comes up to Canada."

A 2003 study on economic crime by PricewaterhouseCoopers found that one-third of companies in North America were victims of fraud and theft, and that the problem of cybercrime was increasing by double digits annually.

As the crimes become increasingly sophisticated, private investigators have to know how to dig deep for information.

Accessing personal information also has become harder since investigators now must have investigative body status under the Personal Information Protection and Electronic Documents Act (PIPEDA) in order to be able to thoroughly examine someone's background.

That is a status that most PIs do not have. In fact, most PIs do not need any certification at all. They do need a licence from Industry Canada, but requirements (except in B.C. and Newfoundland, which have two-year supervisory conditions on licensing) are less stringent than for a driver's permit, says Iron Horse's St. Martin.

"It's the same thing for licensing security guards in Ontario, no minimum standards, and I think it's pretty bad because the business is now all about reputation. When PIPEDA came in it caused a bit of a slump, but I think it was necessary," he says.

"This means as a full-service security company we absolutely must do our due diligence properly and provide top-quality customer service," St. Martin says.

St. Martin, who is about to expand Iron Horse into Quebec, believes there is a need for a national association to create adequate certification for an industry that is now starting to consolidate.

"There used to be a lot of mom'-and-pop shops (in the security guard business) but they're getting bought up by the public multinationals like Securitas and Garda. This is a trend in the whole industry, becoming international because security issues go across borders," he says.

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By Mike Levin - Business Edge

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## RESOURCE CENTRE ROUNDUP

**VIN INVESTIGATION REPORT**

Whether you're considering buying from a dealer, a used car retailer or an individual, make sure you know your vehicle's Canadian and American history. This investigation report is the most efficient tool available to ensure your vehicle is exempt from litigation (theft, salvage, rebuilding) and from any lien and security rights in North America (otherwise the financial institution or the person who has a lien right on the vehicle may repossess it with no further compensation to you).

Have your VIN history report in hand before you buy your next used car. Why risk so much for so little?

How much does the report cost? The research process provides you with a comprehensive vehicle history throughout Canada (litigation included) and a complete and guaranteed on lien status in an integrated document for only \$24.95 (plus taxes). Requests are processed at the latest on the next working day following receipt.

Click on the appropriate link in the **"Planes, Trains & Automobile Related Sites"** category in the Resource Centre.

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**THE CIA RELEASES ITS LATEST FACTBOOK UPDATE**

The Central Intelligence Agency's World Factbook has been updated. This book includes a lot of information about individual countries.

Each entry includes a map and short description of the country's background. There are seemingly endless details on each country's economy, geography, demography, etc. Really, if you need a quick refresher on a particular country, this is the place to look.

The Factbook is intended for government use, but is available to everyone.

You can download a copy from the **"Free Investigative Software & Publication Downloads"** category in the Resource Centre.



Canadian Private Investigators'  
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