

# Who's Minding Your Business?

## SECURITY CHECKLIST

*for*

## Whitehorse Businesses

BROUGHT TO YOU BY THE  
WHITEHORSE CHAMBER OF COMMERCE AND OUR CRIME PREVENTION PARTNERS

February 2007



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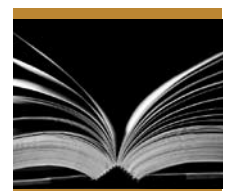
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# WELCOME

**This security booklet has been approved by the Whitehorse Chamber of Commerce, the Yukon Government Departments of Justice and Health and Social Services (Youth Justice), the City of Whitehorse, and the RCMP “M” Division — all partners and members of the Business Crime Prevention Working Group.**

**The group asked the question, “Who’s Minding Your Business?”**

**Crimes against businesses are not usually planned — they often happen when someone spots an opportunity. It is important to make sure that your business is as secure as possible. Minimize opportunities for someone to target your business, or minimize the impact if they do. This means taking a hard look at your business and observing where there are opportunities for crime.**

The booklet has been organized into five topics, using a series of checklists to examine different areas of your business. You can use the booklet in page order, or you can start with the topic currently causing you the most concern. However, using all of the checklists will give you a thorough look at the security aspects of your business. Security surveys should be done on a regular basis, as they will help you to identify areas that you need to address.

When you have completed your survey, you will be able to identify the risks to your business and any possible targets in your business. The goal is to identify security measures that will make it harder for someone to go after your business, and increase the risks to these people of getting caught.

Mark each question on the checklists with “Y” for yes or “N” for no, or N/A if it does not apply to your business. Any answer marked “N” should be carefully evaluated. If you would like to discuss this survey, please contact the Whitehorse Chamber of Commerce at 667-7545.

This booklet is available at [www.whitehorsechamber.ca](http://www.whitehorsechamber.ca)

**Thanks to the Winnipeg Police Service and its Counter Action Program for allowing us to borrow from its materials for Yukon use.**



# THE EXTERIOR OF YOUR BUSINESS

## VISIBILITY

Circle answer

Question

- Y N N/A** Are all entrances, windows, the parking lot and the garbage area well lit (i.e. are they bright enough to read a newspaper)?
- Y N N/A** Are all exterior lights in these areas working?
- Y N N/A** Are exterior lights protected by a shatter-proof cover and placed high enough to be out of reach?
- Y N N/A** Are fences around the building and parking lot in good repair?
- Y N N/A** Are fences low enough to minimize hiding spots and so that someone passing by in a car can easily see inside the business?
- Y N N/A** Are shrubs, bushes or snow piles near entrances and around the parking lot and building low enough to eliminate hiding places and keep the business visible to traffic?
- Y N N/A** Are all windows clear from outside furniture and sitting places so that the interior of the business is visible from the street?
- Y N N/A** Do you remove any furniture or items that might be used to sit on from outside your business during non-operating hours?
- Y N N/A** Are mirrors or cameras installed on the corners of the building so, from the back doorway, an employee has a view of the sides and back of the building?



### ACTIONS TO BE TAKEN

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## ... the exterior of your business

### SECURE DOORS, WINDOWS AND OTHER OPENINGS

Circle answer

Question

- Y N N/A** Are all entrance doors clearly visible from either the parking lot or the street?
- Y N N/A** Can you clearly see if someone is standing outside a door before you open it?
- Y N N/A** Are all doors secure, self-closing and hinged on the inside?
- Y N N/A** Do all windows and doors have locks which are working and in good repair?
- Y N N/A** Are back doors or employee entrances closed securely and locked during operating hours to prevent entry of intruders?
- Y N N/A** Are all windows locked during non-operating hours?
- Y N N/A** Are all windows, skylights and doors protected by strong frames and safety and shatterproof glass?
- Y N N/A** During non-operating hours, do you put away any outside equipment (such as snow shovels) or other materials that might be used to break a window or gain access to your business?
- Y N N/A** If necessary, can the door and window locks and safety bars be easily unlocked by employees to use as an emergency exit?
- Y N N/A** Do all changes to the locks and glass in doors and windows comply with building and fire codes?
- Y N N/A** Are heating, ventilation and air conditioning ducts secured and at least 10 feet off the ground to prevent entry?

#### ACTIONS TO BE TAKEN

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# THE INTERIOR OF YOUR BUSINESS

## VISIBILITY AND SECURITY

Circle answer

Question

- Y N N/A** Are all interior rooms and hallways lighted well enough so that anyone in them can be seen?
- Y N N/A** Are there clear lines of sight between storage racks so anyone in a storage area can be seen?
- Y N N/A** Can any employee in a storage area clearly see the doorway and be aware if another person is in the room?
- Y N N/A** Is your storage area closed off from public view?
- Y N N/A** Are hallways free of boxes or equipment that might provide hiding spaces?
- Y N N/A** Are mirrors positioned strategically in long corridors so an employee can see along the entire length?
- Y N N/A** Are height lines marked, on the door frame or the wall, so they can be seen by employees at the cash register to help identify the height of robbers?
- Y N N/A** Are windows clear of posters or signs that might block the view inside and outside?
- Y N N/A** Do you move articles of value away from the windows or doors during non-operating hours?
- Y N N/A** Is access to the employee locker room or break room limited to employees?
- Y N N/A** Are employees instructed to leave their valuables at home or in a locked locker?
- Y N N/A** Do employees provide their own locks for their lockers and do they use them?
- Y N N/A** Are lockers and employee rooms monitored (both for security violations and employee safety)?

### ACTIONS TO BE TAKEN

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## ... the interior of your business

### SECURITY SYSTEMS

Circle answer

Question

- Y N N/A** Are sensors and alarms installed at each entrance, storage area, cash register and safe?
- Y N N/A** Are sensors and alarms used for each entrance, all storage areas, cash registers and safes?
- Y N N/A** Are sensors and alarms properly set?
- Y N N/A** Are sensors and alarms maintained in working order?
- Y N N/A** Are alarms tested regularly by the supplier?
- Y N N/A** Are employees trained in the policies and use of alarm and sensor systems?
- Y N N/A** Do employees know what to do in the event of a false alarm or accidental triggering?
- Y N N/A** Are all security systems and security-related renovations checked against accessibility requirements and fire and building code requirements?
- Y N N/A** Is your business equipped with quality security cameras?
- Y N N/A** Are the security camera recording devices (VCR or DVD), tapes and DVDs kept in a secure location?



#### ACTIONS TO BE TAKEN

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# YOUR BUSINESS ASSETS

## PROPERTY AND EQUIPMENT

Circle answer

Question

- Y N N/A** Is all property and equipment tagged or marked with an inventory number?
- Y N N/A** Is there a written inventory that lists all equipment and supplies?
- Y N N/A** Is the written inventory updated as needed and stored in a safe place off the premises?
- Y N N/A** Are employees assigned responsibility for the whereabouts and condition of equipment and property?
- Y N N/A** Is the inventory inspected and counted on a regular basis?
- Y N N/A** Are there written employee policies for personal use of equipment and property?



## ... your business assets

### SAFES

Circle answer

Question

- Y N N/A** Are safes equipped with secure one-way drop slots for deposits?
- Y N N/A** Are safe combinations written down and kept in a secure location?
- Y N N/A** Are safes secured to the floor or wall so they cannot be removed?
- Y N N/A** Are safes kept locked at all times?
- Y N N/A** If the safe is in manager's office, is the office locked when the manager is not inside?

### ACTIONS TO BE TAKEN

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# YOUR BUSINESS PRACTICES

## GENERAL SECURITY

Circle answer

Question

- Y N N/A** Are there procedures for making, storing, dispersing and recalling all keys or access cards to the facilities and safes being used?
- Y N N/A** Are all locks re-keyed periodically?
- Y N N/A** Are all keys marked non-copyable?
- Y N N/A** Are security controls in place and used for all point-of-sale and back-office computer systems?
- Y N N/A** Are computer access codes and safe combinations kept secret and changed as necessary?
- Y N N/A** Are policies in place against having former employees, or acquaintances and relatives of current employees, in the facility after closing, or in restricted areas during business hours?
- Y N N/A** Are there signs (such as "Cash register has less than \$20," "This business is protected by an alarm system," and "Employees cannot open safe") posted to deter theft ?
- Y N N/A** Have employees been told not to give out information about operating and security procedures to guests, telephone callers and outside contractors and vendors?
- Y N N/A** Are employees required to park far enough from the building so that they cannot easily transfer stolen items to their vehicles?
- Y N N/A** Are employee arrivals and departures restricted to certain times and certain doorways?

### ACTIONS TO BE TAKEN

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## ... your business practices

### CASH MANAGEMENT PROCEDURES

Circle answer

Question

- Y N N/A** Is lighting over all cash registers bright enough to ensure visibility from the street and from other rooms?
- Y N N/A** Is access to cash registers limited to certain employees?
- Y N N/A** Are employees who handle cash transactions trained in cash-handling procedures?
- Y N N/A** Are there written employee policies for the handling of money and receipts?
- Y N N/A** Have employees signed your cash handling policy statement?
- Y N N/A** Are all employees who handle cash, checks and credit cards trained to recognize both forgery and counterfeit money, money orders, travellers checks, drivers' licenses and credit cards?
- Y N N/A** Are employees trained in what to do if they identify counterfeit money or suspect that a bank card or credit card is stolen or forged?
- Y N N/A** Are employees instructed to check the signature on the back of each credit card against the signature given?
- Y N N/A** Are employees instructed to ask for picture identification to verify credit card signatures if the signatures do not match or the card signature is worn out?
- Y N N/A** If your business accepts credit card numbers by telephone, do you have procedures in place to verify that the caller is the cardholder?
- Y N N/A** Are managers required to oversee all corrections of error in cash register entries?
- Y N N/A** Are employees who handle cash instructed not to give cash back on checks, credit cards or gift certificates?
- Y N N/A** Before opening, are cash registers supplied with a minimum amount of cash?
- Y N N/A** Are receipts generated for each cash register transaction?

#### ACTIONS TO BE TAKEN

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- Y N N/A** Is one transaction completed and rung out before another is begun?
- Y N N/A** Are cash drawers to all registers kept closed and locked between transactions?
- Y N N/A** Are “overrides” and “voids” on point-of-sale computers and cash registers approved by managers before transactions are completed?
- Y N N/A** Are tape receipts reconciled with the cash in the drawer at least once each shift?
- Y N N/A** Is excess cash removed from registers during the day to prevent a build-up of cash on hand?
- Y N N/A** Are cash and credit card receipts removed from the facility or securely locked away after each business day?
- Y N N/A** Is money counted only behind a closed, locked door?



## ... your business practices

### ACCOUNTING PROCEDURES

Circle answer

Question

- Y N N/A** Are checks and deposit slips locked up?
- Y N N/A** Is access to checks, deposit slips and receipts divided up between two or more managers or employees to provide a system of checks and balances in accounting procedures?
- Y N N/A** Are blank checks kept in a secure place?
- Y N N/A** Are two signatures required on all checks?
- Y N N/A** Is petty cash kept to a minimum and secured in a manager’s office or safe?
- Y N N/A** If paychecks and gift certificates are generated by a computer on site, are security paper and/or security features used to prevent illegal duplication or alteration?
- Y N N/A** Is there a record-keeping system to monitor giving out and receiving back gift certificates and coupons so that they cannot be duplicated or used more than once?

#### ACTIONS TO BE TAKEN

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## ... your business practices

### BANK DEPOSITS

Circle answer

Question

- Y N N/A** Does the manager oversee the preparation of money for bank deposits?
- Y N N/A** Are deposits made by different managers or employees?
- Y N N/A** Are deposits made daily so that cash does not build up to high amounts?
- Y N N/A** Are deposits sent to the bank by armored car or bonded messenger?
- Y N N/A** Is money to be deposited in the bank put into a bag or package that does not look like a bank deposit bag?
- Y N N/A** If the manager or an employee takes deposits to the bank, is the route, day and time of bank deposits varied constantly to prevent a predictable pattern that robbers might follow?
- Y N N/A** While at the bank, do employees know not to talk to anyone except the teller?
- Y N N/A** If a night deposit slot or box at the bank is used after hours, do employees know they should not approach it if other people are standing around?
- Y N N/A** Do employees feel comfortable reporting any unusual occurrences they may notice on the way to or while they are at the bank?
- Y N N/A** Are bank receipts received and maintained on file for all deposits?



#### ACTIONS TO BE TAKEN

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## ... your business practices

### OPENING AND CLOSING

Circle answer

Question

- Y N N/A** Are security practices integrated into procedures for opening and closing?
- Y N N/A** Are there written policies for employees who open and close the facility?
- Y N N/A** Is a manager always present for opening and closing?
- Y N N/A** Are employees trained in opening and closing procedures?
- Y N N/A** Do employees work in teams to open and close?
- Y N N/A** Before entering, do employees inspect the exterior of the building for signs of a break-in or vandalism?
- Y N N/A** Do employees make sure no one is loitering on the property before opening the doors or locking up at closing?
- Y N N/A** Do employees lock the door behind them and keep it locked until it is time to open for business?
- Y N N/A** Are employees instructed to only allow scheduled employees to enter the building before opening hours?
- Y N N/A** Do employees make a complete inspection of the business both 30 minutes before closing, and following closing, to see that no one is hiding inside the business, including in the restrooms?
- Y N N/A** Are employees instructed not to let in anyone after closing?
- Y N N/A** Are all doors locked promptly at closing and kept locked until all closing employees leave?

#### ACTIONS TO BE TAKEN

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## ... your business practices

### TAKING OUT THE TRASH

Circle answer

Question

- Y N N/A** Is trash taken out by two or more employees together?
- Y N N/A** Is the back door closed and locked after trash is taken out?
- Y N N/A** Is trash only taken to the outside dumpster before dark?
- Y N N/A** Are trash cans, garbage containers and empty boxes inspected by the manager to see that supplies or equipment are not being taken out by employees?
- Y N N/A** To minimize hiding places, are dumpster and trash enclosure areas kept neat, clean and uncluttered?



## ... your business practices

### WORKING WITH VENDORS

Circle answer

Question

- Y N N/A** Is vendor access limited to specific times, entrances and areas within the building?
- Y N N/A** Are vendors supervised by a specific employee or manager while they are on the premises?
- Y N N/A** Are manager-approved purchase orders required before ordering supplies?
- Y N N/A** Are all shipments immediately checked against invoices?

### ACTIONS TO BE TAKEN

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# MANAGEMENT PRACTICES

## TRAINING AND MONITORING EMPLOYEES

Circle answer

Question

- Y N N/A** Do you have written security policies?
- Y N N/A** Do all employees receive training in security procedures, security systems and alarms, and security policies?
- Y N N/A** Are employees made to feel comfortable in reporting security violations to management?
- Y N N/A** Are employees provided with recognition or incentives for following security rules and reporting security violations?
- Y N N/A** Are employees trained in basic theft prevention practices (such as greeting each customer who enters the business with eye-to-eye contact)?
- Y N N/A** Are employees trained to deal with emergencies (such as what to do in the event of a robbery?)
- Y N N/A** Do you record all incidents in a log?
- Y N N/A** Do you report all crimes to the RCMP?



### ACTIONS TO BE TAKEN

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## PROJECT PARTNERS



Royal Canadian Gendarmerie royale  
Mounted Police du Canada

