



Penticton RCMP

Commercial Security Self-Assessment

Welcome to the Penticton RCMP Commercial Security Assessment

This Commercial Security Assessment is designed to help business owners, operators and staff to assess the security of their business. It covers potential areas of vulnerability, and provides suggestions for adapting your security to reduce the risk of crime against your business.

Complete each question in the Commercial Security Assessment. If you answer 'No' to any of the questions, review the suggested treatment options at the end of this checklist.

Penticton RCMP is committed to ensuring the safety of members of the community and their property. It is intended that use of the recommendations contained within this document may reduce the likelihood of criminal activity in and around your place of business. Use of the recommendations however does not guarantee that all risks have been identified, or that the area evaluated will be free from criminal activity if the recommendations are followed. Use of these recommendations is not intended to replace expert and specialist legal or security advice that may be relevant to your business.

Disclaimer: This is a Penticton – RCMP Commercial Security Assessment Program. The opinions, suggestions and recommendations expressed during a Commercial Security Assessment visit and/or in this report are not necessarily the opinion of the RCMP and or the City of Penticton, neither does this provide guarantee against crime and street disorder. Neither this Commercial Security Assessment nor any representation made nor any act done by the RCMP Member or other Volunteer shall be deemed to waive any provisions of any such Bylaws or Regulations. The occupier and/or the owners shall be responsible to carry out work in compliance with all applicable Bylaws and Regulations relating to the work.

Name:	
Organization:	
Address:	
City:	Postal Code:
Phone:	Fax:
Date:	Time:

PENTICTON RCMP COMMERCIAL SECURITY SELF ASSESSMENT

QUESTION	YES	NO	N/A	COMMENT
Business Identification				
Is the business name clearly displayed?				
Is the business identifiable from the rear?				
Warning Signs				
Are there appropriate warning signs posted around the perimeter of the property?				
Are there appropriate internal signs to guide visitors?				
Are the signs clearly visible?				
Fences and Gates				
Are there boundary fences erected around the business?				
Are gates fitted?				
Are boundary fences and gates around the property able to restrict access?				
Are the boundary fences in good condition?				
Are the fences and gates of appropriate material?				
Is there a line of sight through the fences from neighbors?				
Is there a line of sight through the fences from the street?				
Landscaping				
Is landscaping around the business free from potential hiding places?				
Is landscaping regularly maintained?				

QUESTION	YES	NO	N/A	COMMENT
Is the business free from landscaping that would provide offenders access to areas of the business?				
Security Lighting				
Can the business be seen from the street?				
Can the business be seen by its neighbors?				
Are there any blind spots that would be vulnerable to break--in or vandalism?				
Is there security lighting installed around the business?				
Is the security lighting operating?				
Are entry and exists well lit?				
Are pedestrian paths/routes from the street to main building entrance well lit?				
Are pedestrian paths/routes from parking lots to main building entrance well lit?				
Do you leave limited lighting inside the business on at night?				
Is lighting positioned in a way to reduce opportunities for vandalism?				
What type of light is used on site?	MH	HPS	LPS	OTHER
Is exterior CCTV used on site?				
Building Design				
Is the building of solid enough construction to restrict unauthorized access?				
Is the building secured to reduce the risk of vehicle ram raid?				
Is there adequate protection against entry via the roof?				
Are manholes secured?				
Is the height of the counter appropriate for the business?				
Are customers prevented from accessing the area behind the counter?				
Is shelving arranged to provide good sightlines within the store?				

QUESTION	YES	NO	N/A	COMMENT
Electrical Box & Mail box				
Is the electrical box enclosed in a cabinet or room?				
Is the cabinet or room fitted with a lock set approved by the local authority?				
Is this cabinet or room kept locked?				
Is the mail box fitted with an appropriate lock set?				
Doors				
Are the business's external doors of solid construction?				
Are these doors fitted with quality lock sets to restrict access?				
Are entry/exit points clearly identified?				
Are all fire exit doors self-closing?				
Are exit doors used appropriately by staff?				
Are at-risk doors locked at all times?				
Are external door hinges mounted so they cannot be removed?				
Can visitors be seen before access is allowed?				
Windows				
Are external windows to the business of good construction?				
Are these windows fitted with quality lock sets?				
Are windows free of promotional materials?				
Are skylights secured?				
Property Identification				
Have you recorded make, model and serial numbers of your businesses items (such as mobile phones, computers etc.)?				
Is all valuable property permanently marked with a corporate identifier?				

QUESTION	YES	NO	N/A	COMMENT
Is your property photographed for identification?				
Do you have insurance?				
Are your property list and photographs kept somewhere safe?				
Telephones				
Are your telephones pre-programmed with emergency contact numbers?				
Can the telephone line be unlawfully tampered with?				
Safes				
Do you have a safe installed?				
Is the safe securely anchored?				
Is the safe in an appropriate position?				
Does the safe have a drop-chute facility?				
Is the safe Time Locked (Delayed)?				
Is the safe kept locked?				
Key and Valuables Control				
Do you maintain a key register?				
Are all spare keys secured?				
Are keys to the safe adequately secured?				
Have you supplied police with a current emergency contact list?				
Do staff have a location to secure their personal items?				
Does this location have restricted access?				
Cash Handling				
Do you have established cash-handling procedures?				
Do you have a lockable cash drawer?				

QUESTION	YES	NO	N/A	COMMENT
Do you have irregular banking procedures?				
Is a company used to transport cash?				
Is money counted out of public view?				
Intruder Alarm Systems				
Is an intruder alarm system installed?				
Is the intruder alarm monitored?				
Does the alarm have a duress facility?				
Does the system work?				
Do you check the system on a regular basis?				
Does the alarm system need upgrading?				
Does each employee with alarm access have their own code?				
Are employee alarm codes deleted after their employment terminates?				
Are employee alarm codes kept confidential?				
Have LEDs (Light Emitting Diodes) been deactivated?				
Surveillance Equipment				
Do you have surveillance equipment installed?				
Is footage recorded on video (VHS tapes)?				
How many VHS tapes are used to record images?				
Are tapes changed regularly?				
Are tapes kept for a minimum of seven days?				
Is CCTV recorded by Digital Video Recorder (DVR)?				
How many days of images are stored? (30 days is best)				
Are cameras monitored on site?				

QUESTION	YES	NO	N/A	COMMENT
Does the business have a customer TV monitor?				
Is the business free of dummy cameras?				
Does the camera system need upgrading?				
Are cameras suitable positioned?				
Are tapes changed regularly?				
Are tapes kept for a minimum of seven days?				
Occupational Health and Safety				
Are management aware of their obligations under BC Occupational Health & Safety Regulations?				
Are staff aware of their obligations and rights under BC OH&S and Work Safe BC Regulations?				
Have staff been provided with information and training about OH&S and Work Safe BC?				
If you have been a victim of a robbery, have you submitted the relevant paperwork to Work Safe BC?				
Victim Support				
Do you have a Victim Support Policy established?				
Have victims of crime been referred to support services (i.e. Victim Services)				
General				
Do you have security services on-site?				
Do security services patrol your site?				
Are sensitive documents appropriately destroyed?				
Are computer passwords changed regularly?				
Do you have an emergency evacuation plan?				

QUESTION	YES	NO	N/A	COMMENT
Do staff understand the plan?				
Are garbage bins suitable located?				

Suggested Commercial Security Measures

If you have answered 'NO' to any of the questions in the Business Security Assessment, we suggest you consider making some changes. These changes will help reduce the risk you, your business and your staff.

If you need advice or assistance please contact your local Penticton Community Policing Office at 250--492--4300.

Business Identification

- The street/shop number must be prominently displayed at the front of your business.
- The number should be a minimum height of 120 mm and be visible at night.
- The number could also be painted on the street curb outside your business to assist emergency services and visitors to locate your business.
- Street number should be visible from public sidewalk or street.

Warning Signs

- Effective signage and/or directional signs should be considered to provide additional guidance to visitors in locating reception areas.
- It can also assist in controlling activities and movements throughout the premises and grounds.
- Post warning signs around the perimeter of business to warn intruders of what security treatments have been implemented to reduce opportunities for crime.
- *Such as;; Trespassers will be prosecuted.*
- *This property is under electronic video surveillance.*
- *No large amounts of cash are kept on these premises*
- *Time Lock Safes are Used.*
- *Robbery Prevention Program in Effect.*
- *All property has been marked for police identification.*

Landscaping

- Keep trees and shrubs trimmed to reduce concealment opportunities and increase visibility from the public sidewalk and / or street.
- Clear sight lines are required along any pedestrian route to the business.
- Remove obstacles and rubbish from property boundaries, footpaths, driveways, car, parks and buildings to restrict concealment and prevent offenders scaling your building.

Fences and Gates

- Install quality security fences around the perimeter of your business to clearly define the property boundaries and restrict access, preferably open--style fencing and gates of similar construction to prevent an offender from using the fence for concealment.
- All gates should be kept shut and locked when not in use.
- Consider using High Security rated locks and keys.
- Fences and gate should be maintained to assist with the protection of your property.
- Information regarding types of locks can be obtained by contacting a reputable company or refer to the British Columbia Professional Locksmith Association for contact in your local area.

Security Lighting

- Install security lighting in and around your business, particularly over entry/exit points to create an even distribution of light with no glare.
- Leave a limited amount of internal lighting on at night enable patrolling police, security guards or passing people to monitor activities within the business.

Building Design

- The floors, walls and ceilings should be solid construction.
- The roof should be reinforced with mesh below the roofing to restrict property and the buildings.
- Maintain clear sight lines between the street, neighboring property and buildings.
- Bollards or barriers can be installed to reduce unauthorized access where appropriate.
- Counters should be designed to reduce the opportunity for assault of staff and unauthorized access.
- Consideration should be given to width, height and location of the counter.
- Shelving within the business should be limited in height, or transparent, to increase natural visibility of the premises.
- Shelves should be positioned to maximize supervision from the Point of Sale counter.

Mail box and Electrical Box

- The mail box should be secured be of solid construction and comply with the Building codes of Canada. (Fire regulations)
- The doors should be fitted with single cylinder lock sets which comply with the Building Code of Canada. (Fire Regulation)

Doors

- A single cylinder lock set is key--operated on the external side with either a turn handle on the inside to enable occupants to escape in an emergency, such as fire or other life--threatening situation.
- External doors and frames should be solid construction and comply with the Building Code of Canada. (Fire Regulations)
- The doors should be fitted with single cylinder lock sets which comply with the Building Code of Canada. (Fire Regulations)

Windows

- Windows and frames should be of solid construction.
- Windows should be fitted with key--operated window lock sets to restrict unauthorized access.
- Glass may also be reinforced to restrict unauthorized access with a shatter--resistant film, or replace the existing glass with laminated glass, or have decorative metal grill.
- No more than 15% of display windows should be covered with promotional material to increase surveillance opportunities to and from the business.
- Main entrance door should be free of marketing posters.

Property Identification

- Record description/model/serial numbers of property for easy identification.
- Back up property lists from computer in case the computer is lost or stolen.
- Engrave or etch your property with a traceable number, e.g. BRN (Business Registration Number) for identification. (Engravers are available for loan at the Mission Community Policing Office).
- When you sell your property, place a neat line through your engraving to show that it is no longer valid.
- It is also a good idea to give the person a receipt to prove the sale of the item.
- Photograph and record the details of unique items to aid in their recovery if stolen.
- Ensure that you have adequate insurance for the replacement or property.
- Your property list, photographs and other documentation should be adequately secured, (e.g. safe, safety deposit box).
- For items that cannot be engraved, it is suggested that you mark them with an ultra--violet pen. This marking is only visible under and ultra--violet (black) light.

Telephones

- Telephones should be pre-programmed with the emergency number 911 and your local police detachment number (250-492-4300) for quick reference by occupants.
- Telephone lines or boxes should be secured to avoid unlawful tampering.

Safes

- A safe designed and installed to the Canadian Standards Association should be utilized to provide additional security to money and other valuable.
- The safe should be anchored to the floor to prevent easy removal.
- The safe should have a drop-chute facility installed within the safe to enable staff to deposit money without having to open it.
- The safe should be locked at all times when not in use to restrict access.
- Retail safes at the Point of Sale should be Time Locked. A time delay safe prevents easy access and this helps to act as a deterrent to robbery.
- The safe should be installed in an area away from public view where access is limited.

Key and Valuables Control

- The control of keys and valuables is very important and should be closely monitored by management.
- A key register should be used to list which staff members have been issued with keys, the type of keys issued and what areas they have access to.
- The control of valuables is just as important and a register should be used to record which staff members have been issued with valuable items such as a laptop computer, mobile etc. These registers should be detailed and regularly maintained and audited.
- In addition, all valuables should be clearly marked with business details where possible and serial numbers and other details should be recorded and stored in a safe place.
- To reduce the likelihood of theft and or damage try to limit the number of keys and valuables left unsecured and in plain sight of potential intruders.

Cash-Handling Procedures

- Establish clear and proper cash-handling procedures within your business to reduce the opportunities for crime.
- Try to reduce the amount of cash your business deals with.
- Limit the amount of money carried in the cash drawer (\$100.00 -- 200.00 during the day, \$50.00 at night)
- Lock cash drawers when not in use, and clear money from the cash drawer on a regular basis, e.g. to a safe.
- Make frequent cash drops into Time Delayed Locked Safe.
- Avoid counting cash in view of the public.
- Use a minimum of two staff, or security, when transferring money to financial institutions, or consider using a reputable security company especially when transferring large amounts of money

- Where possible, limit cash amounts by installing electronic payments such as EFTPOS (Electronic Funds Transfer Point of Sale)
- Don't use conspicuous bank--bags when transferring money as this can be a clear indication to the thief.
- Avoid wearing uniform or identification when transferring money.
- Establish a robbery prevention program.

Intruder Alarm System

- Install a monitored intruder alarm system which has been designed and installed to the security standards of Canada--Domestic and Commercial Alarm Systems to enhance the physical security of your business.
- As a number of premises have had telephone lines cut to prevent alarms being reported to the security monitoring company, a supplementary system such as Global Satellite Mobile (GSM) or Radio Frequency (RF) systems should be used to transmit alarm signal by either mobile telephone or radio frequency.
- Consideration should also be given to incorporating duress facility into the system to enable staff to activate the system manually in the event of an emergency, such as a robbery.
- Duress devices should only be used when it is safe to do so.
- LEDs (red lights) within the detectors should be deactivated, to avoid offenders being able to test the range of the system.
- The system should be tested on a regular basis to ensure that it is operating effectively.
- If you have a system installed within in your business, use it.
- Staff should be trained in the correct use of the system.
- Any alarm system should be manufactured and installed by a qualified and reputable company and regularly function tested.

Surveillance Equipment

- Surveillance equipment can enhance the physical of your business and assist in the identification of people involved in anti--social or criminal behavior.
- The proper cameras and lens should be installed in and around the business to maximize surveillance opportunities.
- Digital or video technology should be used to record images from the cameras.
- Recording equipment should be installed away from the counter area to avoid tampering.
- Video (VHS) tapes need to be replaced quarterly to maintain quality images.
- A Digital Video Recorder (DVR) should hold a minimum of 30 days of images or other stored timeline according to insurance requirements.
- Cameras should effectively monitor the store entrance door, retail floor space and point of sale (as a minimum). Outdoor yards and valuables and company vehicle parks should also be monitored.
- Installed surveillance equipment should be maintained in working order and regularly tested.
- If the surveillance system is installed, use it.
- Staff should be trained in the correct use of the system.
- Any surveillance system should be manufactured and installed by a qualified and reputable company and regularly function tested.

- Refer to the Federal guidelines on Personal Information Protection and Electronic Documents Act (PIPEDA) and the British Columbia Privacy Commissioner guidelines under the Personal Information Protection Act (PIPA) when considering the installation of CCTV.

General

- Some businesses or locations may require on-site security to enhance physical security.
- Security services may be used to randomly patrol your business, particularly in an isolated location.
- Sensitive materials, including confidential records, should be appropriately destroyed or secured, e.g. confidential records should be shredded or disposed of through security destruction services.
- Computer passwords should be changed regularly to restrict access and avoid misuse by past and present staff.
- Emergency evacuation plans should be implemented and maintained by your business to assist staff and emergency services in the event of an emergency. This plan should be prominently displayed.
- Staff should be suitably trained in evacuation procedures.

Conclusion

The RCMP hopes that by using the considerations within this document, criminal activity will be reduced and the safety of members of the community and their property increased.

Penticton RCMP would like to thank you for your interest in improving the security of your business and in preventing crime in our community.

Should you need any further information on the subjects covered by the Commercial Security Assessment, or would like an on-site security assessment, we encourage you to contact the Penticton Community Policing Office at 250-492-4300.

Penticton Community Policing Office
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