

Crime Prevention Part II: TCOLE Course #2102

Institute for Criminal Justice Studies



Introductions

- Name
- Department
- Current Assignment
- How many years of law enforcement
- Are you a TCOLE Instructor?

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Course Objectives

To provide you with:

- A basic understanding of **Crime Prevention community-based programs.**
- **Crime Prevention programs and initiatives within your community.**

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Course Objectives

To provide you with:

A basic understanding of the **Power of Prevention**.



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Course Objectives

To provide you with:

The basic knowledge to plan, organize, set-up and implement community-based crime prevention programs.



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Student Notebook

- Agenda
- Forms
- Instructor bios
- Printed Power Points

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Administrative Guidelines

- **Attendance:** We need your cooperation and punctual attendance at each session to ensure educational environment and integrity of training is maintained.
- This course is conducted under the rules of the **Texas Commission on Law Enforcement Officer Standards and Education**. To receive credit (certification) you must attend all sessions.

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Administrative Guidelines

- **Special Course Assignments:** You will have one out-of-class assignments that will require you to do some research and preparation.
- **Crime Prevention Part II**
Community Awareness Presentation
- **Business Site Survey**

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Administrative Guidelines

- **EMERGENCIES:** If you have an **emergency**, notify the course coordinator to determine if you are eligible to complete the course by doing make-up work.
- **CELL PHONES:** Please silence all cell phones and pagers by setting them now to silent and/or vibrate.

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Administrative Guidelines

- **BREAKS:** Breaks are provided regularly and are timed to accommodate the instructors and their lesson plan objectives.



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Administrative Guidelines

- **BREAKS:** Your **TCPA** instructors have been in your shoes many light-years ago. All instructors will do their best to give you a break upon the hour – however they know where you need to be at any point and time during this course.

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Administrative Guidelines

- **WEAPONS:** Stay holstered (secured) and **SAFETY** is and will be exercised at all times.



- **TOBACCO:** All tobacco products are prohibited in the classroom.

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Administrative Guidelines

- **MESSAGES:** **Emergency messages** are delivered immediately – all others during breaks..
- **Students:** If you have any problems or challenges during this course please contact an **TCPA** instructor immediately for assistance.

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Administrative Guidelines

- **FILL IN THE BLANKS:** Thanks to your previous classes they have been eliminated. Your opinions do count.
- **THANK YOU: FOR YOUR PROFESSIONALISM and COOPERATION.**

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Administrative Forms

- You must list your TCOLE PID# to get credit (No SSN).
- Course is Crime Prevention Part II, TCOLE Course #2102
- Please print legible and complete all required information

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Administrative Forms

- **Crime Prevention Part II – Speaker (presenter) evaluation forms:**
- Please evaluate instructor appropriately as to ensure quality instruction.
- Please complete and hand in form prior to the completion of the course.

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Administrative Forms

- Was the information presented relevant?
- Did the speaker answer your questions?
- Did the speaker hold your attention?
- What was the speakers presentation attitude?
- What was your opinion of the presentation. (please justify any negative comments or areas that can be improved on the reverse side)

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Administrative Forms

FINAL COURSE EVALUATION:

- Each student will complete a final Crime Prevention Part I course evaluation form
- Graduation Certificates: Each student meeting all course requirements and scoring 70% or higher will receive a certificate of completion (Diploma)

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Grading Scheme

- **TEST – 50 questions** from material presented up to test time 2-points for each question
- Survey Presentation
- You must achieve a combined passing score of 70% to complete the requirements of this course

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Course Grading Matrix

Written Test =	50 Points
Survey =	30 Points
Presentation =	15 Points
Class Participation =	5 Points

Total: 100 Points

Participants must complete out-of-class assignments to complete course requirement

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Questions



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Crime Prevention Part II: Place Oriented Problem Solving

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Presenter

- Name
- Specialty (What makes you a subject matter expert)
 - Bullet points
- Current or former LE Affiliation
- Contact Info:

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Learning Objectives

- The students will be able to:
 - Determine What is problem solving?
 - Learn and demonstrate Why the approach works and the challenges it presents
 - Define the problem: using the problem solving triangle
 - Understand and explain problem causation
 - Explore holistic solutions in relation to crime reduction

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What is Problem Solving?

- The term 'problem-oriented policing' originates from the United States, coined by Herman Goldstein in 1979 who was critical of policing that merely responded to incidents.
- He advocated attention to patterns and causes of problems and efforts to implement preventive responses.
- There has been quite a long history of efforts in Britain to implement problem-oriented policing.
- Core elements of the problem-oriented approach are found in the situational crime prevention work developed by Home Office researchers since the late 1970s.
- The analytic, problem-solving approach is now called for in most community safety funding streams from the Crime Reduction Program and beyond.

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What is Problem Solving?

- 'Problem-solving' today will be used to describe the adoption of an evidence-based approach to crime reduction and community. In practice, this means:
- Making use of data and information to establish the existence and extent of a problem
- To analyze its nature and source
- To plan intervention measures to reduce it and to monitor and evaluate the effectiveness of the selected response (whether the interventions have worked, whether they have produced their effects in the expected way, and whether there have been any significant (positive or negative) side-effects)

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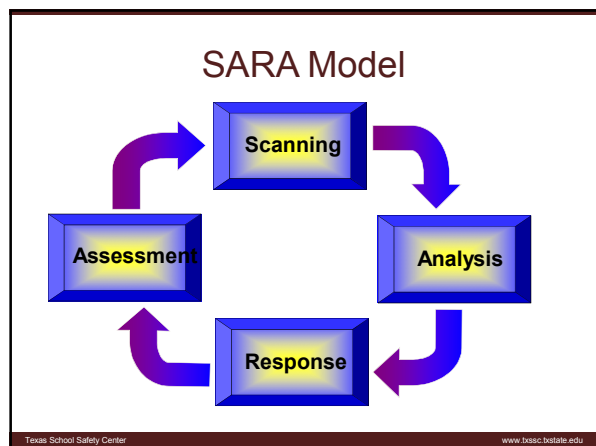
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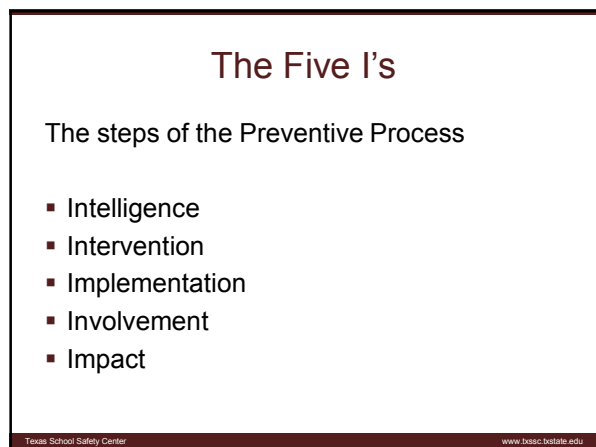
Challenges of Multi Agency Problem Solving

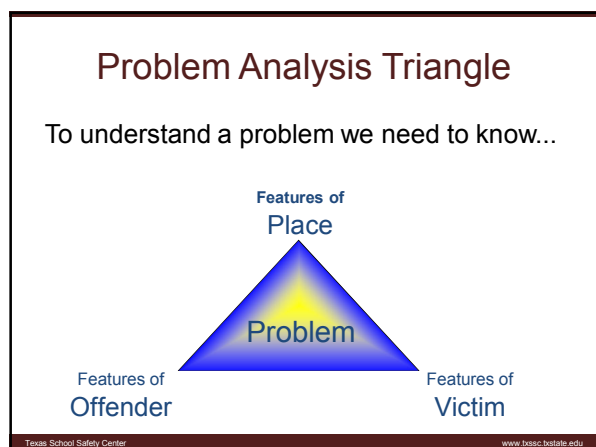
- Lack of good data
- Poor information sharing across agencies
- Failure to consider what works
- Failure to stay focussed on the problem
- Too many quick wins – not enough long term solutions
- Poor monitoring and evaluation frameworks

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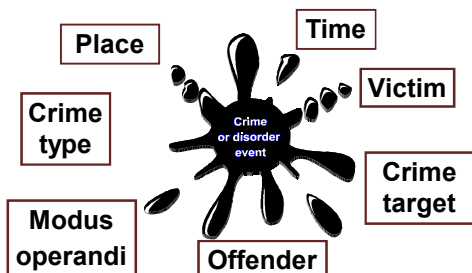






Defining Crime and Disorder

- Knowing why certain places, people or situations are more vulnerable to crime will enable you to better target solutions



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Understanding Causes

- The PAT provides a useful tool for understanding the problem.
- The second stage is to identify the immediate causes that come together to make the criminal events happen

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Possible Causes: Offender

- Criminality - longer-term, personality based influences predisposing them to crime
- Lack of skills to avoid crime - whether to avoid conflict or to gain a legitimate living
- Readiness to offend - shorter term influences - motives and emotional states (need money, stressed out) as determined by current life circumstances, conflicts, influence of drugs
- Resources for committing crime - skills, courage, knowledge of targets and modus operandi, tools, weapons and networks of collaborators
- Anticipation and perception of risk, effort, reward and attacks of conscience
- Presence in the crime situation

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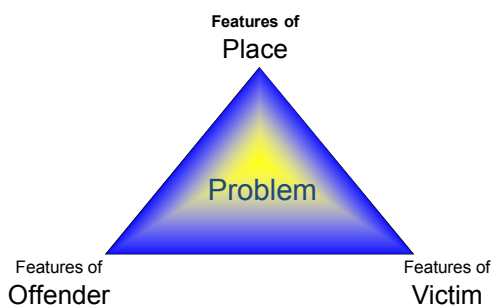
Possible Causes: Situational

- Target person, property, service, system or information that is vulnerable, provocative or attractive
- Target enclosure - building, room or container that is vulnerable to penetration and contains suitable targets
- Wider environment that is logistically/tactically favorable for offenders and unfavorable for preventers, and which may attract or motivate the offence
- Absence of crime preventers - people or organizations, formal or informal, who make the crime less likely
- Presence of crime promoters - who make the crime more likely whether unwittingly, carelessly or deliberately - for example by supplying tools, information or other criminal services before or after the crime

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Recap



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Case Study

The problem

- A rise in the number of offenses of shoplifting in the past four weeks - more offenses are suspected. Increase in litter and graffiti add ASB.
- The Location
- The Victim
- The Offenders

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Interventions

- Holistic solutions to crime reduction
- Intervention and Prevention Strategies

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Intervention

- Having diagnosed the crime problem, we now have to choose how and where to intervene.
- An intervention disrupts the opportunity, reduces the risk of criminal events and, if all goes well, reduces the number of such events that actually occur.
- Off the shelf interventions won't do - the interventions must be customized to the specific local problem and context.

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10 Principles of Crime Reduction

1. Target hardening
2. Target removal
3. Remove the means to commit crime
4. Reduce the payoff
5. Access control
6. Surveillance/visibility
7. Environmental design
8. Rule setting
9. Increase the risk of being caught
10. Deflect offenders

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Target Hardening



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Target Removal

- Keep large Amounts of money or expensive jewelry in bank vault.
- Keep your garage doors locked at all times.
- Remove temptation to steal by keeping valuables secure.



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Remove Means To Commit A Crime



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Access Control



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Surveillance/Visibility

- CCTV
- Police Patrols
- Security Guards
- NW Patrols



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Environmental Design



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Rule Setting



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Deflect – Deter Offenders



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Summary

Each of the ten principles falls under one of the following four key methods

- Law enforcement
- Situational prevention
- Criminality prevention
- Preventing repeat victimisation

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Law Enforcement

- Involves police, courts, prison, probation and other enforcement officers
- Risk of being caught / punished is fairly low
- Aims to detect crime, deter criminals and work with offenders
- Repeat offending rate after custody high
- There must be a good chance of being caught, punished and rehabilitated
- Costs country over \$10 billion each year
- Action mainly 'after the event' (Reaction)
- Over \$25,000 to detain a young offender in TYC for 12 months

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Situational Measures

- Focus on situations where crime might occur using technology, people, design and management
- Tackles symptoms not causes
- Aims to deter/detect by
 - Making crime difficult
 - Increasing risks
 - Reducing rewards
- Effects may be short-lived
- Potential for displacement
- Housing, planning, transport, wardens, private sector, communities all have a role

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Criminality Prevention

- Identifies those at most risk of offending
- Aims to influence their attitude and behavior
- Counters 'risk factors' linked to offending
- Address through work focused on 'early years', school and community work
- Youth service, youth offending team, drug action team, education, health, communities all have a role
- No immediate impact
- Long-term commitment required
- Requires accurate targeting

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Preventing Repeat Victimization

- Crime reduction work must be targeted on those at greatest risk to provide an improved service to victims of crime
- For certain offences, certain groups experience a disproportionate number of incidents – burglary, violence
- Voluntary sector, housing, police, wardens all have a role here
- Action after the event
- Requires accurate targeting
- Requires high reporting levels

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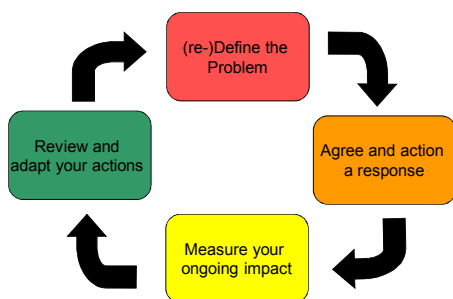
Workshop: Problems and Solutions

- In your group review the data profiles you have been given
- Using the information available to you, complete the problem grid provided in your packs
- Are there gaps in information?
- How might we fill them?
- Any ideas on solutions?
- Choose someone from your group to provide feedback

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Ensure the Process is Continuous



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Summary

- Explored problem solving approach
- Why the approach works and the challenges it presents
- Defining the problem: the problem solving triangle
- Understanding causation
- Exploring holistic solutions to crime reduction

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Sources

- Griffin Research Consultants
- Dr Tim Pascoe & Kate Broadhurst Griffinrc
- Email: Tim.Pascoe@griffinrc.Co.Uk
- Website: Www.Griffinrc.Co.Uk

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Questions



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Business Crime Prevention BCP Model

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BCP Can Be Called Many Things

- Crisis Plan
- Emergency Plan
- Disaster Recovery Plan
- Business Resumption Plan
- Business Continuity Plan

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What Are We Planning For?

- Strategic Interventions for the:
 - Loss of a facility
 - Loss of employees
 - Loss of a business system
 - Loss of a key supplier
 - Loss of the ability to communicate with employees and/or our customers

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The Type of Disaster Can Vary

- Weather
 - Hurricanes, tornados, rain, snow, ice
- Natural
 - Volcano, earthquakes, tsunami, floods
- Man-made
 - Fire, vandalism, terrorism, power grid

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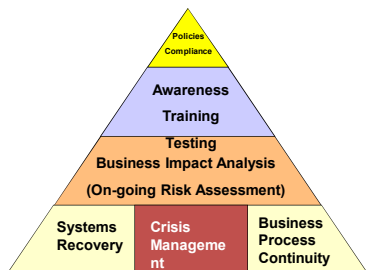
The Reasons for Having a Plan

- A BCP is meant to protect business assets such as revenue
- Maintain customer relations and good will through a disruption of services
- Minimize the impact on employees, vendors and partners

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What Should You Think About?



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The Steps in Creating a BCP

- There are typically five steps
 - Conducting a Business Impact Analysis and Risk Assessment
 - BCP Strategy Development
 - BCP Plan Development
 - Training and Validation of Your Plan
 - Maintenance and Exercising of Your BCP

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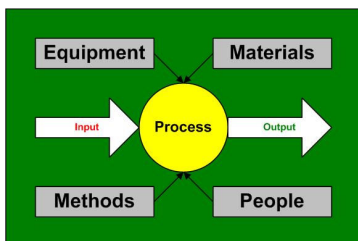
The Business Impact Analysis

- This step looks at business processes, departments, customer touch points, or any other classification that describes how your business interacts others.
- All of these internal and external processes can typically be classified by risk.
 - How long can you do without them?
 - The size of the impact in terms of liability, revenue, good will, etc.
 - What is the minimum number of people to keep going?

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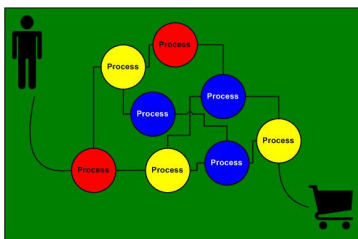
A Process View



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Pulling Views Together



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Developing a Strategy

- Your strategy (response) may vary depending upon the nature of the disaster.
- Disasters can vary significantly depending upon your location
 - Hurricanes, volcanoes, snow/sleet/ice, earthquakes, floods, tornados
- You may have risks because you are located next to high risk areas
 - Military installations, airports, power plants, terror targets
- You may have risks because you are the corporate or central location for many other locations
- Consider how long you can be without a specific process area
 - Some may require immediate backup while others may not be necessary for weeks or even months.

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A Sample Strategy

- Listing of process areas, touch points (where you interact with customers) or departments.
- Determination of how long each can be out of service before a backup is provided
- An estimate of the cost to prepare for implementing your strategy

Process	Days	Alternative Location	Cost	Strategy
Phone orders	<1	Employee homes	\$500	Rentout phones to ring at employee's houses
Shipping	5	Sister plant	\$0	Send orders to sister plant out of state
Training	21		\$0	Will suspend training until recovery is complete

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Some Considerations

- Is the disaster's impact on your community?
 - Power
 - Curfews
 - Transportation, roadways, fuel
- What is the impact on people?
 - Children out of school – daycare closings
 - Shift schedule changes for early responders
- Would licensed contractors or materials be available
- Your facility?
 - Paper files, computers, manuals and other records
 - Comfort and safety of employees
 - Continuation of payroll and accounting functions
 - Do all employees know where to meet if there is an emergency evacuation?

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A Plan Outline

- The scope and objectives of your plan
- How and who will activate it
- The organization and teams responsible
- How people will be notified
- Alternative sites
- Computer files and vital records
- Office equipment and supplies
- Phone numbers, maps, etc.
- Your action plan for keeping the critical processes running
 - How, who, when, where, with what

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Training for and Testing Your Plan

- Teams or individuals need to be trained on the plan
- An untested plan is no plan at all

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Maintaining Your Plan

- People change, phone numbers change.
 - Business processes change
 - Businesses grow
 - Key vendors and partners change
- Your plan must change also!*

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Concluding Points

- A good plan takes time
- It is evolutionary, not revolutionary
- Protect against the most obvious first
- Having a recovery strategy can save time, money and even a business

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LIGHTING:

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Learning Objectives

- The student will learn commercial and reside.
- The student will be able to define the definition of a survey and prime objective of a survey.
- The student will be able to define the five components of a survey
- The student will be able to identify and explain the 3-types of surveys
- The student will receive a basic knowledge and understanding of the key components of a Crime Prevention Business (Commercial Security) Survey.
- The student will learn a universal format for conducting a crime prevention survey

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Exterior Commercial Lighting

- Is available in THOUSANDS of configurations.
- Broad range of cost from low 100's to several thousand.
- Many manufacturers vs. few distributors



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Exterior Commercial Lighting Cont...

- Basic applications will vary from:
 - Corporate (Ambience, Parking)
 - Retail (Security, Parking, Loss Prevention)
 - Work Site (Safety, Security, Multiple Shift)



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Exterior Commercial Lighting Cont...

- Usually a fixed unit aimed at specific area.
- Also can be PORTABLE via towed unit.
- Used as direct, reflected, diffused, many other can be adjusted by color and strength.

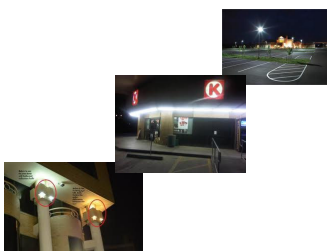


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Exterior Commercial Lighting Cont...

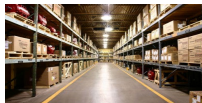
- One of the few features of construction that can be changed at any point including, years after the construction is complete.



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Commercial Interior Lighting



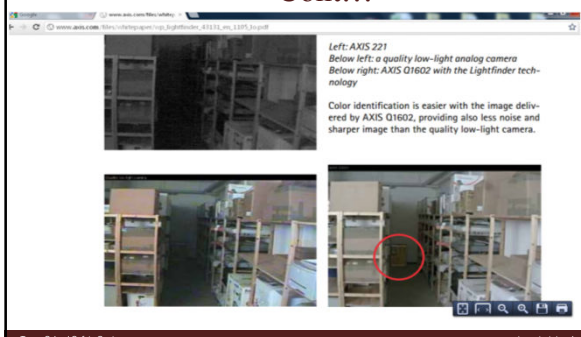
- **THINGS TO THINK ABOUT FOR INTERIOR COMMERCIAL LIGHTING**



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Exterior Commercial Lighting Cont...



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Exterior Commercial Lighting Cont...

- **Reasons to spend the money NOW and have good interior lighting for businesses...**

- Better visibility for customers. Gives them a sense of comfort
- Better for them is better for you \$\$\$

AU 09002 Maple Grove
C003 Teller 2

03/26/2012 11:23:15:87

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Exterior Commercial Lighting Cont...

- Internal reasons...
 - Better picture for CCTV
 - Color distortion
- Cause questions for ethnic background
- Still shots/mugs/ or video will lead to solved cases
- Visibility is a deterrent
- Will the crime that occurs (or doesn't occur) create a name for your business?



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Exterior Commercial Lighting Cont...



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Windows and Glazing

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Windows - Generally

Gives ability to see out - observe behavior

Gives ability to see in - plus and minus

May provide barrier protection

Best way to bring light, even heat, into building - lower utility costs

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Non-Considerations

North facing - adds light with little heat gain

Generally little heat gain

Minimum glare

South facing - most advantageous for day lighting

Winter sunlight in

Moderates seasonal temperatures

East / West facing

Morning / evening heat gain

Adds glare

Little contribution to solar heating in winter

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Considerations

Inside looking out

Allows viewing of intruders, weather, etc.

Potential to increase reaction time to act if needed

Outside looking in

Legitimate viewers can see potential problems before entry

Illegitimate viewers can see persons / property

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Conflicting Views

The U.S. Department of Energy statement on window location recommendations states, in part...

The size and locations of windows should be based on the cardinal (compass point) directions rather than their effect on the street-side appearance of the house.

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Window Terminology

Heat Gain / Loss:

The gain or loss of heat inside a building by:

- a) direct conduction through glass, glazing or frame
- b) radiation (sun) into building or of room objects (people, stoves) out
- c) air leakage

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Window Terminology

U-factor (heat loss):

The rate at which a window, door or skylight conducts non-solar heat flow:

- a) Usually expressed in BTU (British Thermal Units)
- b) Lower the "U-factor" the more energy efficient

Solar heat gain coefficient (SHGC):

A fraction of solar radiation admitted through a window, door or skylight - either transmitted directly or absorbed, and released as heat inside the building

Lower the SHGC, the more energy efficient.

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Window Terminology

- Bullet Resistant:** Bullet does not penetrate or cause spalling
- Spalling:** Small fragments breaking off the back side of the glazing
- Fire Integrity:** Ability to remain intact during a fire
- Service Life:** The relative amount of time the product meets performance criteria, including appearance

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Window Terminology

- Standard Glass:** Used in standard windowpane when security is not a factor
- Tempered Glass:** Subjected to heating and rapid cooling, making it 6-7x more break resistant. Shattered completely into small, relatively harmless pieces
- Wired Glass:** Wire meshing embedded between 2 layers of standard glass. No additional resistance to breakage, but prevents shattering.

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Window Terminology

- Laminated Safety Glass:** Two pieces of glass bonded together with a plastic inner layer. When broken, glass tends to remain intact
- Security Film:** Polyester film applied to inner surface of glass with special adhesive. Increases strength by about 300%. Easy to retrofit. Effective anti-spalling agent. Can however be scraped or scratched.

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Window Terminology

Glaze or glazing:

Generally refers to the type of material used to attach or retain the glass in the frame or to the installation process itself.

Confusingly, it may also refer to the glass itself

The transparent part of a wall, usually made of glass or plastic."

Wikipedia definition

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Types of Glazing and Glass

Gas fill
Low-emissivity (Low-E) coatings
Heat-absorbing tints
Reflective coatings
Spectrally selective coatings.
Laminated
Electrical Conducting
Rough or patterned
Plate (mirrors, display cases)
Wired
Bullet resistant
Plastic coated (reduce heat, reflectivity, UV, infrared)
Sheet
Safety tempered
Float glass
Insulated

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Types of Glazing and Glass

Gas fill

Heat-absorbing tints

Insulated

Low-emissivity (Low-E) coatings

Reflective coatings

Spectrally selective coatings.

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Gas Fill

Inserting of inert (non-reactive) gases between two or more panes of glass by the manufacturer to reduce heat flow

Two main gases:

Argon - inexpensive, nontoxic, clear, odorless

Krypton - expensive but better thermal performance

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Heat-Absorbing Tints

Changes the color of the glass, while absorbing a large percentage of solar heat gain and glare

Can be combined with spectral selective coatings to further reduce heat transfer

Comes in variety of colors, but...

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Heat-Absorbing Tints

Gray or bronze tint reduces equal amounts of heat AND light into the building - most common

Blue and green tint allows greater penetration of visible light with slightly reduced heat transfer

Black tint absorbs more light than heat - avoid use in hot climates

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Insulated Glazing / Glass

Refers to windows with two or more panes of glass - also called double-glazed, triple-glazed or storm windows

Multiple glass panes are spaced apart and hermetically sealed to form a single unit, with air or gas layers between each pane.

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Low-Emissivity (Low-E)

A microscopically thin, virtually invisible, metal or metallic oxide layer deposited directly on the surface of one or more panes of glass

Reduces infrared radiation through the glass

Results in a "cooler" pane of glass

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Low-Emissivity (Low-E)

Applied to the outside to reduce heat from the sun from entering the building

Used in typically hot climates or east/west facing windows

Applied to the inside to retain heat inside the building

Used in typically cold climates

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Low-Emissivity (Low-E)

Soft coat

- a) Degrades easily when exposed to air or moisture
- b) Easily damaged
- c) Limited shelf life

Hard coat

- a) More durable
- b) Can be used in retrofit applications
- c) Slightly poorer energy performance than soft-coat

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Reflective Glass

A thin, metallic, reflective coating, generally silver, gold or bronze, added to glass to reduce solar radiation

Reduces glare, but also reduces clarity

Actually blocks more light than heat so the reduction in cooling costs may be offset by the increase in electrical lighting

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Spectrally Selective Glass

Optically designed to reflect specific wavelengths of light, usually the infrared, solar spectrum, while admitting the visible spectrum of light

Can be combined with tinted glass to improve aesthetics and climatic effects

Generally more costly, but greatly decreases heating and cooling costs

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Little Elm Police Dept. www.txcsc.txstate.edu



Types of Safety Glass

Laminated

Toughened or tempered

Embedded wire

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Laminated Glass

Two or more layers of glass held together by an inner layer, usually polyvinyl butyral (PVB)

Holds glass together when completely broken, or produces "spiderweb" effect when cracked

Helps to insulate against sound

Blocks up to 99% of UV rays

Applications include store fronts and automobile windshields

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Toughened / Tempered Glass

Glass that has been processed by controlled thermal or chemical treatment

Breaks into small square pieces

4-6x stronger than annealed (heated to reduce stress) glass

Applications include automobile side and rear windows, unframed assemblies and cell phones

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Embedded Wire Glass

Consists of embedding wire mesh between laminated sheets of (usually tempered) glass

Generally also includes a fire-resistant layer of film

No longer widely used

Used primarily in industrial buildings and schools

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Glass Alternatives

Acrylics

Polycarbonates

Plexiglass

Lexan

Protective films

Mylar

LLumar

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Acrylic

Less heavy than glass

17x more break resistance than plate glass

Used primarily for safety and security

Very little deterioration

Not as burglary resistant as polycarbonate

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Polycarbonate

Outstanding strength against impact -
virtually unbreakable

300x more impact resistance than plate glass

20-30x more impact resistance than acrylic

Very lightweight

Useful life of about 7 years. UV rays discolor it

Less clear, some distortion

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Protective Films

Protects against graffiti, vandalism,
bullets and bombs

Protects against wind damage and earthquakes

Great for aftermarket installation

Costly

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Window Operations - Types

Awning

Casement

Fixed

Hopper

Hung - single or double hung

Sliding - single or double hung

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Window Operating Types - AWNING



Hinged at top - Open at bottom

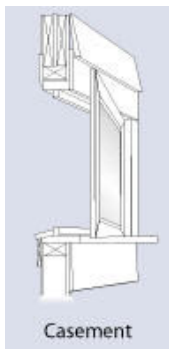
Closes by pressing against the frame

Generally less air leakage than sliding windows

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Window Operating Types - CASEMENT



Hinged at side

Closes by pressing against the frame

Generally less air leakage than sliding windows

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Window Operating Types - FIXED



Do not open

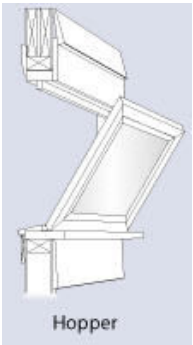
Airtight

Unsuitable for places where ventilation is needed

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Window Operating Types - HOPPER



Hinged at bottom - opens inward

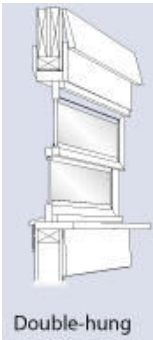
Closes by pressing against the frame

Generally less air leakage than sliding windows

Hopper

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Window Operating Types - HUNG (Single or double)



Single hung - only bottom sash slides upward

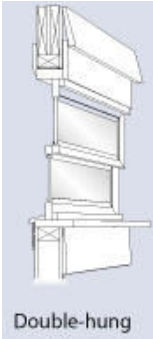
Double hung - both sashes slide

Generally have high air leakage

Double-hung

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Window Operating Types - SLIDING (Single or double)



Single hung - only one sash slides horizontally

Double hung - both sashes slide horizontally

Generally have high air leakage

Double-hung

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View of Windows

Provides informal or natural surveillance

Surveillance is the principal weapon in the protection of defensible space

Criminals least likely to go to high visibility areas

Legitimate users can observe and report criminal acts

**OPPORTUNITIES TO OBSERVE ARE A DIRECT
RESULT OF ARCHITECTURAL DESIGN**

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Window Guidelines

Provide two-way visibility to areas open to public

Convenience stores, check cashing stores, etc.

Provide one-way visibility to areas closed to public

Private residences, office buildings, etc.

**Careful selection of the types of glass, coatings,
and window coverings can cost-effectively
implement or improve these guidelines**

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Window Guidelines

Where two-way visibility is desired, proper initial design is critical

Place windows and glass doors where public needs to see and be seen

Be careful NOT to place windows in non-public areas, such as store rooms, office or cash counting area, etc

Carefully select appropriate type of window for the location being built

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Window Guidelines

Where two-way visibility is desired, train legitimate users to not restrict that visibility

Cover less than $\frac{1}{4}$ of the window with signs, etc.

Don't place signs or coverings at eye-level

Turn display shelves perpendicular to windows

Don't place anything that restricts clerks view of outside

Don't place anything that restricts customers view of clerk

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Window Guidelines

Where one-way visibility is desired, proper initial design is equally critical here also

During design:

- a) Carefully select appropriate window types for the location and application
- b) Carefully select types of window coverings (drapes, blinds, etc.)
- c) Place windows facing critical areas (walks, yards, etc.)
- d) Select proper landscaping for each window location

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Window Guidelines

Where one-way visibility is desired, properly train legitimate users to optimize options

Teach them not to open blinds, curtains, etc. at night nor even on overcast days

Signs may be used to inform public, even without revealing the "real" motive

Teach them to be observant and report suspicious behavior

Teach owner/user to properly maintain area

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Window Guidelines

Remember basic rules and guidelines...

Keep windows locked when closed

Place a secondary lock on all windows on all floors

Ideally, select secondary locks that allow locking the window at set locations when in the open position

If alarmed, place alarm contact points on all windows

Don't place objects in or around window that blocks views

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Window Guidelines

More basic rules and guidelines...

Keep outside plants trimmed 6" below bottom of window

Keep trees limbs trimmed at least 7' from the ground

Use appropriate lighting

Be careful of the types of fences and their locations

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Window Guidelines

More basic rules and guidelines...

Remember:

Any opening of more than 9" square is a security concern

Any opening less than 18' from the ground is a security concern

Most windows on any building 2 stories or less meets that criteria

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ANY QUESTIONS

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Commercial Steel Doors

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Make up of steel doors

*All steel doors have an inner frame of wood
or steel that provides greater strength*

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Steel doors are resistant to cracking and warping



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Doors are made of 16 to 25 gauge steel and higher-end doors are 26 gauge steel



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Benefits of steel doors are that they are more durable and long lasting



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Commercial Door Lites

- Exterior doors are available in different shapes, sizes, and colors. Sometimes, these doors will contain [commercial door lites](#). Door lites are glass panels that allow varying amounts of light to pass through. Although door lites can come in single or double-pane form, they are still prone to outside damage.

- Door lites are available in a variety of forms. Here are three of the most common types:

1. Insulated:

These types of door lites prevent the building from overheating in the summer, and keep the inside warm during the winter.

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Commercial Door Lites

2. Textured:

This form of door lite permits sunlight into the establishment without clearly revealing all of the interior to outsiders. Textured glass is available in many varieties, including glazed, frosted, gotta, reed, beveled and water glass.

3. Tinted:

Some business owners will choose to install tinted door lites to reduce the impact of heat and sunlight on the building's interior.

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Standard Lite Flush Doors

- Lightweight Beauty that is attractive with easy care but not the best secure option***

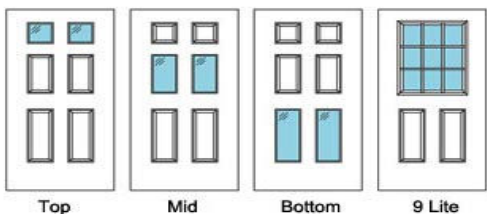


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Entrance Doors with Lites

- *Colonial Lites for Traditional Architecture*



Top

Mid

Bottom

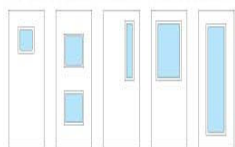
9 Lite

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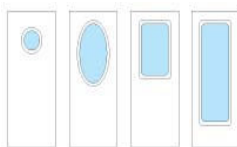
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Entrance Doors with Lites

- *Vision Lites for Flush Doors*
- *Curved Vision Lites for Unique Look*



12" x 12" Double Narrow Half Full



Round Oval Half Full

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Lite kit before installation



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Lite Material

- *Standard glass*
- *Reinforced*
- *Ceramic*
- *Polycarbonate*

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Strikes and frames

- *Wood*
- *Steel*
- *Double*
 - *Flush*
 - *Mullion*
 - *Removable mullion*
 - *Bolt in*
 - *Lock in*

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Wood



Steel



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Double



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Mullions

▪ *Stationary*

▪ *removable*



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Mullion considerations

▪ *Bolt in*

▪ *lockable*



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Questions

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Alarm Systems

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A brief history of Alarms

Animals, most notably Dogs, have been used for thousands of years to guard, warn and alert man of persons tampering or stealing his possessions. They are the earliest form of "Burglar Alarms"



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The 1st “modern” burglar alarm

- Edwin Holmes was an American Inventor from Boston Massachusetts. In 1852 he devised a simplistic but effective alarm.
- The alarm consisted of a solenoid striking a gong when a trip wire was disturbed. Although his alarm system is nothing compared to today's offerings it was positively received in its day.

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An example of a Holmes Burglar alarm



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Burglar Alarm-1950's

- The advent of the transistor and the integrated circuit heralded the modern alarm era. This technology allowed smaller units integrated with microwave and ultrasonic motion sensors along with features such as entrance and exit delays to be introduced.



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Modern Alarm System



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Modern Alarm Sensors

The five basic types of alarm sensor available on the market today are:

- 1) contact or plunge sensor that requires contact or a switch that can be pushed to activate, like a panic alarm
- 2) glass breakage, sense noise that is out of the ordinary and are triggered when these events occur
- 3) floor pressure mats or switches that activate when someone steps on them, or when pressure is removed from them, like lifting a safe
- 4) metal foil, which operate essentially like a contact switch, but are generally found on windows
- 5) alarm screen devices, which as the name implies are attached to a window covering screen and activate when the screen is cut or removed.

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What to ask Alarm Companies

- Is the company local?
- Do they have a state license?
- Do they offer 24 hour service?
- Will the company work with your insurance company for reduced rates?
- Is there a warranty?
- Is there a service contract?
- Is the system monitored by a central station? Is there a live person or a tape recording on the other end?


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Display the alarm company sign prominently!

The existence of a monitored alarm system increases the risk of detection



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Alarm Systems

Silent or audible alarm?: While noisy alarms can be a pain in the ear, burglars especially despise them. The last thing they want to do is draw attention.

USE BOTH. The silent activation first to the alarm company starts the clock and response time moving. The louder the better for the audible alarm.

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False Alarms

- **The Problem**
 - 95 – 98% of house alarms are false
 - 10 – 30% of all calls for police service
 - Approximately 1 in a 1000 alarms is due to illegal entry being made into a residence or business. All others are due to human or mechanical error.
- **The Result**
 - Unnecessary police dispatches; risk of accidents

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Sonitrol

- Highest apprehension rate and the lowest false alarm rate in the industry.
- Sonitrol's verified alarms are sound-based not motion-based
- Monitoring professionals can actually listen-in to determine whether a

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Optional Features

- Can add hold-up alert capabilities that automatically activate a live audio feed in the event of a robbery during business hours.

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Cannon Alarm

- Cannon
 - Basic Service \$26.95
 - Houston Galveston Area
 - 17 outlying cities
 - Can program existing alarm systems for their system info
 - U.P.S.
 - Automated remote lighting

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Comcast Optional Equipment:

- **Wireless Keypad**
- **Keychain Remote**
 - for convenient arming/ disarming
 - panic button and sound to summon the authorities in an emergency
- **Cameras**
- **Thermostat***
- **Smoke Detector**
 - Authorities notified in the event of fire, even if your system is unarmed or you are away.
- **Carbon Monoxide Detector**

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Comcast Optional Equipment:

- Alerts**
 - Receive an Email or Text Message with Video Clip When a Door is Opened.
 - Know if your security alarm has been triggered, a device was tampered, or other events.
- Automation**
 - You can turn lights on just by entering a room or record video clips
 - Capture a Video Clip When a Door is Opened Always know who's entering your home)
 - Schedule Lights to Turn On and Off While You're Away From Home:
 - Make your home appear occupied even when you're not there.
- Schedules**
 - Schedule your system to arm itself in the morning
 - (even if you forgot to arm it yourself)

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Comcast Xfinity Home Security

- An in-home touch screen, door and window sensors, wireless keypad, and a motion detector is included in all packages. Features and equipment vary depending on the package selected.


Core Services	Basic	Preferred
24/7 monitoring	yes	yes
Wireless Backup	yes	yes
Central Monitoring Station	yes	yes
Web Portal Access	no	yes
Mobile Access	no	yes
Carbon Monoxide Monitoring	no	yes
Email Text Alerts	no	yes
Home Automation (lights/ thermostat)	no	yes
Motion Detectors	yes	yes
Window / Door Sensors	yes	yes
Keychain Remote	no	yes
Video Monitoring	no	yes

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With Comcast: Home Security and Control in the Palm of Your Hand



- The Smartphone App allows you to Manage:
 - Lighting
 - Arming and Disarming your alarm
 - Remote Climate Control
 - Video Monitoring- View Video Streams



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Conclusion


- If someone is gonna do this to you:
- You want the tools to be able to do THIS to him:

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CPTED CCTV Presentation





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- **The 1st Evolution: From Analog to Digital**
- **The 2nd Evolution: Advancing Technologies in Video Surveillance**
- **Next Evolution : Megapixel/High Definition Video**
- **TSA's Deployment of Megapixel Video at O'Hare Airport**

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2

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Video Surveillance: 1st Evolution

EARLY HISTORY OF CCTV



- First used in 1942 by Germans to watch V2 Rocket Sites.
- 1950's used by Metropolitan Police in London to monitor traffic and lights.
- 1949 first commercial use in U.S. by Vericon.

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Video Surveillance: 1st Evolution



- The total global CCTV market has grown from \$1Billion in 2003 to over \$7Billion by 2007. It is projected to grow at 23% annually through 2012 and beyond.
- To date only 20% of CCTV Installations are on Digital network Solutions, but IP camera sales are growing 34% annually.
- The merging of Security and IT Information Management functions...Convergence is Reality.
- Security Focus driving technology development.

Source: J.P. Freeman

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Video Surveillance: 1st Evolution

Overarching trends in security technologies

- Technologies are now computer-based
 - Requires more IT skills than ever/Greater collaboration between Security, IT and OPS.
 - Many traditional security manufacturers & integrators are struggling to keep up.
- Continually evolving technologies:
 - Requires continual evaluation of new technologies.
 - Long-term capital planning now more fluid and complex; requires flexibility.
 - Convergence provides opportunity for creative funding.
 - Operational enhancements...making technology work for you.

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Video Surveillance: 1st Evolution

Analog CCTV Systems:

- 10-15+ year-old non-supported video systems
- Hardware-based system
- Broadband/Fiber... network???
- Limited Access...maximum # of viewable cameras easily reached
- Limited/Unreliable video recording...where to store and how to manage all those tapes?
- Slow and manually intensive investigative/forensic processes
- Local viewing of live video only



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Video Surveillance: 1st Evolution

CCTV		Digital Video Management
10-15 year-old ??		State-of-the-art digital network based video system
non-supported analog video system	→	Software-based system
Hardware-based system		Fiber network
Broadband network		All cameras simultaneously available
Limited – Could only view a maximum of 64 cameras at one time	→	Video viewable by any authorized network PC
Local viewing of live video		All video recorded and stored centrally
Video recording... VCRS???	→	Retrieval of recorded video in SECONDS
Hours of searching for relevant recorded video		

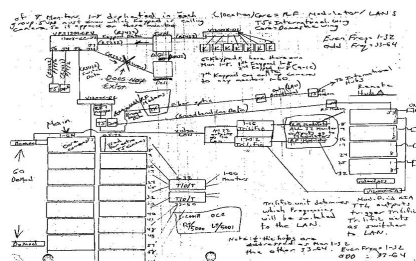
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Video Surveillance: 1st Evolution

CCTV

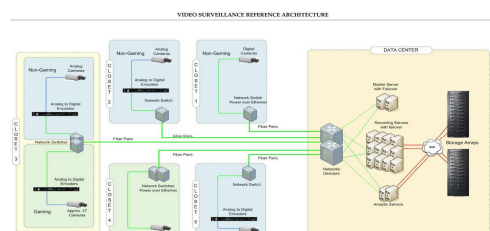


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Video Surveillance: 1st Evolution

Digital Video Management



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Video Surveillance: 1st Evolution



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Video Surveillance: 1st Evolution

Digital Video Management – Advantages and Challenges

Benefits

- Any computer on the network with permissions can access *assigned* cameras for Live and Recorded video
- Multiple groups can collaborate more easily because they can view the same feeds simultaneously.
- View cameras from external locations for instant situational awareness...or just to check on operations.
- Existing infrastructure and investment *can* be effectively incorporated to avoid rip and replace approach.

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Video Surveillance: 1st Evolution

Digital Video Management – Advantages and Challenges

Challenges

- Many systems on the market, but with widely varying Capabilities and costs; a confusing market that will soon shake out...some winners, some losers.
- Network must be designed properly – extremely important for capacity, reliability, and security.
- Many traditional security vendors do not understand digital...HOW TO CONVERGE.



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Surveillance: 2nd Evolution



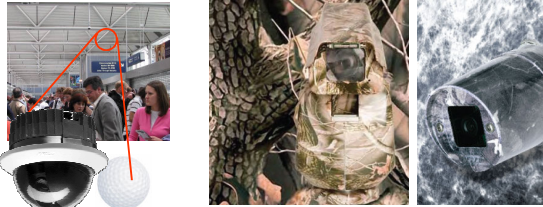
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Video Surveillance: 2nd Evolution

Covert Video: Cameras no longer obtrusive

- Cameras need not be highly visible; new options are smaller and less obtrusive.
- Can blend in with architectural details.



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Video Surveillance: 2nd Evolution

Mobile Applications: Data can be pushed out to the field

- Officers can receive data in the field on devices in their vehicles or on commercially available handheld devices.
- These field devices can now accommodate a range of digital inputs (and even control cameras).



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Video Surveillance: 2nd Evolution

Video without traditional connectivity and power: Cameras are now feasible in any location.

Wireless networks and solar power are proven and practical...no more limits to camera locations.



Solar Powered Transmitters



Wireless digital video

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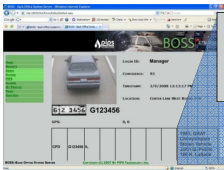
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Video Surveillance: 2nd Evolution

ALPR (Automatic License Plate Recognition)
Automatically reads license plates and records information.

- The ALPR camera sends the license plate number, a date/time stamp, and a picture of the vehicle (can be wireless) in a fraction of a second.
- Can be used to find wanted vehicles, for investigations, etc.

1991, GRAY
Chevy/Impala
Stolen Vehicle
John Q. Public
180 N. LaSalle

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Video Surveillance: 2nd Evolution

Accurate Intelligence and Superior Value

- Sophisticated analytics applied to high-quality video at the point of capture.
- Reduces the requirement to continually watch cameras.
- Enables faster response time to security and operational situations.



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Video Surveillance 2nd Evolution

Video Analytics truly deliver operational value.

- Creates additional value from captured video.
- Provides a more complete view of a given event.
- Enables a preventative approach to security.
- Provides best-of-breed flexibility.
 - Analytics can be configured/implemented in a variety of manners

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CCTV and Crime Prevention

Does CCTV work to prevent crime? CCTV can only be a positive step towards preventing crime and to deter the vast majority of criminal activity

Criticisms of CCTV have been that images are not easily recognizable or sufficiently clear enough to identify culprits.

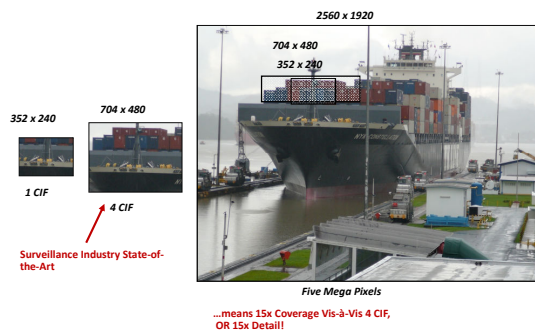
As CCTV cameras improve with higher resolutions and recording equipment the quality of the imagery will naturally improve and will be an aid to the authorities in the fight against crime.

CCTV can provide a deterrent as perpetrators will be detected to trigger physical interaction and to warn off others who simply don't want to take a risk.

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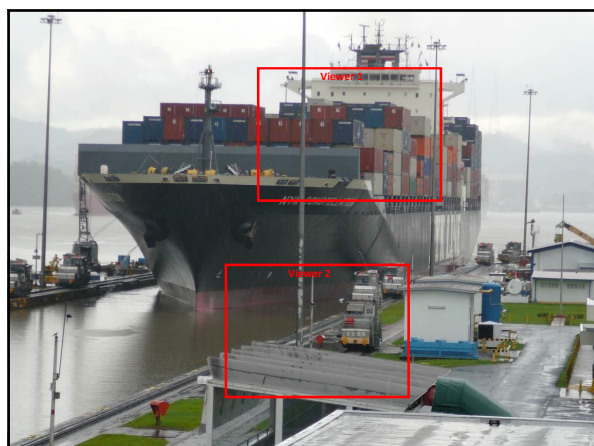
Video Surveillance Next Evolution: High Definition



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Sensor = Lossless 4X Zoom

HD Sensor with 4X Zoom

1X
2X
4X

"High Resolution" Camera Sensor with 4X Zoom

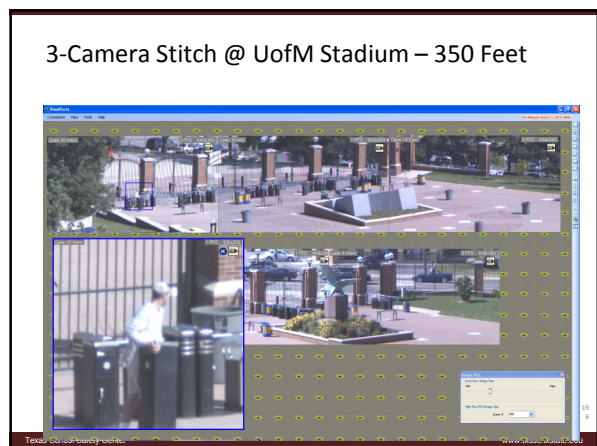
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Resolution: The Next Evolution

High-resolution cameras can view detail from long distances (even a mile away), requiring fewer cameras for large areas.

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3-Camera Stitch @ UofM Stadium – 350 Feet



Solution Comparisons

Wide-area
Panorama



Or...

UI for
multiple
Cameras



Or...

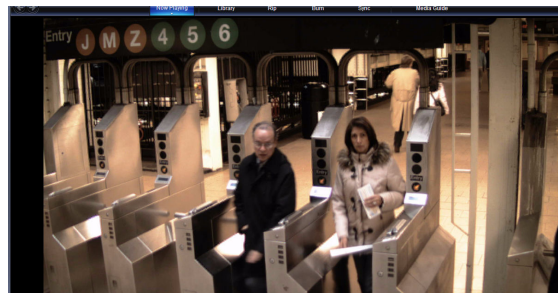
PTZ Camera



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Transit Authority Multi-lane Turnstile Monitoring



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Security Technologies Megapixel Cameras - Benefits and Challenges

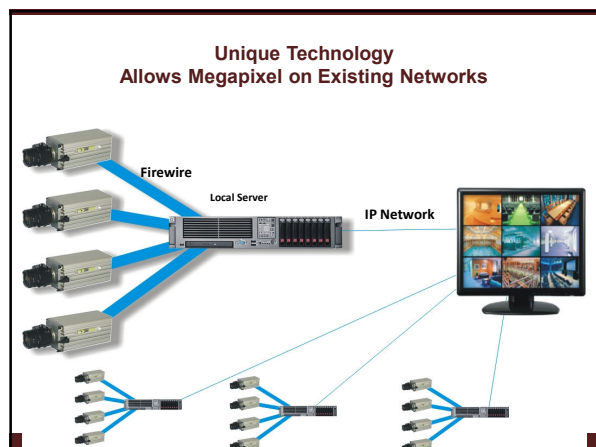
4 CIF Video Bandwidth



Megapixel Video Bandwidth



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Key Benefits of High Definition/Megapixel Technology

- Better quality = ***better evidence***
- Greater coverage with fewer camera installations = ***lower cost***
- The end to the ***Fixed vs. PTZ dilemma***
- Unique technology that ***works on existing networks (wired and wireless)***

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Situation

TSA Security Challenges

- Desire to use video for forensic investigative purposes.
- Allow the TSA to investigate possible incidents at each screening lane and x-ray machine – need high resolution images and the flexibility of a dynamic region of interest.
- Improve response time to potential breaches and other situations.
- Create a complete panoramic view of the entire screening area.
- Ability to follow a passenger through the entire security screening process.
- Facilitate the capture and distribution of critical forensic information.

Traditional Camera Views



Megapixel Camera Views



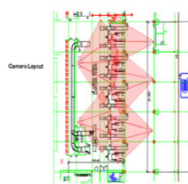
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Choosing the Right Technology

Considerations:

- Security process/procedural factors
 - Ease of operational use – minimal training
 - Feature-rich forensic tools for live and recorded video
- Security protocol factors
 - Reliable megapixel technology
 - Security measurements on exported video clips (i.e. watermarks, etc.)
- Camera factors
 - Reliability, high resolution clarity
 - Aesthetics, ease of installation & maintenance
- Infrastructure factors
 - Network and bandwidth requirements
- Storage factors
 - Storage cost versus retention time

Sample Checkpoint Configuration



20
3

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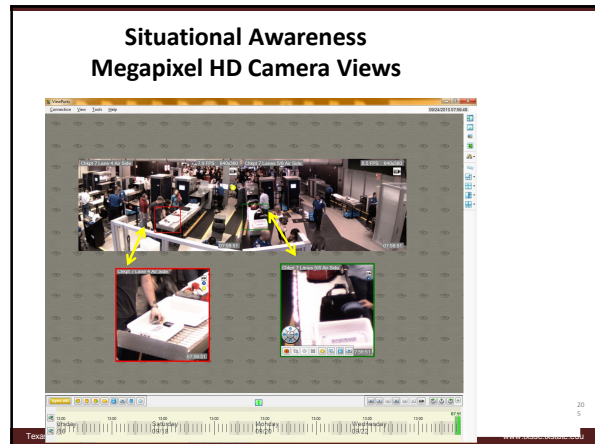
Situational Awareness

Traditional Camera Views



Texas Sch


20
4




Results - Benefits

Security Breach & Response

- Full domain awareness for quicker forensic analysis
- Easily identify, capture & distribute high resolution photos
- Quickly determine breach direction
- Quick response mitigates risk and cost



Land Side



Air Side

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Results - Benefits

Theft (real-time notification)

- Passenger-to-passenger theft
 - Quickly view recorded video to assess the situation
 - Ability to identify the perpetrator
 - Lower claims processing costs
- Employee-to-passenger theft
 - Quickly view recorded video to assess the situation
 - Ability to identify and capture the perpetrator

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Results - Benefits

Customer Service Claims (paper claim processing)

- Ability to refute claims, resulting in reduced tangible claims cost
- Faster claims processing thus reducing total claims processing costs (captured video can be used as legal documentation)

Passenger Service & TSA Employee Productivity

- Reallocate TSA employees based on passenger line waits
- Monitor TSA employee activity (performance issues, workmen comp claims, etc)

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Cost Impact

■ High-Resolution Video: more content from fewer cameras

- Fewer camera installations means less electrical/data cabling, less labor.
- Cost savings from high-resolution can justify installation or retrofit.
- Actual installation Savings – approximately \$240,000 cost savings
 - ½ Number of Cameras Deployed
 - Reduction in Infrastructure Costs
 - Lower overall hardware costs
 - Lower overall labor costs
 - Quicker Installation per Checkpoint: 4 weeks vs. 8 weeks
 - 25% Overall Savings

20

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Video Quality in Public Safety

Public Safety Video Quality Website:

http://www.pscr.gov/projects/video_quality/video_about.php

VQIPS Fact Sheet:

http://www.safecomprogram.gov/NR/rdonlyres/756B5A7E-CA0F-4459-88E9-60F2AE38FEF1/0/VQIPSFactSheet32910_2_.pdfConsumer Digital Video Library: <http://www.cdvl.org/>

Defining Video Quality Requirements: A Guide for Public Safety (Volume 1.0)

<http://www.safecomprogram.gov/NR/rdonlyres/5BCA1CBF-1500-4B29-9370-81B823575DE8/0/3aVideoUserRequirementGuidedoc.pdf>

210

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Crime Prevention Part II:

Business Crime Prevention Survey (Overview)

Institute for Criminal Justice Studies

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Learning Objectives

- The student will learn the purpose of conducting surveys.
- The student will be able to define the definition of a survey and prime objective of a survey.
- The student will be able to define the five components of a survey
- The student will be able to identify and explain the 3-types of surveys
- The student will receive a basic knowledge and understanding of the key components of a Crime Prevention Business (Commercial Security) Survey.
- The student will learn a universal format for conducting a crime prevention survey

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Introduction

A security survey is a critical on-site examination and analysis of a commercial business, office, warehouse, private or public institutions, and/or industrial facility; to ascertain the present security posture; identify deficiencies or excesses, determine level of protection needed and to make recommendations.

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Foreword

This lesson is designed to show you how valuable the individual lessons you will be receiving this week concerning; the concepts of security, locks, doors, windows & glass, alarms & CCTV, security lighting, safes and business crime prevention lessons will be to you.

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Foreword

Take this lesson and the student outline checklist read it thoroughly. As you go through these lessons for concepts of security, locks, doors, windows & glass, alarms & CCTV, security lighting, safes and business crime prevention refer to the different sections; see how you can use what you are about to learn to complete an actual survey.

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Foreword

Every evening and/or every morning prior to start of each lesson, if you will take the time to look at your outline and the corresponding lesson for that day, both will make more sense to you at the end of each day. You will see that one lesson is designed to build on the other.

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Foreword

The Business Crime Prevention (Commercial Security) Survey will take place at an actual business. Your report will count as 50% of your grade for this course. A word to the wise, pay attention, take notes and do not hesitate to seek help from your instructors who will also become your mentor. They all have a plethora of working knowledge and experience.

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Crime Prevention

Look carefully at the definition of crime prevention and you will see in its essence it is the "anticipation, recognition, and appraisal of a crime risk and the initiation of action to remove or reduce it"....a good definition of what a Business Crime Prevention Survey is. It is not so much action however, as it is more of a basis for recommendations for action.

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Anticipation

A primary objective of a survey is the anticipation or prevention aspects of a given situation – the pre – or before concept. Anticipation helps one maintain a proper balance in the total spectrum of security surveying. The anticipatory state can be considered the prognosis of further action.

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Recognition

- What does an officer need to conduct a survey of the relationships between anticipation and appraisals?
- Primarily, the ability to recognize, and interpret what seems to be a crime risk becomes an important skill a crime prevention practitioner acquires and develops over time and with experience

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Appraisal

The responsibility to develop, suggest, and communicate recommendations to improve a current situation. It is taking your knowledge & experience; analyzing what you see with common sense and your knowledge; and making a recommendation on how to remove as much risk as possible to deny, deter, detect or delay a perpetrator.

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Crime Risk

The opportunity gained from a crime. The total elimination of opportunity is most difficult, if not improbable. The cost of protection is measured in (1) protection in depth and (2) delay time. Therefore the implementation of a recommendation should not exceed the total original (or replacement) cost of the item to be protected. Exception is Loss of Life.

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Action

The initiation of action to remove or reduce the crime risk. This refers to the phase of a survey in which the recipient of the recommendations decides whether to act, based on the suggested recommendations set forth by the officer. If you discover anything during your survey that requires immediate corrective action, do not wait bring it to attention ASAP

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Three Survey Types

- Building Inspection (limited in scope)
- Security Survey (the whole vs. one segment)
- Security Analysis (more in-depth study)

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TCPA Survey

- Section I - Introduction:
- Date & time (Start – finish)
- Reporting Officer
- Basic: (Who, What, Where and How)

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TCPA Survey

- Section II – Identification of site:
- Describe in detail location. You can include a digital photo
- Include complete physical address.
- Use Google – Map Quest or draw a sketch

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TCPA Survey

- Section II – External Environment:
- Describe external location; list name of store again, physical address; what streets intersect or border location; how do these street flow (traffic flow)
- Describe any adjacent businesses or locations, there store names, type of business and there proximity .

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TCPA Survey

- Section II – External Environment
- Describe use of adjacent property without structures such as parking lots, grass fields, parks, etc;
- Describe any external attachments to surveyed business such as patio, storage buildings, etc.)
- Traffic Observations what is volume of traffic (approximately how many cars per day)

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TCPA Survey

- Section II – External Environment:
- Law Enforcement:
- LE response for this business:
 - Response time
 - Do law enforcement officers stop by?
 - Does responsible law enforcement agency have blueprints for business on file
 - Date of last business crime prevention (commercial security) survey

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TCPA Survey

- Section II – External Environment
- Operating Hours of the store are as follows (what days of the week and what are the hours for each day the business is open to the public for business
- Business History and Crime Status (How long has business been operating; was there a prior associated business at this location; Can the owner provide you with any prior crimes.

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TCPA Survey

- Section II – External Environment
- Dimensions of Property and Buildings (Size of lot, size of building and/or any other attached structures or buildings)
- A check with county clerks office can provide you with this information prior to your arrival. Owner may or may not have this info. Last resort use a tap measure and do it the old fashion way.

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TCPA Survey

- Section III – Exterior Lighting:
- Describe quality of illumination, type of light devices used and their locations):
OBSERVATIONS: (What do you see, is it adequate, inadequate, what are lighting effects)
- If your agency has a light meter take one with you. These are inexpensive and easy to use

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TCPA Survey

- Section III – Exterior Lighting
- Recommendations
 - Minimum
 - Maximum

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TCPA Survey

- Section III – Natural Barriers:
- Describe Fences, Shrubs, Bushes, Trees
OBSERVATIONS (What do you see and where; fences, height, how installed; type of fence - wood, chain, iron, etc., height of trees, bushes/shrubs and do they offer any concealment for a would be intruder
- Are they obstructing visibility natural surveillance?

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TCPA Survey

- Section III – Natural Barriers
- Recommendations
 - Are yours cost effective?
 - Minimum
 - Maximum

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TCPA Survey

- Section III – Perimeter Exterior Alarms:
- Perimeter Alarms (Exterior) Observations
 - What do you see
 - Note any alarm bells, sirens, motion detector alarms, or flashing lights
- Recommendations
 - Minimum
 - Maximum

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TCPA Survey

- Section IV – Doors Interior & Exterior:
- Location how many (number them) and where
- Style - solid wood, metal, hollow, glass, steel?
- Hinges – type, how secured?
- Frame – is it solid, how secured, metal or wood
- Viewers – do they have door viewers peep holes
- Locks – style, type, high-low security?
- Alarm systems – make, model, # of sensors
- Access – who has access to what areas

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TCPA Survey

- Section IV – Doors Interior & Exterior
- Recommendations
 - Minimum
 - Maximum
- You will have recommendations with minimum & maximum for each; styles, locks, hinges, frames, viewers, alarm sensors, etc.

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TCPA Survey

- Section IV – Windows:
- Describe your window observations; there locations, type (fixed solid plate glass or other), classification, visibility, etc.):
- Are they obstructed by signage etc. that would hamper visibility natural surveillance?

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TCPA Survey

- Section IV – Windows
- Recommendations
 - Minimum
 - Maximum

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TCPA Survey

- Section IV – Walls
- Wall observations; type - brick, board; wooden or steel studs; plaster board, covered by wood, etc
- Recommendations
 - Minimum
 - Maximum

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TCPA Survey

- Section IV – Roof
- Roof observations; type of material, wood covered by shingles, tin, aluminum, etc., note any and all skylights, vents, etc in which someone could access the interior from the roof, any fire escape ladders or towers
- Recommendations
 - Minimum
 - Maximum

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TCPA Survey

- Section IV – roof
- Floor observations; type of foundation, concrete, etc., Covered by wood or tiles explain are there any opening in the foundation that come in from street or exterior of building that could provide access):
- Recommendations
 - Minimum
 - Maximum

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TCPA Survey

- Section V - Interior Controls – Doors & Locks
- Doors and Locks observations; style and types of interior doors, solid, wood, aluminum, steel, etc.; door frame is it solid, type of frame, size screws used; hinges type used and how secured; type of locking device on each door; is there a panic bar or other sensor used on the door; what is the doors access/egress use

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TCPA Survey

- Section V – Doors & Locks
- Recommendations
 - Minimum
 - Maximum

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TCPA Survey

- Section V – Interior Walls
- Interior Walls observations; how are they constructed, wood, paneling, gypsum or plaster board or combination; how attached to wall nail or screws; do you detect any vulnerability in way wall is constructed
- Recommendations
 - Minimum
 - Maximum

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TCPA Survey

- Section V – Interior Alarms & CCTV
- What type of alarm system is it, make, model, manufacturer
- Who maintains it (maintenance) and how often is it serviced (checked), date of last service
- Total number of sensors and types
- Who monitors alarm system
- There any CCTV camera, type, model and manufacturer, how and where are they installed
- What is the angle of coverage
- How are they recorded type of recording device

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TCPA Survey

- Section V – Interior Alarms & CCTV
- Recommendations
 - Minimum
 - Maximum
- Make your recommendations as If your were going to have to pay for them out-of-your pocket!

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TCPA Survey

- Section V – Safes
- Safes observations; type, make, model, manufacturer and UL rating; is safe fixed or moveable; location; type lock, combination, handle, or combination; does safe have time delay lock; for what purpose is safe used
- Recommendations
 - Minimum
 - Maximum

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TCPA Survey

- Section V – Key Control
- Key control observations:
 - How many access keys are there
 - Type of key master or keyed
 - Where are additional access keys kept
 - Who has access to keys
 - Is there a written key control policy
 - Are employees required to sign for keys
 - What is policy for terminated employee

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TCPA Survey

- Section V – Key Control
- Recommendations
 - Minimum
 - Maximum

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TCPA Survey

- Section V – Retail Security
- Interior Lighting observations; what types of lighting are used for interior - make, model and manufacturer; is the interior lighting designed to give maximum illumination (why or why not); is the checkout (cash register area) well illuminated; can you clearly see inside during night hours; is there emergency lighting and has it been tested, note date of last test

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TCPA Survey

- Section V – Interior Lighting
- Recommendations
 - Minimum
 - Maximum
- Use light meter it takes guess work out of the analysis

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TCPA Survey

- Section V – Retail Security
- Checks and Credit Cards
 - How are checks and credit cards handled
 - Is there a minimum amount of cash allowed for receiving cash back
 - What form of ID is used by employees for check cashing
 - Do employees know what to look for on a check or CC to verify its authenticity
 - Are violators reported

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TCPA Survey

- Section V – Checks & Credit Cards
- Recommendations
 - Minimum
 - Maximum

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TCPA Survey

- Section V – Retail Security
- Robbery Awareness
 - What is the cash handling procedures
 - Where is cash kept (maximum)
 - Is there a drop safe
 - Do employees have a panic alarm
 - How are bank deposits made
 - Have employees received any robbery awareness training
 - Is the written policy for robberies

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TCPA Survey

- Section V – Robbery Awareness
- Recommendations
 - Minimum
 - Maximum

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TCPA Survey

- Section V – Retail Security
- Shoplifting Awareness
 - Incidents of shoplifting/prosecutions
 - How is merchandise displayed
 - Do displays block visibility of employees
 - Are preferable items secured
 - Are merchandise security alarms used
 - Are CCTV cameras or wall mirrors used
 - LE or uniformed security officers/guards
 - Employee shoplifting training?

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TCPA Survey

- Section V – Shoplifting Awareness
- Recommendations
 - Minimum
 - Maximum

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TCPA Survey

- Section V – Retail Security
- Internal Theft
 - Written policy on employee theft
 - Is it posted in employee break room
 - What happens to employee for stealing
 - What is the hiring procedure
 - Are any background checks required
 - Where are employees allowed to park
 - Is employee egress monitored

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TCPA Survey

- Section V – Internal Theft
- Recommendations
 - Minimum
 - Maximum

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TCPA Survey

- Section V – Retail Security
- Delivery & Inventory Controls
 - Time of day & how delivers are made
 - Is merchandise checked (shipping manifest)
 - Type of software is used to manage inventories, shipping and receiving
 - Who has access to this system
 - Does business have a security cage
 - Non-gratuity letter bid system
 - Are inventories conducted

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TCPA Survey

- Section V – Delivery & Inventory Control
- Recommendations
 - Minimum
 - Maximum

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TCPA Survey

- Section V – Technology
- Technology Observations; what types of business technology is used, computers, etc., how are they secured; are makes, models, serial numbers recorded in separate location, are they protected from hacking/internet theft; where are sensitive computer files maintained and are these files protected in a fire proof UL certified container; are off-site lap tops/notebook computers used to monitor business

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TCPA Survey

- Section V – Technology
- Recommendations
 - Minimum
 - Maximum

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TCPA Survey

- Section VI – Conclusion
- Overall Building Security Findings (Summary):
- Additional Observations, Findings and Recommendations (Specific items of interest or potential risk not covered in main body of this report)

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TCPA Survey

- Section VI – Conclusion
- LIABILITY DISCLAIMER: The implementation of all or any portion of the recommendations in this Security Assessment of (name of the site as listed on the cover of the report) are NO guarantee or assurance that crime will go down, nor will they make the property crime-proof. The recommendations should, however, reduce the probability of crime if the strategies and recommendations are properly applied and consistently maintained

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Questions?

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Sources

- Handbook of Loss Prevention and Loss Prevention by Fennelly (Fourth Edition).
- National Crime Prevention Council
- Crime Prevention Sixth Edition by Steven P. Lab
- Community Policing a contemporary perspective by Robert Trojanowicz and Bonnie Bucqueroux

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Crime Prevention Part II: Business Crime Prevention Survey Report

Institute for Criminal Justice Studies

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Learning Objectives

- The student based on knowledge received from previous lessons concerning locks, doors, windows & glass, alarms, safes, security lighting and Business Crime Prevention (Robbery Awareness, Shoplifting, Internal Theft and Checks & Credit Cards) will be able to complete a Crime Prevention Business (Commercial Security) Survey Report (Practical Exercise).
- The student will be able to identify, explain and complete the Introduction section of the report
- The student will be able to identify, explain and complete the External Environment section of the report
- The student will be able to identify, explain and complete the Exterior Lighting and Natural Barriers section of the report.

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Learning Objectives

- The student will be able to identify, explain and complete section IV documenting observations and security recommendations for; door, locks, alarm sensors, windows, walls, roof and floor of a surveyed building and/or facility in the report.
- The student will be able to identify, explain and complete section V documenting observations and security recommendations for interior controls; door, locks, alarm system & CCTV, safes, interior walls, key control procedures, interior lighting, Checks and Credit Card procedures, Robbery Awareness, Shoplifting, Internal Theft and Delivery & Inventory procedures of a surveyed building and/or facility in the report.
- The student will be able to identify, explain and complete section VI documenting any additional observations and security recommendations.

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Foreword

A security survey is a critical on-site examination and analysis of a commercial business, office, warehouse, private or public institutions, and/or industrial facility; to ascertain the present security posture; identify deficiencies or excesses, determine level of protection needed and to make recommendations.

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Survey Report Form

If you will look at your sample Business Crime Prevention (Commercial Security) Survey Report in your binder, we will go over the sections and requirements established for completing this form.

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Cover

- Header - "Confidential"
- Title: A Crime Prevention Business (Commercial Security) Survey
- Prepared For: Two Brothers Cigar Shop

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Cover

- Name of Store or Business:
 - Two Brothers Cigar
- Type of business:
 - Retail
- Address:
 - 803 Moore street

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Cover

- City – State - ZIP: San Marcos, TX 78666
- Telephone #: 512-245-6233
- Owner: John Doe
- Manager: Jane Doe

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Cover

- Inspectors Name: Officer C.P. Wannabe, Badge #007
- You can use your own agency or department letterhead
- Make sure your cover page has "CONFIDENTIAL" at top and bottom of each page of report.

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Section I - Introduction

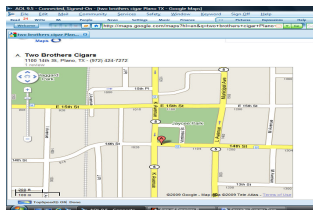
- On March 6, 2009 at approximately 1415 hours, I, Officer C.P. Wannabe, began a commercial security survey for Two Brothers Cigar Shop, located at 1105 Moore Street, San Marcus Texas, 78666. Members of the security survey party included (list names of all officers conducting survey). The onsite commercial security survey concluded at approx 2000 hrs, on the same date.

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Section II - Identification of Site

- You can write a detail description or use Google or MapQuest.



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Section II: A - External Environment

- You can attach photo's and/or again use technology found at Google or Map Quest



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Section II: A - External Environment

- The Two Brothers Cigar Shop is located on the Southeast corner of Moore Street and Ave K Street. K is a one way (Southbound) street running along the West side of the property. 14th Street is a two way street that runs East and West and is located on the North perimeter of the property. The East side of the property is abutted to the retail store by "Dave's Liquor Store". The South Side of the property is bordering a duplex.

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Section II: A - External Environment

- Across 14th Street, on the North side is the business Netvision, a commercial CCTV provider and Condominiums managed by BJ Properties. BJ & Associates properties currently reports a 90% occupancy rate of the available rental units. To the West of the business, across Ave K, is a utilized parking lot approximately 30% full on our visit.

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Section II: A - External Environment

- There is a large (30'X40') smoker's deck connected to the business on the north side. There is a large amount of patio furniture on the deck for customers use. Business has been in place for three years. No crime issues other than small shoplifting has been experienced.

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Section II: A - External Environment

- Traffic: Traffic was moderate to heavy. Traffic volume reported by business owner was 40 to 50 thousand cars per day.
- Law Enforcement: The San Marcos Police Station is located approximately 2 blocks away from the business. Patrol vehicles frequently drive by the area around the business during normal patrols.

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Section II: B – Dimensions of Property and Buildings

- Operating Hours: of the store are as follows:
 - Monday – Thursday: 0900 – 2100 hrs
 - Friday: 0900 – 2300 hrs
 - Saturday: 0900 – 2000 hrs
 - Sunday: 1200 – 1800 hrs

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Section II: A - External Environment

- Business History and Crime Status: The business has reported no criminal activity other than some minor shoplifting. Area Code 78666 has a lower than average crime area. Rates are as follows:

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Section II: A - External Environment

40

Personal crime risk
(100 is national average, lower is better)

60

Property crime risk
(100 is national average, lower is better)

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Section II: B – Dimensions of Property and Buildings

- Dimensions of Property and Buildings: The building is estimated to 50 ' by 60'. The property is a 130' by 130'.

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Section III – Perimeter Barriers

- A - Exterior Lighting:
- Lighting was minimal. The site employs use of fluorescent bulbs under the front business overhang (Four Double fixtures). Two Halide lights provide illumination for the Signage mounted on the North Side of the building.
- Observation: There needs to be additional lighting particularly in the parking lots and the alleys surrounding the building.

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Section III – Perimeter Barriers

- A - Exterior Lighting:
- Recommendation:
 - Minimum: Repairs should be made to the existing fixtures.
 - Minimum: Addition of a single three head metal Halide light at the Northwest corner of the roof. This light should be positioned to cover the parking lots

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Section III – Perimeter Barriers

- A - Exterior Lighting:
- Recommendations
 - Minimum: Addition of a three head metal halide light on the Southeast corner. The light should be positioned to cover the alleyway.
 - Minimum: The fluorescent lights at the main entry need to be repaired Every other light is off.

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Section III – Perimeter Barriers

- A - Exterior Lighting:
- Recommendations:
 - **Maximum:** Addition of lights at the following locations:
 - **Maximum:** Four three-head Metal Halide activated by photocell. These heads should be positioned to provide a overlap of illumination. and
 - **Maximum:** Repair existing lights on West side

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Section III – Perimeter Barriers

- B – Fences, Shrubs, & Natural Barriers:
- Observations: The South Side of the property has an eight foot wooden privacy fence. This fence needs to be augmented to provide a more secure alleyway on the South and East side of the building. There is currently a homeless pallet set up in the East alleyway.

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Section III – Perimeter Barriers

- B – Fences, Shrubs, & Natural Barriers:
- Recommendations:
 - Minimum: the alley needs to be cleared of all debris. Contact San Marcos PD reference to remove homeless transients.
 - Maximum: addition of an eight ft chain link fence replacing the wooden fence. The fence should wrap around to enclose the alley way on the north and west sides. Gates could be installed to allow access.

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Section III – Perimeter Barriers

- C– Perimeter Alarms:
- No exterior property perimeter alarms
- Recommendations:
 - Minimum:
 - Maximum:

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Section IV – Exterior Barriers

- A – Doors:
- Observations:
 - **Locations:**
 - Door #1 Front Door, Main Access
 - Door#2 East Side Door, Secondary access.
 - Door #3 Back Door, Emergency Exit

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Section IV – Exterior Barriers

- A – Doors:
- Observations:
 - **Style**
 - Door #1 double storefront glass.
 - Door #2 double storefront glass.
 - Door#3 Single metal door

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Section IV – Exterior Barriers

- A– Doors:
- Observations:
 - **Hinges**
 - Door #1 Internal cased hinges
 - Door #2 Internal cased hinges
 - Door#3 External hinge pins

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Section IV – Exterior Barriers

- A– Doors:
- Observations:
 - **Frame:**
 - Door#1 Powder coated anodized aluminum
 - Door#2 Powder coated anodized aluminum
 - Door #3 Steel frame
 - **Viewer:** None at this location

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Section IV – Exterior Barriers

- A– Doors:
- Observations:
 - **Locks**
 - Door #1 Schlage single cylinder ¼ inch bolts extend from top and bottom of doors
 - Door #2 Schlage single cylinder ¼ inch bolts extend from top and bottom of doors
 - Door #3 Schlage 1" deadbolt, single cylinder hardened with a four inch metal plate welded in place behind lock, two hasps on the interior side of the door, padlock (Master Model 911, 2 inch shackle) locked in place on upper interior hasp.

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Section IV – Exterior Barriers

- A– Doors:
- Observations:
 - **Alarm Sensors**
 - Door #1: Contact switches located at corners of door on non hinge side (interior)
 - Door #2: Contact switches located at corners of door on non hinge side (interior)

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Section IV – Exterior Barriers

- A– Doors:
- Observations:
 - **Alarm Sensors**
 - Door #3 Contact switch located at corner of door on non hinge side (interior)
 - **Access:** Main access is through front North Door. Secondary access via West side door. All employees and one friend have keys for access to doors.

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Section IV – Exterior Barriers

- A– Doors:
- Recommendation:
 - **Minimum:** Door # 3 Back Door Hinge pins need to be welded or pinned to prohibit removal. Padlock needs to be removed due to life safety issues.
 - **Maximum:** Door #3 An emergency exit crash bar should be added to augment back door security.

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Section IV – Exterior Barriers

- B–Windows:
- Observation: Along North and West side of the building. 4'X4' aluminum frame glass windows. They are solid standard commercial industry type plate-glass type windows fixed with no locks.
- Visibility: Poor Visibility due to signs hanging in windows. Blinds also block natural surveillance.

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Section IV – Exterior Barriers

- B–Windows:
- Recommendation:
 - **Minimum:** Remove/relocate signage to allow natural exterior surveillance. Leave Blinds up. Keep blinds open.
 - **Maximum:** Glass break detectors should be placed on the store windows. Remove signs and blinds.

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Section IV – Exterior Barriers

- C–Walls:
- Observation: Walls are brown brick
- Recommendation: None
 - Minimum:
 - Maximum:

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Section IV – Exterior Barriers

- D–Roof:
- Observations: Found unsecure ladder leaning against exterior wall, south end of the building near exit door. Ladder provides access to the roof on the south side of the building.

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Section IV – Exterior Barriers

- D–Roof:
- Recommendation: Ladder provides access to the roof on the south side of the building.
 - **Minimum:** Remove or secure ladder
 - **Maximum:** Add lockable cage on full length of ladder.

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Section V – Interior Controls

- E – Floor:
- Observation: Concrete foundation
- Recommendation: No issues noted
 - **Minimum:**
 - **Maximum:**

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Section V – Interior Controls

- A – Doors and Locks:
- Observations: Door #1 Office Door, Single cylinder Deadbolt (installed backwards, i.e. locks people in) Hollow core wooden door. Door #2 Humidor Door, passage set, Wood and glass. Door #3 Humidor Door, passage set, Wood and glass. Bathroom Doors, privacy locks, wooden hollow doors. Interior Doors, passage sets, wooden hollow doors.

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Section V – Interior Controls

- A – Doors and Locks:
- Recommendation:
 - **Minimum:** Areas need to be locked off after hours to prohibit free movement after closing. Unless there is a compelling reason, the dead bolt should be reversed to lock persons out of the office Door #1.
 - **Maximum:** Classroom or office function locksets should be added to the Humidor doors, Doors 2&3, and the office Door #4 to provide compartmentalization.

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Section V – Interior Controls

- B – Interior Walls:
- Observation: Interior walls are gypsum board and wood paneling over gypsum board.
- Recommendation: None
 - Minimum:
 - Maximum:

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Section V – Interior Controls

- C – Alarm Systems:
- Observation: ADT provides alarm monitoring services for the business. Currently there are four (4) CCTV cameras that provide 270 degree coverage, recorded to a 500 GB DVR.

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Section V – Interior Controls

- C – Alarm Systems:
- Recommendation:
 - **Minimum:** Update the alarm system with the vendor to include glass breakage detectors. In addition it is recommended that inexpensive pocket or necklace type duress (panic) alarms be purchased and issued to employees. Change location of CCTV camera covering main customer access/egress door to right angle to reduce backlighting effects. Cash register camera angle should be lowered to allow it to pick up a person's full facial features.

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Section V – Interior Controls

- C – Alarm Systems:
 - **Maximum:** Add PIR alarms to the humidor, office and back hallway areas. Add glass break detectors to front customer areas (2 sensors). CCTV cameras should be added to southwest corner of Humidor smokers room, one (1) to cover the rear employee and delivery access/egress door and two (2) cameras one on outside Northeast and one Northwest corner of building to cover customer (patron) parking areas; for additional security.

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Section V – Interior Controls

- D – Safes:
- Observation: Current safe is a standard money safe that meets UL specifications. This officer observed that the employees had to access the safe when they pulled excess cash from their registers or when they need change fund. In addition safe is on wheels. .

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Section V – Interior Controls

- D – Safes:
- Recommendation:
 - Minimum Continued: amount of \$100 increments in denominations of ones, fives and tens.
 - Maximum: Addition of a 350 Degree 2 Hour fire rated, 60 Minute TRTL rated drop safe.

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Section V – Interior Controls

- E – Key Control:
- Observation: Keys are signed out to and held by employees and one friend of the owner. Employees are knowledgeable of their responsibility to maintain accountability for premise keys. Locks are changed after each employee termination. This business has an adequate written key control policy and procedure.

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Section V – Interior Controls

- E – Key Control:
- Recommendation:
 - **Minimum:** Continue key control accountability. Ensure all new employees read and comply with existing key control policy and procedures. Continue to change locks each time an employee is terminated.
 - **Maximum:** None

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Section V – Interior Controls

- F – Retail Security:
- Observation
- Interior Lighting: Minimally adequate. Due to the nature of the business, mood lighting is employed very low (limited) light used.

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Section V – Interior Controls

- F – Retail Security:
- Recommendation:
 - Minimum: Keep cashier area well lit. This can be achieved by installing one fluorescent style type lamp directly over cash register.
 - Maximum: Sacrifice mood lighting for more store illumination, risk reduction and enhanced security.

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Section V – Interior Controls

- F – Retail Security:
- Checks and Credit Cards: Checks are only accepted from 6 well known repeat customers. Bad checks are released to San Marcos Police dept. for processing. Driver's licenses are checked on credit card purchases. Staffs have been through a DL ID training class to recognize fake identifications and drivers licenses.

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Section V – Interior Controls

- F – Retail Security:
- Recommendation:
 - **Minimum:** Continue current policy of only cashing checks from well known repeat customers. Ensure any new employees receive training in recognizing fake driver's license and/or identification cards. Ensure employees verify all out-of-town credit cards with Credit Card Company, verify card is not been reported lost or stolen.
 - **Maximum:** None

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Section V – Interior Controls

- F – Retail Security:
- Robbery Awareness: Cash; \$350 is placed in the register at the start of each day. As excess cash is received, it is placed in a cigar box under the counter. There is no history of any attempted to perpetrated robberies at this business. Deposits are made by the owner, who transports funds in his pocket. There are no current contract security guards/officers on the premise.....

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Section V – Interior Controls

- F – Retail Security:
- Robbery Awareness: San Marcos Police Department has an average response time of within 15 minutes before first officer arrives. Flat screen television is unsecured to the wall and provides a tempting target as it is not secured by any locking devices to the wall.

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Section V – Interior Controls

- F – Retail Security:
- Recommendation:
 - Minimum: Secured flat screen television to walls with appropriate industry standard UL approved locking devices. Owner should continue to keep minimum cash available. Ensure cash registers are kept open, cash drawers emptied and visible at night prior to close and lock-up. Money should be transported to bank using two person rule and avoid use of marked bank issue money bags, to reduce risk of becoming targeted

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Section V – Interior Controls

- F – Retail Security:
- Recommendations
 - **Minimum:** Further recommend a different route to and from bank when depositing and/or picking up monies. Recommend an annual employee training be scheduled to train all employees on actions to take during a robbery, designed to reduce risk and potential loss of life.

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Section V – Interior Controls

- F – Retail Security:
- Recommendations:
 - Maximum: Purchase a cash drop and money dispensing safe that is also fire resistant that meets current security industry and UL specifications. Alternate floor safe (installed into concrete floor) should be considered if any sizeable amounts of money will ever be left on premise overnight.

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Section V – Interior Controls

- F – Retail Security:
- Observations
- Shoplifting Awareness: There were five (5) documented instances of shoplifting within the past three years. All were released without notifying the police and without prosecution. Customers are allowed free access and use the restrooms, which has some limited/obstructed visibility. Visibility in the humidor and smokers area is an issue. Product Layout all products are visible with the exception of the humidor area. There is no one monitoring the existing CCTV cameras for potential shoplifters.

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Section V – Interior Controls

- F – Retail Security:
- Recommendation:
 - Minimum: All shoplifters should be prosecuted to discourage and/or deal appropriately with repeat offenders. If people know they will not get away with committing a crime they become less like to commit a crime. In addition if people are stealing from you as a business owner they are stealing from your fellow business owners as well. A simple sign shoplifters will be prosecuted could reduce risk to your business. A business crime prevention sign may well serve the same purpose .

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Section V – Interior Controls

- F – Retail Security:
- Recommendations
 - **Maximum:** Installation of additional security camera as specified in Security Alarms – CCTV section of this report may help reduce risk. In addition see what service would cost to have someone monitor camera for you. They have the technology now where you can add software to your home computer or lap top that will allow you to monitor your business any time from a remote location.

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Section V – Interior Controls

- F – Retail Security:
- Observations
- Internal Theft: Store Policy and Procedures: No problems noted. Employee Parking: Employees park in the lot in unassigned parking. No issues. Owner only hires a person he knows and/or who is personally recommended by one of his long-time friends. Owner and one employee closes and owner opens and provides cash when and as needed.

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Section V – Interior Controls

- F – Retail Security:
- Recommendation:
- Minimum: Establish a simple background check system. Call any previous references.
- Maximum: Employ a company to process background checks on any potential new or existing employee. Reduce risk by removing temptation (desire), opportunity and ability by enhancing existing security protocols.

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Section V – Interior Controls

- F – Retail Security:
- Observations
- Delivery & Inventory Controls: Vendor deliveries are always during normal business hours, through the front door and merchandise is received and inventoried by owner himself. Vendor deliveries are closely monitored and inventories checked against shipping manifest. Product orders and deliveries are controlled by point of sale software and only one employee has access to this software.

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Section V – Interior Controls

- F – Retail Security:
- Recommendation:
- Minimum: Unannounced product inventories can help in reducing inventory shrinkage.
- Maximum: Install CCTV camera in product storage room, reduce risk of pilferage and/or shrinkage.

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Section V – Interior Controls

- F – Retail Security:
- Observations
- Technology: None other than stated in Delivery and Inventory section of this report.
- Recommendation: None
 - Minimum:
 - Maximum:

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Section VI – Conclusion

- A – Overall Building Security:
- The environment of the business is a leisurely retail store. A careful balance needs to be struck between the security and convenience needs. The alarm system, while minimally adequate, needs to be augmented to protect the facility. Money handling procedures need to be tightened to prevent theft. Lighting needs to be augmented particularly in the parking lots.

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Section VI – Conclusion

- B. Additional Observations and Recommendations
- Patio Furniture should be secured at night.
- Picnic Tables should be bolted down.
- Homeless hangout needs to be removed.
- Homeless should be reported to Plano Police Department and Criminal Trespass issued.

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Section VI – Conclusion

- B. Additional Observations and Recommendations
- Alleys need to be cleared.
- Alleys should be fenced and gated off to prevent future problems.
- Lights need to be added at the alley.
- Air Conditioner should be hardened off, either by fencing or an Air Conditioner cage.

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Liability Disclaimer

- The implementation of all or any portion of the recommendations in this Security Assessment of _____ (name of the site as listed on the cover of the report) is NO guarantee or assurance that crime will go down, nor will they make the property crime-proof. The recommendations should, however, reduce the probability of crime if the strategies and recommendations are properly applied and consistently maintained.

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Questions



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Sources

- Handbook of Loss Prevention and Loss Prevention by Fennelly (Third Edition).
- National Crime Prevention Council
- Crime Prevention Sixth Edition by Steven P. Lab
- Community Policing a contemporary perspective by Robert Trojanowicz and Bonnie Bucqueroux

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Crime Prevention Part II: Business Survey Presentations Team Assignment

Institute for Criminal Justice Studies

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Learning Objectives

- The student will be able to identify, explain and develop a business survey presentation.
- The student will be able to prepare and develop business survey presentation.
- The student will learn how to research and develop a PowerPoint presentation; to include handouts.

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Instructions

- Each team must have a 15-minute presentation but cannot exceed 20-minutes.
- Each team will turn in a copy of their PowerPoint and an outline
- All team members must present (example alternate presenting info on each slide)

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Questions?

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Crime Prevention For Lodging

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Crime Prevention For Lodging

- Proper design and effective use of the built environment is a tool in reducing crime.
- Improves quality of life for those visiting and working on the property
- It is not ugly fences, barb wire, and guard dogs.
- Increase profits with safety

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Determining Crime Risk

- Losses vs. Sales
- Unusual losses
- Particular high losses
- Look at General Liability and Workers Compensation.

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Criminal Confusion

- Target Hardening
- Uncomfortable for the offender.
- Making the environment comfortable for the customer but putting doubt and concern in the offender.

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Ground Zero Approach

- Lobby and interior of property is Inner Ring.
- Middle Ring is the exterior of the building.
- Parking lot and perimeter is the Third Ring.
- The neighborhood is the Border.

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Outer Circle

- Crime report on the neighborhood.
- Border area (i.e. fences, hostile vegetation, business next door).
- Neighborhood associations
- Business / Police Alliance Programs

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Fencing

- Perimeter must be clearly outlined.
- Solid walls or fences may be best in some private neighborhoods.
- See-through decorative fences are best when along roadways or streets.
- Hostile vegetation – Great psychological and visual border.

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Entrances

- Traffic directed to the front of the hotel where effective watchmen (valet, & bellmen) await.
- Limited entrances with entry gates at secondary access such as employee area.
- When screening, entry color pass system may be effective.

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Parking

- Review plans before hand.
- Lighting, visibility, and access control are essential elements.
- Use light colors in painting parking lots, garages, and entry points for reflective light and visibility with appropriate trim.
- Well marked with arrows and head level directions.

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Lighting

- Metal Halide is preferred over sodium.
- Yellow light should be avoided.
- Look for shrub and tree light obstruction.

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Garages

- Open lines of sight.
- Avoid hidden areas.
- If large multi-story, than call boxes are a good addition.
- Depending on crime rate, access control may be necessary. These include Loss Prevention Officers as well as electronic measures.

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Courtyards

- Place guests in locations where they are visible with walkways and gathering places.
- Use well marked directional signs with appropriate lighting and well defined entrances.
- Use landscaping to create "Pleasant Barriers" & maintain your natural surveillance (2ft. 8 ft. Rule)

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Entrances

- Well lit, inviting, no obstructions with card readers or combinations for gatesafter hours (sun down / sun rise).
- Funnel non-registered guests through lobby for viewing by "Faithful Watchman".
- Stairwells and elevators should terminate at lobby areas. Keep these out of guestroom areas.

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CROSS PURPOSE BUILDING

- Sharing between lodging and retail should have restricted elevators to those floors.
- Emergency stairwells should terminate at one locations, and be observable by security officers. (cameras)
- Sensor activating cameras and alarms may be an option in these buildings.

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LOBBIES

- The best lobby are functional, open, with few walls, columns or alcoves.
- Everyone should have to pass the front desk on interior design hotels in order to reach the guestrooms and meeting rooms.
- In smaller lodging visibility to outside should be featured. **SEE & BE SEEN.**

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“LOBBIES continued”

- CCTV is recommended for lobby areas with monitoring and recording capability. ***“Excellent Robbery Prevention Tool”***.
- Light colors are best in the lobby area for crime prevention.
- In small hotels escape areas should be considered.

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AMENITIES & SERVICES

- Glass Walls and doors where possible.
- House Phones in all public areas, including guest room floors ringing to front desk, and or hotel operator.
- Vending machines should be in open area, not alcove.

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POOLS & FITNESS ROOMS

- Highly visible, well lighted with emergency phones.
- Appropriate emergency equipment nearby.
- Signage in metric and American measurements.
- Periodic inspections.
- Electronic locks that opens with guest room keys only.

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ROOMS

- Electronic locks with Automatic Dead Bolts (ADB)
- Secondary closures
- Oversize view-ports for adults, and kids.
- Charlie Bars on sliding glass doors.
- Strike plate on front doors, and connecting room doors.
- Non-skid surfaces.

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CPTED is

- Constant inspection
- Effective use of the natural environment.
- Always inquiring.
- Common sense.

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TOP TEN REASONS THAT GUESTS RATE HOTEL SECURITY LOW

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#10

INADEQUATE SCREENING OF PERSONS
IN AND AROUND THE HOTEL.



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#9

GUEST RETURNS TO FIND ROOM
DOOR AJAR.



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#8

FEMALES ASSIGNED ROOM AT END
OF HALLWAY



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#7

BALCONY DOOR OR WINDOW LEFT
UNLOCKED



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#6

GUEST INFORMATION NOT KEPT
CONFIDENTIAL



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#5

LACK OF RESPONSE TO GUEST REPORT
OF LOSS AND FOLLOW-THROUGH TO
RETURN ITEMS

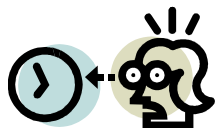


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#4

POOR RESPONSE TIME



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#3

LACK OF VISIBLE PRESENCE OF
SECURITY



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#2

GUEST CANNOT GET INTO THEIR
ROOM



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#1 REASON GUESTS RATE HOTEL SECURITY LOW....

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#1

NOISE! AND LACK OF RESPONSE TO
NOISE



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Financial Crimes

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ID THEFT

Why does it happen?



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IDENTITY THEFT

Two Main Ingredients

- **SUSPECTS** - greedy and want somebody's money, credit or identity
- **VICTIMS** – Unaware they're being scammed, sometimes ignore the red flags which makes for an easy target.

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Types of Identity Theft Include:

- Credit card abuse
- Check Fraud/Forgery
- False Identification Fraud
- Passport / Visa Fraud
- Insurance/Medical Care Fraud
- Internet Fraud
- False credit applications

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Methods

Stealing a wallet / purse with personal and financial information.

Unsecured mail with bank and credit card statements, pre-approved credit offers, new checks, tax info.



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Methods

Obtain account numbers from various sources including passing from one to another, employee theft

**Burglaries, Auto, Home and Business
Rummage through trash – “dumpster diving” – at your home or business**

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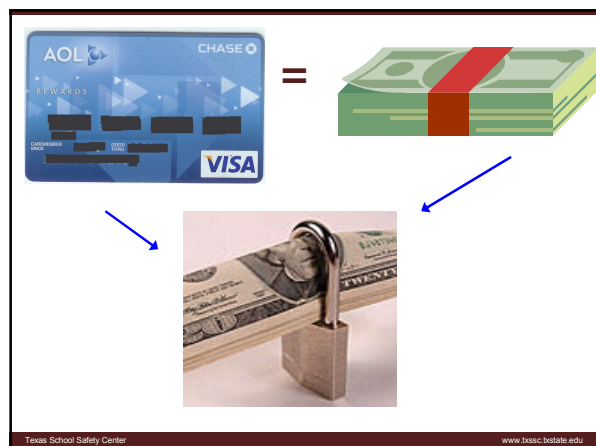
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Credit/Debit Cards



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Credit/Debit Cards

- Easy to access
- The numbers are all they need
- Merchants not required to check for ID
- No PIN needed for credit cards
- Anonymity when used on the Internet
- Obtain working CC numbers by randomly changing of existing #'s

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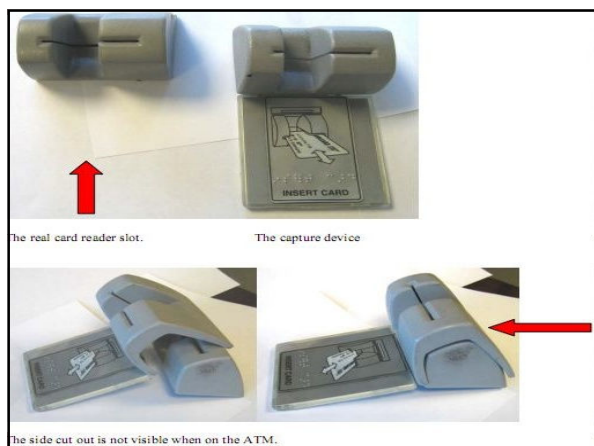
www.tssc.state.tx.us

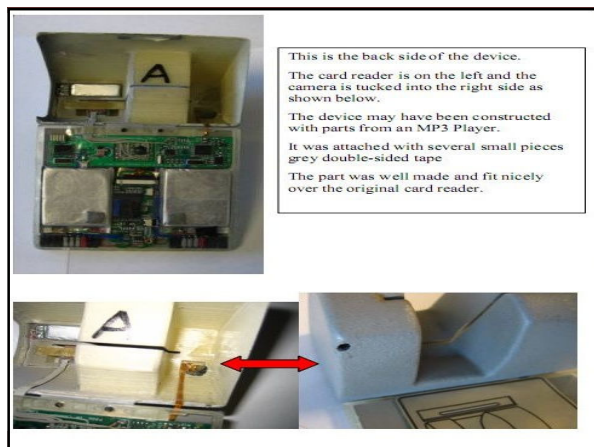
SKIMMING



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Counterfeit Checks and Forgeries

- Supplies readily available to the public
- Easy to commit
- Not easily detected
- Authenticity usually not challenged at point of sale
- Usually takes several days before notification of illegal activity

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Computers and ID Theft

- Stolen computers – mainly laptops
- Easy access – mobile terminals, hotels, wi-fi systems, etc. etc.
- Unauthorized access - hackers
- Dishonest employees
- Key Logger or Spying Viruses



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Internet Sites

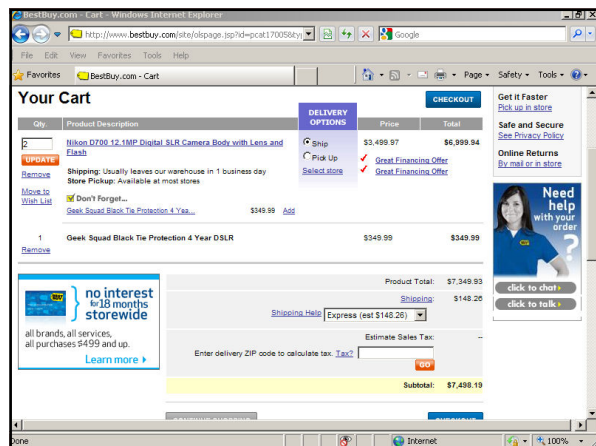
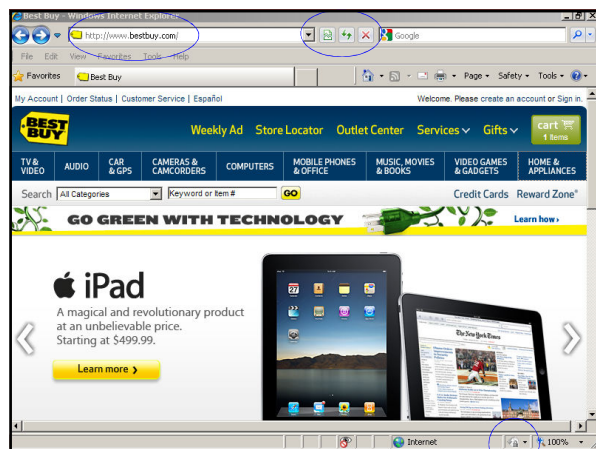
Secure or not Secure?

How can you be sure?



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A photograph showing a man sitting on a small wooden chair on the edge of a large, deep pothole in a paved road. The pothole is filled with murky water. In the background, a white van is parked on the road, and a green car is visible further back. The scene is set in a paved area with trees and a fence in the distance.

Signs of Fraudulent E-mail (Phishing)

- **False Sense of Urgency** - - Threatens to close or suspend your account or charge a fee.
- **Beware of Links & Pop-ups directing you to another page or site** - - Links containing all or part of a real company's name asking you to submit personal or financial information.
- **Misspelled or Poorly Written** - - Helps fraudulent e-mails avoid spam filters.

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Citibank Phishing email

Dear Citibank customer,
We've upgraded our service so you can schedule fund transfers. And with our improved Bill Pay, you can now pay bills on one screen. We will require all Citibank customers to sign up for this, please fill in your card information now to avoid extra upgrade fees being withdrawn from your account later on.

*** ALL CITIBANK CUSTOMERS ARE REQUIRED TO ACTIVATE BILL PAY ***

Click on the link below to active Bill Pay:

[Activate Bill Pay](#)

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Microsoft Internet Explorer provides by Citigroup

Address: http://218.38.71.183/ovw

citibank

PRODUCTS & SERVICES PLANNING & TOOLS INVESTING & MARKETS HELP DESK

Active Bill Pay:

Card Number:

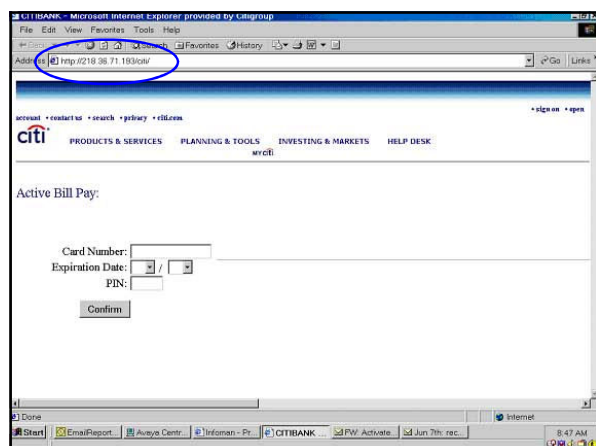
Expiration Date: /

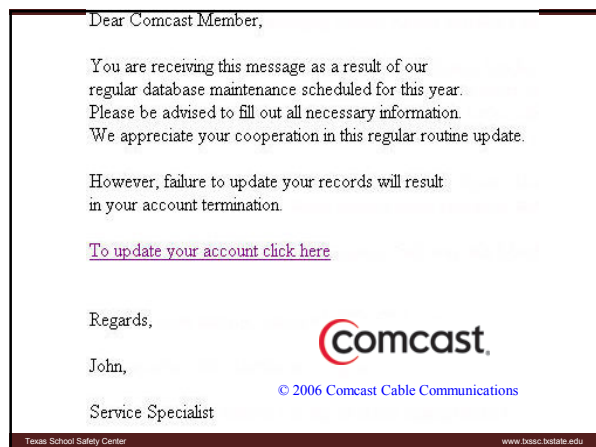
PIN:

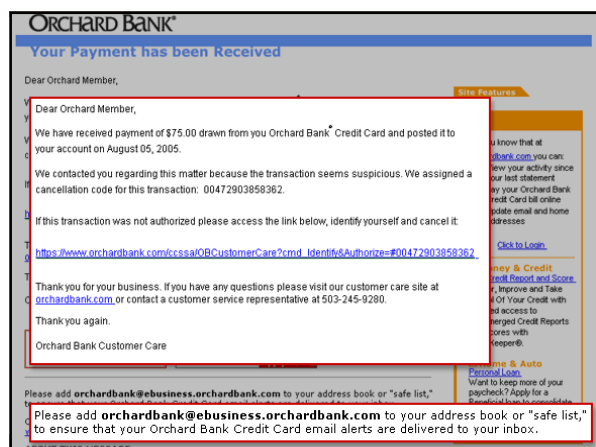
Confirm

Done

Start Email Report Anytime Center Informer - Pr CITIBANK PW Activate Jun 7th rec 8:47 AM







verizon broadband

• Dear Member:

Thank you for choosing Verizon™. Unfortunately there was a problem processing your billing information for the month of December, 2006. Soon we have changing some servers in our data base for a new service for our customers. Our number of clients has been growed up very much last month and for that, was necesary a new additional data base server, where some clients are moved in new server.

Please review our billing requirements at KW: Billing. You will be able to update your billing information quickly and easily using our secure server web form. Please understand that without promptly updating your billing information, your Verizon™ Internet service may be disconnected. To update your billing at this time, please visit our secure server web form by clicking the hyperlink below.

<https://www22.verizon.com/myaccount>

Please update your billing here: [Verizon Online Billing Services](#) and complete the web form.

Completing all of the checklist items will automatically restore your account access.

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Preventing Phishing

- A web page should never be accessed from a link directing you to provide personal or financial info.
- Financial institutions and other legitimate web sites ***DO NOT*** send e-mails requesting confidential information
- ***NEVER*** give your personal or financial information to anyone unless you know who they are i.e., phone solicitation, Emails, fax, letters...

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Computer Hacking

Chinese Hackers Penetrate White House Computers

- The cyber attackers obtained e-mails between government officials and stole information before U.S. computer experts fixed the system, a senior U.S. official told the Financial Times.
- Newsweek magazine reported that a foreign power hacked into the computer systems of both John McCain's and Barack Obama's presidential campaigns.
- A federal law enforcement source confirmed the Newsweek story to FOX News and described the incident as "fairly significant."

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CBS 60 Minutes

November 8, 2009

- “ bank robbers are now stealing more money with computers than guns” - \$100 million so far this year
- September 26, 2007 – Brazil – A cyber attack on the electric company effected 3 million people over a 2 day period
- In 2007, hackers broke into the Dept. of Defense, Dept. of State, Dept. of Commerce, all of the military agencies and downloaded terabytes of information

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French police make arrest in hijacking of Obama's Twitter account

24 March 2010;

Source: <http://www.computerworld.com/s/article/9174064/>

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Group Hacks Into U.S. Police Websites

The group known as Anonymous said it hacked into some 70 mostly rural law enforcement websites in the United States. One local police chief said sensitive information about an ongoing investigation was leaked.

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On-Line Auction Sites... Are you Safe ?

“Craigslist Seller Robbed in Parking Lot”

Reported by Fox 4 news – August 31, 2009

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Other Types of Scams

- The jury duty scam
- Family member in jail scam
- Family member in hospital scam
- Lawsuit Email scam
- Religious Organization scams
- Unsolicited sales call scam
- Facebook scam

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What do they want?

- Credit/Debit Card Number or PIN
- Personal Information i.e., DOB, DL number, SSN etc. etc.
- Bank Account numbers
- Children's information
- ANYTHING they can use to get your money, credit or identification

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One snowflake can start an avalanche !!!

- The smallest piece of information can lead someone to knowing all about....[YOU !!!](#)
- Public data web sites
- Google
- Facebook...Myspace....
- Company or professional websites

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How to Protect Yourself

- Ask questions, inquire as to who you are dealing with
- Don't assume it's legitimate because it looks or sounds real
- Don't get caught up in the scam because it sounds too good to be true.
- Never, **EVER**, give your personal or financial information to anyone that you don't know
- Don't make yourself an easy target

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If you become a victim of fraud or if your information has been compromised...

- Put a "Fraud Alert" on your credit report
- Check for unauthorized activity and immediately close any affected accounts
- Notify banks and CC companies
- File a police report !!!

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Last but not least.....

▪ **Knowledge = Common Sense**



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Loss Prevention & Shoplifting

Institute for Criminal Justice Studies

*Texas School
Safety Center*
TEXAS STATE UNIVERSITY-SAN MARCOS

LP & SHOPLIFTING

Texas P.C. 31.03

1. A Person commits an offense if he unlawfully appropriates property with the **intent** to deprive the owner of the property.
2. Retailers Should Understand the Importance of "Intent".
The law does not state a suspect must leave the store before he can be charged with theft. However, unless he leaves the

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For Their Own Safety Retailers Should Know the Offense Classifications

Based on the value of the property stolen

- Class C Misdemeanor** -
< than \$50.00 (usually a citation)
- Class B Misdemeanor** -
\$50.00 or > but < than \$500.00 (arrest)
- Class A Misdemeanor** -
\$500.00 or > but < than \$1500.00 (arrest)
- State Jail Felony** -
\$1500.00 but < than \$20,000.00 (arrest)
- Three Other Degrees of Felony** -
\$20,000.00 or > (arrest)



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LP & SHOPLIFTING

Types of Shoplifters

- **Recreational** – These people will steal for a thrill. Some in this class will pay for some items and try to steal others. Some of these people just don't want to pay the advertised price for items (juveniles).
- **Seasonal** – These people under normal circumstances don't usually steal. Under strenuous financial circumstances of the holiday season they steal to provide for their family and others.
- **Professional** – These people make a living shoplifting. Some do it for the money, some do it to fund other illegal activities. They steal to sell the property somewhere else, or they steal to return the property for cash. Most try and return the property to another store in the area.

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LP & SHOPLIFTING

Suspect Profiles

- **There are no specific ages, races, or genders.** At the Grapevine Mills Mall we have prosecuted all ages, from juveniles up to a 83 y.o. woman. We arrest all races. We arrest more women than men, mainly due to the environment.
- **Clothing** – Retailers should be cautious of someone wearing clothing not right for the season. Does the customer's clothing fit the type of clothing sold in the store? Store's shouldn't let someone who is nicely dressed take advantage of them, this might be part of the suspects cover.
- **Mannerisms** – Does it seem like the customer is paying more attention to what the store employees are doing than the merchandise they are selecting? Is the customer nervous? Do their eyes wonder as they hold the merchandise in front of them? Does the customer select the merchandise without looking at the size or price tag? *Are they taking clothes off the hangers and putting the hangers back on the rack?*

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LP & SHOPLIFTING



Concealment Techniques

Clothing / Purses / Brief Cases

Retailers need to watch for people wearing oversized clothing or clothing that is inappropriate for the season. Oversized handbags and briefcases are also commonly used by adult suspects.

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Concealment Techniques

- **Shopping Bags** - Stores should be aware of what bags other stores around them are currently using. They need to watch for old/worn shopping bags. Retailers need to be alerted when they see a bag from a store not located in their mall or strip center.
- **Baby Strollers & Infant Carriers** - Watch for compartments underneath strollers. Watch for double strollers with only one child riding in it. Stroller canopies can be used to hide merchandise. Infant carriers also are often used to conceal merchandise.

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Concealment Techniques

- **Backpacks** - Most often used by juveniles.
- **Suit Bags** - Commonly used by professionals.
- **Hose or Soccer Socks** - These hold items tight against the body and are covered by another garment.
- **Children** - Many thieves will use their children as "mules" to carry merchandise out of the store for them.

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Concealment Techniques

"Booster Bags" – A device manufactured to commit retail theft. These can be a retailers worst nightmare. Possession of these devices is a Class A offense in itself. *Texas P. C. Article 31.15, Possession, manufacture, or distribution of certain instruments used to commit retail theft.*



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Booster Bags

A bag or box usually lined with aluminum foil, duck tape, or contact paper.

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Booster Bags

The metallic particles in the shielding material keeps the sensor from setting off the detection devices at the exit door.



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Booster Bags

This is an example of an older booster bag that a retailer should immediately take notice of. The Gap has not used this type bag for several years.



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Booster Bags

This suspect used one bag inside another identical bag. The inside bag was lined on the outside with aluminum foil and sealed with masking tape. The bag was then slipped inside the second bag.

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Know The Law – This is Fraud not theft

Texas P. C. Article 32.47, Class A Offense

Fraudulent Destruction, Removal, or Concealment of a Writing

1. A person commits an offense if, with intent to defraud or harm another, he destroys, removes, conceals, alters, substitutes, or otherwise impairs the verity, legibility, or availability of a writing, other than a governmental record.
2. In most cases you must see the suspect remove or alter the price tag and the suspect must usually leave the store with the property before he can be charged with an offense.
3. In the case of a price tag switch, the suspect must pay for the item before he can be charged with an offense. This is not the case when the switch is made inside a dressing room. *Note Dressing Room Exceptions*

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LP & Shoplifting



Gift Card Fraud

On average, gift cards only make up about 3% of a retailers annual sales. However the profit made from their sales is huge. Gift card cloning has become an increasingly profitable crime and its costing retailers millions of dollars.

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Gift Card Cloning

One gift card can be cloned into another card or even multiple cards. Once the value of the cloned cards has been changed by \$1.00, they take on a new identity which is undetectable to the retailer. Therefore the cloned cards cannot be cancelled.



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Prevention Requires Cooperation

Card manufacturers and retailers must work together to design cards that are more difficult to clone. Consequently card manufacturers are charging retailers more for newly designed secure cards.

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Gift Card Fraud

Gift cards should be displayed only where they can be monitored at all times.

This is an example of a good location. Within an arms reach of the customer and the cash register clerk.



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Gift Card Fraud



This is a less desirable location for a card island. Its placed near the center of the store and has no appearance that it is being monitored.

Multiple retailers can also become victims from this one display.

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LP & SHOPLIFTING

Gift Card Fraud

This is an example of an extremely proactive approach to prevent gift card fraud.

However, this approach also leads to 0% card sales.

"If the customer can't touch it, they won't buy it."



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Retailers Should Know What to do if Their Store is A Victim

- Unless retailers have had specialized training or experience, do not recommend they detain a suspect in their store. Suspects can and have been violent. Money and merchandise can be replaced, lives can't. If they violate their companies policy, in most cases, they will be fired and the company will not represent them in a civil lawsuit. Teach them to be a good witness, not a dead hero.
- Call 911. Give a detailed description of the suspect and tell which direction they were seen leaving the business. If manpower allows you might suggest they follow the suspect from a safe distance, and carry a cell phone. Even a cooperative suspect in their custody should be considered an emergency, call 911.
- Retailers Should know their Company's Policy. All employees should know whether or not their company will prosecute for crimes. The police must have a store's decision in a timely manner. Get the witnesses written statement and video evidence before you leave the store.

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LP & SHOPLIFTING

LP REMINDERS

- Stores should safe guard and don't give away their shopping bags.
- Store managers should set standards for taking out store trash.
- Managers should watch when employees are assisting their relatives or friends at the cash register.
- Keep counterfeit detector pens at all cash registers.

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LP & SHOPLIFTING

LP REMINDERS

- Familiarize employees with the methods of "Short Change" and "Quick Change Artists". A "Short Change Artist" uses intimidation and confrontation to be successful. A "Quick Change Artist" uses trust and avoids confrontation to be successful. If new employees are familiarized with the methods used, they are more likely to recognize them before they are victimized. "When in doubt, close the drawer and call a manager."
- Cash register clerks should always ask for two forms of I.D. when presented with a check, credit, or debit card. Always match the photo on the I.D. with the person presenting the payment. Never accept a check unless the presenter signs it in the clerk's presence.
- Retailers should be prepared to testify in court. Most of the time the retailer is the only eye witness. If they do not respond for a trial, the case will be dismissed, and the suspect will go free. The DA will also not likely prosecute any more of their cases.

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TRAINING & NETWORKING

Industry Leaders Association
www.Retail-Leaders.org

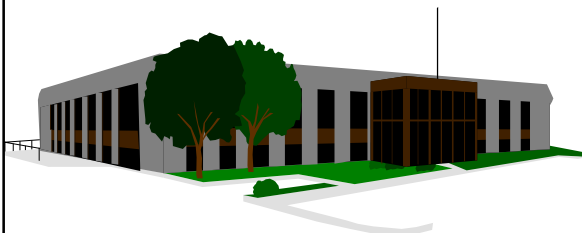
www.NRF.com

www.TCPA.org

www.crimepreventiononline.com

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ROBBERY



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FBI Urges Banks To Invest In Security

ROBBERS TAKE ADVANTAGE OF TELLERS TRAINED TO COMPLY

The Wall Street Journal

NORFOLK, Mass. — Desperate to pay off \$25,000 in gambling debts, William J. Camille says he decided to embark on a life of crime. Some quick homework convinced him he had found an easy target: banks.

On the Internet, Camille chatted up a crook who raved about lax security at banks. Then, over drinks at a nightclub, he paid a teller \$100 to confirm what he had heard: She had been trained to give up her cash without a fight.

"I decided I could either walk into a 7-Eleven and steal \$100 and two Almond Joys, or I could rob a bank," Camille says. During a two-month spree beginning in

Hillsborough County Sheriff's Office

The FBI tracked 8,322 bank robberies in 2001, up 17 percent from 2000. Banks write off losses as a cost of business.

December 1999, Camille stole more than \$25,000 from six banks.

"Fill the bags quickly and quietly," he would say. "Don't forget the 50s and 100s." He says he never carried a weapon

and never made a threat. Yet in half a minute, he'd be on his way, toting \$4,000 to \$6,000 in two plastic grocery bags.

Camille was arrested in January 2000 after an off-duty police officer noted his license plate as he drove away from a bank he had robbed. He is serving a six-year sentence in state prison at Norfolk, Mass.

It's something banks don't like to talk about: You don't need to be John Dillinger to rob one.


To avoid violence from angry thieves, banks long have encouraged a policy of handing over money without a fight, writing off losses as a cost of doing business.

But that approach is creating friction between the FBI and the banking industry. The FBI says lax security is one reason for a sharp increase in heists; it wants

OPENING PROCEDURES

- TWO EMPLOYEES PRESENT AT OPENING
- CHECK AREA AS YOU DRIVE UP
- INSPECT PREMISES
- ONLY ONE PERSON APPROACH


"GIVE ALL CLEAR SIGNAL"



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CLOSING PROCEDURES

- Lock all doors 10 minutes till closing
- NEVER** open doors after hours
- Check interior of building for people hiding
- Escort the last person out and lock the door behind them
- MINIMUM** 2 employees for closing



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WATCH FOR SUSPICIOUS PERSONS

BE ALERT TO ANY SUSPICIOUS PERSONS LOITERING IN OR NEAR YOUR BANK ESPECIALLY AT OPENING AND CLOSING TIMES

DO NOT GET DISTRACTED

MAKE EYE CONTACT WITH SUSPICIOUS PERSON



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Bank robber strikes again, in Clearwater

■ No one is hurt as the man thought to have committed a series of holdups around the bay area takes the cash from three teller drawers.


By CHRIS TESCH
Times Staff Writer

CLEARWATER — A prolific bank robber who is suspected of holding up 18 banks along the Suncoast in the past two years struck again Monday, robbing a SunTrust Bank in Clearwater.

The man calmly walked into the bank, 2902 U.S. 19 N., about 9:30 a.m. and walked in line. When he was summoned by a teller, he laid a silver revolver on the counter and ordered the clerk to give him the cash from her drawer and two others.


He stuffed the money in a bag and left. No one was injured, and no arrests were made.

The robber exhibited traits that have become trademarks of some of his holdups: a Band-Aid on his left cheek, a nonchalant attitude.



Surveillance photo

EYE CONTACT



This robber has eluded law enforcement since his first holdup at a Bank of America on N Dale Mabry on Feb. 15, 2001, authorities say. He has hit banks in Pinellas, Hernando, Hillsborough, Polk and Marion counties since then. He also has tried to rob two other banks but left when tellers made eye contact with him, police said.

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WATCH FOR SUSPICIOUS PERSONS

KNOW WHERE ALARMS ARE LOCATED

REMEMBER E.V.A (EYE'S, VOICE, APPROACH)

CALL 911 IMMEDIATELY TO REPORT THE SUSPICIOUS PERSON OR ACTIVITY



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SECURITY DEVICES

- SECURITY CAMERA
- BAIT MONEY
- DYE PACKS
- ALARMS
- DIGITAL RECORDER



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ROBBERY PRECAUTIONS

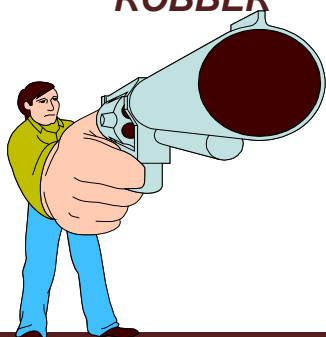
ROBBERY KIT
DUTY CARDS/ RESPONSIBILITY SHEETS
SUSPECT AND VEHICLE DESCRIPTION
FORMS
ALARM VERIFICATION
CASH LIMITS
BE ALERT AND OBSERVANT



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FACE TO FACE WITH A ROBBER



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DURING THE ROBBERY

BE CALM
OBEY THE ROBBER
**IF ROBBER IMPLIES OR DISPLAYS
WEAPON, BELIEVE HIM**
BE OBSERVANT
DO NO MORE THAN IS REQUESTED

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DURING THE ROBBERY

NO OVERT MOVES

SAVE NOTE

ACTIVATE ALARMS

GIVE BAIT MONEY OR DYE PACK

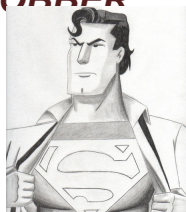
OBSERVE ROBBERS ESCAPE

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FACE TO FACE WITH A BANK ROBBER

DONT BE A HERO!



**DO NOT REACT IN A MANNER
THAT WOULD JEOPARDIZE
YOUR OWN OR SOMEONE
ELSE'S SAFETY.**

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VIOLENCE PREVENTION PROCEDURES

DON'T ARGUE

OBEY HIS COMMANDS

KEEP IT SHORT AND SMOOTH





TELL HIM ABOUT ANY SURPRISES


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AFTER THE ROBBERY

-  **REPORT CRIME IMMEDIATELY!**
-  **IF SAFE, OBTAIN VEHICLE INFORMATION**
-  **STAY ON THE PHONE UNTIL LAW ENFORCEMENT ARRIVES**
-  **ALARM VERIFICATION PROCEDURE**



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ALARM VERIFICATION PROCEDURE

ONCE ALARM IS RECEIVED, A TELEPHONE CALL WILL BE PLACED. THE CODE IS;

" CAN YOU TELL ME IF DRIVE THRU LANE NUMBER ELEVEN (11) IS OPEN?"

BANK OFFICIAL, UPON RECEIVING CALL, SHOULD IMMEDIATELY CHECK FOR INDICATION OF ALARM. IF ROBBERY IS IN PROGRESS RESPOND WITH:

" I'LL HAVE TO CHECK, CAN YOU CALL BACK IN A COUPLE OF MINUTES."

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ALARM VERIFICATION PROCEDURE

IF NOT SURE IMMEDIATELY CHECK THE BANK TO CONFIRM IF THERE IS AN ACTIVE ROBBERY. DO NOT KEEP 911 OPERATOR WAITING.


IN THE EVENT OF A FALSE ALARM, THE OFFICIAL RECEIVING THE CALL WILL ADVISE IT IS A FALSE ALARM.

THE BANK REPRESENTATIVE **MUST** THEN REPORT TO THE ASSIGNED LOCATION OUTSIDE OF THE BANK TO MEET OFFICERS, WITHOUT DELAY, **WEARING THE ORANGE BANK STAFF CARD.**

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ALARM VERIFICATION PROCEDURE

IF THERE IS ANY DEVIATION FROM THIS PLAN OR SHOULD THE PHONE GO UNANSWERED OFFICERS WILL RESPOND AS A ROBBERY IN PROGRESS.



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AFTER THE ROBBERY

-  **DISTRIBUTE ROBBERY KIT**
-  **WITNESSES REMAIN**
-  **PROTECT CRIME SCENE**
-  **LAW ENFORCEMENT ONLY TO ENTER**



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AFTER THE ROBBERY

HAVE A SPECIFIC TASK ASSIGNED TO EACH EMPLOYEE

DO NOT DISCUSS DETAILS OF THE ROBBERY WITH EACH OTHER.

SEPARATE AND WRITE DOWN WHAT HAPPENED, INCLUDING DESCRIPTION OF ROBBER



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JUST THE FACTS !!!

TRY TO REMEMBER DETAILS AND WRITE THEM DOWN!

**AGE CLOTHING
RACE WEAPONS
HEIGHT
WEIGHT**



UNUSUAL MARKS

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IDENTIFY THE WEAPON

•Observe the weapon being displayed.

•Don't lock your gaze on the weapon.

•May make the subject nervous.

•Could cloud your judgment of the subject's physical characteristics.




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IDENTIFY THE WEAPON

Type of weapon
Revolver, Automatic, Rifle,

Color, length, type of handle, etc






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IDENTIFY THE WEAPON

Anything unusual about the weapon?
Knife, Sword, Explosive

Color, length, type of handle, etc

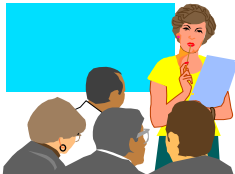



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ROBBERY PREVENTION?

**NO AMOUNT OF SECURITY CAN
 GUARANTEE THAT YOUR BANK WILL
 NOT BE ROBBED.**

**TRAINING IN ROBBERY
 AWARENESS WILL HELP
 YOU SUCCESSFULLY
 MANAGE THE SITUATION
 IF AND WHEN A ROBBERY
 SHOULD OCCUR.**



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Safes & Vaults



Learning Objectives

The student will be able to...

- Identify different types of safes and vaults.
- Identify and explain the proper use of a money and fire safe.
- Identify and explain the various classes of insulated record containers.
- Identify and explain the different type of safe locks.

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Learning Objectives

- Identify and explain the various UL classifications of money and fire safes.
- Identify and explain the following areas that affect the security of safes and vaults:
 - Location and installation
 - Protecting the combination and usage in compliance with classification

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Safes & Vaults

- A Safe or Vault ideally should occupy the innermost ring of concentric protective rings around a secure premise...

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Safes: General

- Safe makers cannot make safe bodies as thick as they would like
 - Too big to pass through doorways
 - Too heavy to stand on the floor of ordinary buildings
 - Safes made at a cost which the customer will accept

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Safes: Introduction

- Two Types of Safes
- Each is intended for a different purpose
 - Type 1: Fire Safe
 - Designed to protect records from destruction by fire
 - Type 2: Money Safe or Money Chest
 - Designed to protect money and valuables from burglary or theft.

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Safes: Confusion

- Confusion exists over the use of these two types of safes.
 - Many users believe they have more protection than they actually do and unknowingly submit their valuables to risk.
 - Because of this common misunderstanding, know how to use a safe for the purpose for which it is designed.

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Fire Safe

- Commercial Records Safe
 - Fire resistant qualities
 - Provides only minimal protection from burglary and theft
 - Constructed of light steel
 - Manufacturer more concerned with insulation of the safe against fire vs. burglary defense

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Fire Safe

- Fire resistant safes normally made with hollow walls of relatively thin steel,
- Filled with varying amounts of insulation.
- Easily broken open with a burglar's heavy tool or with a firefighter's ax.
- Do not store valuables that are easily converted to cash or cash

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Fire Safe

- Store important papers in a fire safe
 - Tax records – CD or DVD
 - Booking logs - ledgers
 - Insurance policies



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Fire Safe

- The type & amount of insulation used in a fire safe determines the degree of protection afforded its contents.
- Example, paper products destroy when exposed to temperatures in excess of 350° F.
- Designed to keep interiors below critical 350° F level.

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Fire Safe: Purpose

- The purpose of the fire safe is to ensure that after a fire its contents are “useable.”
- The concept of “useable” documents is important.
 - A document is considered usable only if “...after a fire it can withstand ordinary handling without breaking and if marks on the paper can be deciphered by ordinary means.”

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Fire Safe: Purpose

- The concept of “useable” documents is important.
- A document is considered usable only if “...after a fire it can withstand ordinary handling without breaking and if marks on the paper can be deciphered by ordinary means”

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Underwriters Laboratories

A standardized fire of controlled extent and severity...

- At least four hours (reaching 2000° F)
- Two hours (reaching 1850°F)



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Underwriters Laboratories

One hour (reaching 1700°F) depending upon its hourly rating, before the interior temperature of the compartment exceeds the rated class temperature (350°F, 150°F, or 125°F) during the period of fire exposure and the cooling period inside the furnace after the fire exposure.

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Underwriters Laboratories

▪ Sudden Heating

- At 2000°F for 30 minutes without producing an explosion is sufficient to cause an opening into the interior.



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Underwriters Laboratories

▪ Impact due to falling 30 feet

- In the clear after being heated for 60, 45, or 30 minutes for devices rated 4, 2, and 1 hour respectively
- ...and reheating in the inverted position for the same length of time (60, 45, or 30 minutes) after the impact without destroying the usability of the papers stored inside.

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Fire Safe: Design

- Another important fire safe characteristic is its "re-usability."
- A second-hand" fire safe does not provide good fire protection.
- Fire safes often make use of inflating materials that consist of gypsum, plaster, or other hydrous compounds.
- When exposed to fire, this inflating material is converted to steam which cuts down the destructive qualities of the fire

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Combustion Material

- Paper may be destroyed if exposed to temperatures above 350°F.
- Films and videos are heat-sensitive and may be destroyed if exposed to temperatures above 150°F.
- Computer disks are the most sensitive to heat and may be destroyed if exposed to temperatures above 125°F.

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Class 350 Fire Safe

- Protect
 - Disks
 - Microfilm (microfiche)
 - Film Rolls
 - Video

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Classification Markings

- Look for classification markings on products
- Insulated record containers classified by:
 - Underwriter Laboratories, Inc.
 - Fire resistance only
 - Rating: Class 125-2

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Money Safe

- The key feature of a money safe is its resistance to burglary or robbery.
- Burglary restrictive safes are designed to withstand attacks by tools, torch, or explosives in proportion to their construction specifications.
- Robbery restrictive equipment is designed to prevent thefts when there is no assault on the money safe itself.

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Money Safe

- Categories
 - Key locks, lockers, and truck boxes with either key or combination locks
- Lighter Construction with less costly locking equipment

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Money Safe

- Most money safes have undergone stringent testing at the Underwriters Laboratories, Inc. in Northbrook, Illinois.
- The Underwriters Laboratories, Inc. label indicates the classification of a safe and its capabilities

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Money Safe

- Businesses now using round door chests:
 - Supermarkets, gas stations, mill outlets, automobile sales agencies, theaters, motels, and restaurants
- Any firm doing volume cash business requires this type of protection against hold-ups and burglary.
 - Reason for the big shift to round door chests:
 - Insurance savings.

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Money Safe

- The better the safe, the lower the risk and rate of insurance.
- Insurance companies know the value of proper case protection and they offer large insurance premium savings to people who use round chests.

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Burglar Resistant

- Key feature: Resists burglary and robbery
- Can only provide protection against the tools and techniques known at the time of construction.
- Design to withstand attacks by
 - Tools
 - Torch
 - Explosives

All in proportion to construction specifications

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Gary FS-FSM Safe

- Square door safe
 - Designed to meet the cash handling protection needed for supermarkets
 - Four Sections
 - 14 cash register trays
 - Manager depository locker
 - Armored car collector's compartment with dual key protection
 - Rolled coin container on the safe door
 - Provides ideal burglary and holdup protection

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Gary FS-FSM Safe: Design

- One-inch carbon steel. All joints electrically welded.
- Door is one and one-half inches thick carbon steel with extra heavy hinges with ball bearings assuring proper door swing.
- Three one-inch chrome-plated bolts and a continuous locking bar on the hinge side to lock door.
- "Max alloy" drill resistive hard plate to protect lock and bolt workings.

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Safe Locks

- Locking dials
- Lockable handles
- Time Locks
- Time delay combination
- Alarm combination

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Safe Locks

▪ Locking Handles

- Lockable bolt control handles perform same function as lockable dials
- Allows the combination to be dialed; however, bolt control handle does not retract the door bolts until unlocked

▪ Time Locks

- Standard equipment on bank vault doors
- Ensures that once closed and locked, the safe or vault door remains for a predetermined amount of time

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Safe Locks

▪ Time-Delay Locks

- DAT or delayed action timer.
- Combination lock with one or more timer movements attached.
- Operator must wait for predetermined period after dialing before delay mechanism permits the combination bolt to retract.



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Safe Locks

▪ Alarmed Combination Locks

- Incorporate micro-switches capable of shunting alarms and signaling unauthorized opening attempts or openings made under duress
- Dial set at predetermined number and sometimes locked in place. Alarm is then turned on.

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Safe Vulnerabilities

- Drills
 - diamond core
- Torches
 - acetylene
 - burning bar or thematic lance
 - hollow iron pipe packed with steel rods
 - 4000F
 - 6" of tempered steel
 - 15 sec

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Safe Vulnerabilities

- Keri coil
 - miniature version of burning bar
 - underwater cutting

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Security Recommendations: Precautions and Reminders

- Must be an extremely hard to blunt drills and heat absorbent to combat thermal cutter
- Concrete
 - Often strengthened by granite chips or by a chilled iron shot, which can spin or deny the drill.

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Security Recommendations: Precautions and Reminders

- All top quality safes combat the drill with nuggets of a material almost as hard a diamond, closely packed with no clear path through them cutter
- Safes should be fixed (non-moveable) either encased in concrete or bolted to a solid foundation and/or frame

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Security Recommendations: Precautions and Reminders

Foiling the cutters

- Best defense are metals that absorb the heat at the point of attack and dissipate it over a wide area
- Steels with high chromium or carbon content, notably stainless steel and cast iron
- Copper, second most effective

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Security Recommendations: Precautions and Reminders

Lock Attack

- Best defense are live devices backed up by dead devices, which also secure the bolt frame but operate only if the lock is attached.
- Dead devices are bolts held back by cables running to the lock case and operate only if the cable connection is broken.
- In high quality safes, cables are connected to a glass plate which disintegrates if punctured.

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Security Recommendations: Safe Combinations

- Important for safe security: Protecting the combinations
 - Protection is frequently overlooked
 - Burglars find the combination
 - Written and left inside the desk of a nearby secretary or executive
- Always memorize combination
- Keep emergency copy of the combination available in a locked area

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Safe: Security Checklist

- Secure lightweight safes to prevent removal
- Keep cash on hand at a minimum by frequently banking
- Never leave combination where it can be compromised

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Safe: Security Checklist

- Locate the safe in a secure area, and check to determine that the safe is proper for what is protects
- Lock the safe securely when leaving the premises by turning the dial several times in the same direction

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Vaults

- Banks
 - Safety deposit boxes
 - Money
- Jewelry Stores
- Museums
- Some high-end, expensive homes.

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Remember

A safe can provide adequate protection only when it is used for its intended purpose.

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Questions

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Define and Process

- Identify the different types of safes and vaults.
- Identify and explain the proper use of a money and fire safe.
- Identify and explain the various classes of insulated record containers.

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Define and Process

- Identify and explain the different type of safe locks.
- Identify and explain the various UL classifications of money and fire safes.
- Identify and explain the following areas that affect the security of safes and vaults; location and installation, protecting the combination and usage in compliance with classification

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Crime Prevention Part II: Violence in the Work Place Part One

Institute for Criminal Justice Studies

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Learning Objectives

- The student will be able to:
 - Define Workplace Violence.
 - Explain the Occupational Safety and Health Act of 1970.
 - Explain and discuss the primary elements of a Workplace Violence prevention program.
 - Explain and discuss pre-employment screening procedures and the consequences of negligent hiring and retention practices.
 - Identify and explain characteristics of employee disenchantment.

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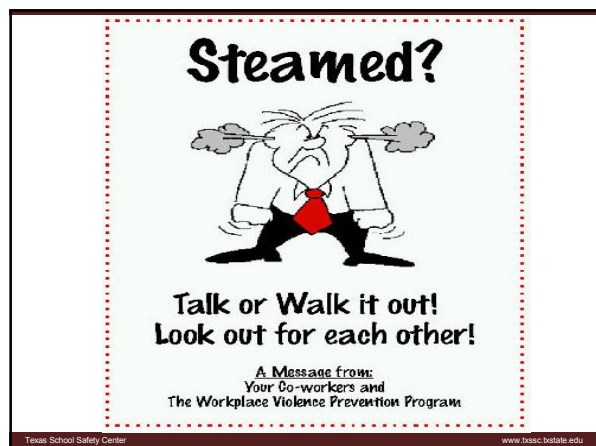
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Learning Objectives

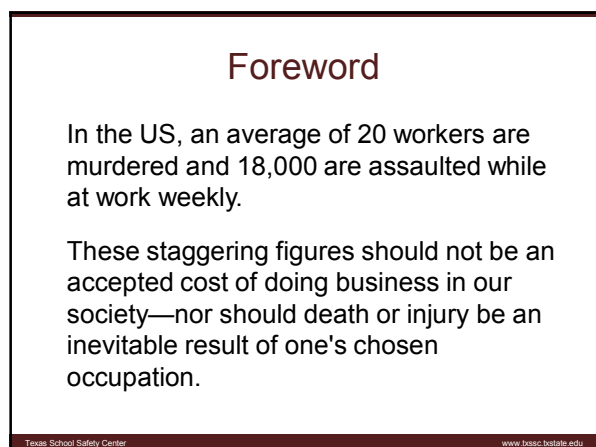
- Identify and explain stalking and workplace violence.
- Explain how to prevent workplace violence during an employee termination.
- Explain various aspects of crime prevention and physical security measures that can help detect, deter, delay and/or deny Workplace Violence.

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Goal of This Presentation

Participants will learn about workplace violence, including legal issues, prevention, intervention, and response.

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Fact

It is estimated that nearly 25% of all workplace violence goes unreported.

➤ Source: Business Health Services

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Myths

- Two common myths about workplace violence are:
 - Violence cannot happen where you work
 - Violence cannot be prevented
- Workplace violence can, indeed, be prevented.
 - Every employer and employee must work to ensure that the workplace is safe for everyone.

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Definition of Workplace Violence

Any act against an employee that creates a hostile work environment and negatively affects the employee, either physically or psychologically

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Four Types of Workplace Violence

- No relationship
- Recipient of service
- Employment relationship
- Personal relationship with employee

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Why Be Concerned About Violence in the Workplace?

- It makes sound business sense
- Avoid exposure to litigation
- Safety of employees

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Financial Impact of Workplace Violence on American Businesses

- Nearly 1 million employees are victims of violent crime while working each year.
- About 500K victims of violent crime in the workplace lose an estimated 1.8 million work days each year.
- The average cost to American businesses each year is estimated to be **\$36 billion dollars**.

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Source: Bureau of Justice Statistics

Legal Issues Involved in Workplace Violence Lawsuits

Often lawsuits involve

- Negligent hiring
- Negligent retention
- Negligent supervision
- Inadequate security

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Training is the Key

As a crime prevention practitioner, you can conduct workplace violence prevention training!

Recognizing the warning signs or precursors is the key to prevention.

Pre-incident indicators

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The Occupational Safety and Health Act of 1970



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Occupational Safety and Health Act of 1970 (Public Law 91-596)

- Assure safe and healthful working conditions for every working person and to preserve our human resources.
- Recommend occupational safety and health standards
- Describe exposures that are safe for various periods of employment, including (but not limited to) the exposures at which no worker will suffer diminished health, functional capacity, or life expectancy as a result of his or her work experience.

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OSHA Guidelines

- Mandatory or not?
- Implementation reduces citations for violations of the General Duty Clause

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Management Commitment Toward Employees – Cont'd

- Provide medical and psychological counseling
- Study trends and security measures
- Implement training and educational programs

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Management Notices

Standard Example Policy:

- “Violation of this policy may result in disciplinary action, up to and including termination from employment. Additionally, violations of this policy will be reported to the appropriate authorities when warranted and therefore may be subject to civil and/or criminal charges or penalties.”

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Management Policy

“All associates should immediately report to management or Human Resources any threatening behavior that they witnessed, were subjected to, or of which they have knowledge.

Human resources will investigate any suspected incident of violent or threatening behavior and take appropriate action. No associate shall be subject to retaliation or retribution of any kind for reporting a suspected incident of workplace violence.”

Source: NCPC

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Who Investigates Initial Violations?

- Associates should immediately report to management or Human Resources
- **Human Resources – investigates.**

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Primary Elements of an Effective Workplace Violence Prevention Program

- Planning
- Policies
- Training
- Physical Security

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Basics of Planning

- Threat assessment team
- Assess current conditions
- Establish and implement policies
- Employee Assistance Program

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Basics of Planning

- Develop a training program
- Prepare a crisis response plan
- Test and improve the program on a regular basis

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Basics of Policy

- Periodic updates to policies
- Review by legal counsel and insurance carrier
- Review and update procedures to implement policies

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Basics of Policy

- Training on Policies and Procedures
- Emphasize new and amended policies

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Basics of Training

- Review workplace violence policies
- Implement and/or discuss your Employee Assistance Program
- Practice effective pre-employment screening methods
- Train management and employees

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Basics of Training

- Effective termination and layoff practices
- Recognize and report potential workplace violence problems
- Review crisis response plan

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Basics of Physical Security

- Conduct a threat assessment
- Incorporate Crime Prevention Through Environmental Design (CPTED) strategies

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Pre-Employment Screening and Hiring



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Pre-Employment Screening

- Check references
- Developed sources

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Hiring and Retention

- Look for warning signs
- What is negligent hiring?
- What are foreseeable circumstances?
- What are propensities?
- Intense inclination to repeat mannerism or behaviors

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Hiring and Retention

- Current wisdom—limit disclosure to avoid defamation lawsuit.

Versus

- “Affirmative duty” to disclose negative info such as a “propensity towards violence”

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Affirmative Duty

- John Doe worked for business “A”
- “Resigned” because he was constantly harassing and threatening a co-worker.
- During a pre-employment investigation of John Doe, business “B” contacted business “A.”
- Business “A” did not offer any info that John Doe had a possible propensity toward violence.
- John Doe is hired by business “B” and murders a business “B” co-worker.
- Business “B” is sued for negligent hiring and, in turn, sues business “A” for failure to disclose the threat incident.

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Factors leading to Violence in the Workplace

- Employee Disenchantment
- Absenteeism
- Turnover
- Three Levels of Violence
- Aggressive Behavior

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Employee Disenchantment

- Disgruntled employee.
- Person not be happy with his or her supervisor or with the job itself
- Unhappy because of personal circumstances that have carried over to the workplace.
- Propensity toward workplace violence.

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Employee Disenchantment

Results from:

- Confusion
- Lack of trust
- Office politics
- Poor or miss-communication

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Employee Disenchantment

Results from:

- Meaningless job
- Employee not knowing if he or she is succeeding in his or her job performance
- Boss takes credit for employee's work

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Absenteeism

Reasons for chronic absenteeism include

- Conflict with management style
- Working conditions
- Employees' relationships with one another

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Absenteeism

- Personal problems
- 75% of all absenteeism is relationship-based

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The Three Levels of Violence



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Levels of Violence: Level One

- The employee
 - Refuses to cooperate with immediate supervisor
 - Spreads rumors and gossip
 - Consistently argues with co-workers or management

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Levels of Violence: Level One

- The employee
 - Is belligerent toward customers
 - Swears at others
 - Makes unwanted sexual comments or actions

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Levels of Violence: Level Two

- The employee
 - Refuses to obey company policy
 - Sabotages equipment and steals property
 - Verbalizes wishes to hurt co-worker (s) or management

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Levels of Violence: Level Two

- The employee
 - Writes sexually violent notes
 - Sees self as victimized by management

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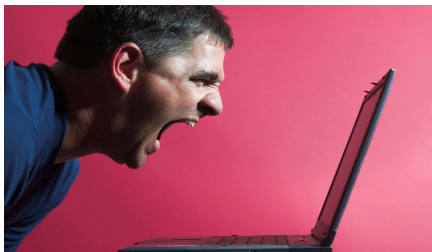
Levels of Violence: Level Three

- The employee
 - Has suicidal thoughts
 - Has physical fights on the job
 - Uses weapons
 - Commits violent acts/crimes

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Aggressive Behavior in the Workplace



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Aggressive Workplace Behavior Involves

Look for:

- Facial expressions "eyes"
- Hand & arm gestures
- Body posture
- Intimidation
- Capitulation

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Aggressive Workplace Behavior Involves

Look for:

- Punishment
- Anxiety
- Alarm
- Emotional Distress
- Anger

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Examples of Aggressive Workplace Behavior Include

- Harassment (telephone, written, face-to-face)
- Stalking
- Threats

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Examples of Aggressive Workplace Behavior Include

- Inappropriate communications
- Trespassing or returning to the workplace after being told to leave

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Examples of Aggressive Workplace Behavior Include

- Occupying or entering victim's dwelling and/or vehicle
- Falsely impersonating with an intent to harass
- Making unwanted purchases in the victim's name

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Resources: Publications

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The National Crime Prevention Council

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FAX 202-296-1356
www.ncpc.org

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Crime Prevention Part II: Violence in the Work Place Part Two

Institute for Criminal Justice Studies

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How to Handle a Potentially Violent Situation



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Handling Violent Situations

- Familiarize yourself with your company's policies and emergency procedures
- Report any physical or verbal threats
- Never touch the violent person
- Use a calm, non-confrontational approach

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Handling Violent Situations

- Take all threats seriously
- Familiarize yourself with the resources available
- Seek immediate assistance if the situation escalates

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If It's an Emergency Situation

- Call 911 and building security personnel if you have them
- Make sure to make the call using a phone that is out of the sight and hearing of the violent person

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If It's an Emergency Situation

- If you can, stay on the line until the police arrive
- Do not intervene physically
- Get yourself and others to a safe place as soon as possible

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Examples of Violence in the Workplace

- Domestic Violence
- Stalking
- Workplace Violence

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Domestic Violence

Is emotional abuse, physical abuse, or sexual abuse between people who have, at some time, had an intimate or family relationship.

➤ Source: www.findcounseling.com

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Domestic Violence Examples of Emotional Abuse

- Emotional abuse is when an abuser
- Continuously criticizes, calls names, or shouts
- Insults or drives friends or family away
- Humiliates a person in private or public

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Domestic Violence Examples of Emotional Abuse

- Keeps a person from working, controls the money, or makes all the decisions
- Refuses to work or to share money
- Takes the car keys or money
- Regularly threatens to leave or tells a person to leave

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Domestic Violence Examples of Emotional Abuse

- Threatens to kidnap the children when angry
- Manipulates with lies and contradictions

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Domestic Violence Examples of Physical Abuse

Physical abuse is when an abuser

- Pushes, shoves, kicks, or chokes
- Holds a person down to keep them from leaving
- Hits, slaps, or bites
- Throws objects

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Domestic Violence Examples of Physical Abuse

- Locks a person out of the house
- Abandons a person in dangerous places
- Refuses to help when a person is sick, injured, or pregnant

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Domestic Violence Examples of Physical Abuse

- Forces a person off the road or drives recklessly
- Threatens to hurt a person with a weapon

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Domestic Violence Examples of Sexual Abuse

- Sexual abuse is when an abuser
- Minimizes the importance of a person's feelings about sex
- Criticizes a person sexually
- Insists on unwanted or uncomfortable touching

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Domestic Violence Examples of Sexual Abuse

- Jealously angry, assumes a person will have sex with anyone
- Insists that a person dresses in a more sexual way than they want to

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Stalking

There are two broad categories of stalking.

- Unwanted pursuit by a stranger
- Unwanted pursuit by someone the victim knows

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Signs of Possible Victimization

- | | |
|-----------------------------------|-------------------------------------|
| ▪ Frequent or unplanned leave | ▪ Eating disorders |
| ▪ Change in job performance | ▪ Self neglect |
| ▪ Unexplained bruises or injuries | ▪ Panic attacks |
| ▪ Sudden change of address | ▪ Anxiety |
| ▪ Depression | ▪ Drug and alcohol abuse-dependence |

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Employer Reaction and Support

- Confirmation that the threat exists
- Foster a supportive workplace climate
- Thoughtfully encourage co-worker disclosure
- Staff training

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Employer Reaction and Support

- Evaluate the threat
- Create an intervention plan
- Notify and involve law enforcement
- Keep in close contact with the victim

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Employer Reaction and Support

- Make referrals to counseling
- Learning whether court orders have been obtained
 - Protective Orders
- Allow for time off for victim

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Employer Reaction and Support

- Review and modify work spaces
- Be mindful of privacy
- Notify other employees as appropriate

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Employee Assistance Program Services

- Can provide information on traumatic events to the employer and its employees
- Can provide counseling services to victim
- Can assist in analyzing the situation and developing strategies

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Ways to Prevent Workplace Violence When Terminating an Employee

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Performance Appraisals

- Always give honest and direct performance measurements
- Explain, discuss, and document poor performance
- Provide training to strengthen problem areas

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Unsatisfactory Performance

- Address unsatisfactory performance as it occurs
- Be honest
- Choose retraining and internal placement if possible

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During the Termination Process

Carefully review the employee's personnel background. There is rarely a good time to be let go.

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Termination Process Prepare and Plan

- Who will conduct the exit interview?
- Who should witness the meeting?
- How will the remaining staff be told?

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During the Termination Process Prepare and Plan

- What about the employee's personal possessions?
- Will anyone in the company react emotionally?
- Will there be an extra workload?

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During the Termination Meeting

- Provide a written script
- Role play beforehand
- Keep it brief

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During the Termination Meeting

- Design and choose a specific place
- Do not use your office
- Consider Closed Circuit Television (CCTV) and a panic button

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During the Termination Meeting

- Have an exit predetermined
- Ensure security is available if necessary

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After the Termination Meeting

- Collect keys
- Severance pay
- Continue medical benefits and other assistance programs

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After the Termination Meeting

- Separation agreement
- Be respectful in front of other employees
- Allow employee to retrieve his/her personal effects

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After the Termination Meeting

- Answer follow-up questions promptly
- Resist the urge to return threats
- Offer support; disarm anger by listening and showing empathy

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Safety Tips In The Workplace

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Safety Tips in the Workplace

- Keep your purse, wallet, keys, or other valuables with you at all times or locked in a drawer or closet.
- Utilize decoy purses, satchels etc.
- Check the identity of any strangers who are in your office.
- Don't stay late if you'll be alone in the office.

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Safety Tips in the Workplace

- Report any broken or flickering lights, dimly lit corridors, broken windows, and doors that don't lock properly.
- If you notice signs of potential violence in a fellow employee, report this to the appropriate person.

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Safety Tips in the Workplace

- Immediately report any incidents of sexual harassment to your supervisor and/or human resources department.
- If the company does not supply an emergency kit, keep your own emergency supplies.
- Avoid using out-of-the-way corridors and stairwells when you're alone.

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Physical Security



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Physical Security

Exterior Access Control

- Property border
- Parking lot
- Entrance doors
- Gates, fencing, guards, CCTV, alarm system

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Physical Security

Interior Access Control

- Main entrance
- Main lobby
- High security areas
- Locked doors, enclosed counters, bulletproof glass, CCTV, guards, cash handling procedures, etc.

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Physical Security: Be Prepared

- Emergency plans
 - Individual responsibilities defined
 - Train staff and test plan
- Code word(s)
- Safe rooms

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Physical Security: Be Prepared

- Electronic door access card
- Key control
- Unmarked parking spaces

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Define & Process

- Define Workplace Violence.
- Explain the Occupational Safety and Health Act of 1970.
- Explain and discuss the primary elements of a Workplace Violence prevention program.
- Explain and discuss pre-employment screening procedures and the consequences of negligent hiring and retention practices.
- Identify and explain characteristics of employee disenchantment.

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Define & Process

- Identify and explain stalking and workplace violence.
- Explain how to prevent workplace violence during an employee termination.
- Explain various aspects of crime prevention and physical security measures that can help detect, deter, delay and/or deny Workplace Violence.

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Resources: Websites

- Occupational Safety and Health Act
 - www.osha.gov
- Workplace Solutions
 - www.wps.org
- National Center for Victims of Crime
 - www.ncvc.org
- Free Management Library
 - www.managementhelp.org/emp_well/violence.htm

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Resources: Documents

- Workplace Violence Prevention and Response Guidelines, ASIS International, September 2005
➤ www.asisonline.org/guidelines/guidelineswpvfinal.pdf
- USDA Handbook on Workplace Violence Prevention and Response, U.S. Department of Agriculture, 1998
➤ www.usda.gov/news/pubs/violence/wpv.htm
- Workplace Violence Issues in Response, National Center for the Analysis of Violent Crime, Critical Incident Response Group, Federal Bureau of Investigation, 2002
➤ www.fbi.gov/publications/violence.pdf

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Resources: Publications

- Office of Personnel Management, Dealing with Workplace Violence, A Guide for Agency Planners, February 1998.
- Defense Personnel Security Research Center, Private Sector Liaison Committee of the International Association of Chiefs of Police, Combating Workplace Violence, Guidelines for Employees and Law Enforcement, July 1994.
- Kenneth Wolf et al, Helping the Employee Recover From the Trauma of Workplace Violence, EAP Digest, March 4, 1994.
- Department of the Air Force, Violence in the Workplace Intervention Handbook, December 1995.

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The National Crime Prevention Council

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Introduction to Crime Prevention Through Environmental Design (CPTED)

Institute for Criminal Justice Studies

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TEXAS STATE UNIVERSITY-SAN MARCOS

Learning Objectives

- The students will be able to:
 - Explain how CPTED has evolved over the last 21 years.
 - Identify and explain why CPTED is important to communities.
 - Define CPTED and explain its theories and results.
 - Identify and explain the four CPTED strategies.
 - Identify security concepts related to Natural Access Control, Natural Surveillance, Territorial reinforcement and Target Hardening as they relate to CPTED.
 - Demonstrate a general knowledge and understanding of CPTED

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What is Crime Prevention Through Environmental Design (CPTED)?

- “CPTED **Crime Prevention** is the proper design and effective use of the built environment which may lead to a reduction in the fear and incidence of crime, and improve the quality of life” – **National Crime Prevention Council.**

➤ Source: National Crime Prevention Institute

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Simply put...

- CPTED is using common sense to design and build an area so it feels safe and is safe.
- When applied, people who use an area feel safer and would-be criminals are discouraged from committing crime.

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Crime Prevention Through Environmental Design – Forward

- We live with crime every day.
- Discussions traditionally focus less on crime prevention than on arrest and punishment
- Measures are too often taken after a crime has been committed.

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Crime Prevention Through Environmental Design – Forward

- Only in the **last 21-years** have **designers** and **architects** begun to **see the need to plan and build** with **more in mind** than just traditional threats of nature, fire, earthquakes and hurricanes.\
- **Don't get too excited remember Hurricane "RITA" and what she did to New Orleans!**

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Designers must now consider the
threat of crime.

- Enter a new approach to crime prevention –
 - **Crime Prevention Through Environmental Design or CPTED.**
 - Much more far-reaching than dead bolts on doors and locks on windows.
- Source: National Crime Prevention Institute

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Designers must now consider the
threat of crime.

CPTED -

Principals can be easily applied and inexpensive to building or remodeling, and have been effectively implemented in communities across the nation.

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CPTED - Results

- Results have been impressive; in some **CPTED** communities, criminal activity has **decreased by as much as 40%**.
- What is the “**SECRET**” to **CPTED** Crime Prevention?

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CPTED - Results

- Design that eliminates or reduces criminal behavior and at the same time encourages people to “keep an eye out” for each other.
- Combine CPTED and a good Neighborhood Watch Program.
- We are learning to “*THINK OUTSIDE THE BOX*”.

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CPTED – Theory

- **CPTED** is for **law enforcement officers, architects, city planners, landscape, interior designers and residents**
- To create a **climate of safety** in a community, right from the start.

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CPTED - Goal

- **Crime Prevention** - CPTED goal is to prevent crime **through designing a physical environment** that would have a positive influences on human behavior
- **People would perceive as safe**
- Criminals as a **highly risky place to commit crime.**

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The Four Strategies of CPTED

1. Natural Access Control
2. Natural Surveillance
3. Territorial Reinforcement
4. Target Hardening

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Natural Access Control

- Design to deny access to crime targets
- Create perception of risk to offender
- Design streets, sidewalks, building entrances and neighborhood gateways to clearly indicate public routes and discouraging access to private areas with structural elements.

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Natural Surveillance

- Design to **keep intruders** observable
- Features that **maximize visibility** of people, parking areas & building entrances
- Doors and windows** that look out into the streets and parking areas
- Front porches** and adequate night time lighting.

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Natural Surveillance



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Territorial Reinforcement

- **Design** created or **extended sphere of influence**.
- Develop a sense of **territorial control**
- Potential **offenders perceive control** & are discouraged.
- **Features that define property lines** and distinguish private spaces from public spaces

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Target Hardening

- Features that prohibit entry or access (deter, deny, delay & detect)
- Doors with high security deadbolt locks, interior door hinges, interior floor mounted door stops, window locks and break resistant glass.
- CCTV, alarms, security fences, secured containers
- Basics learned in Crime Prevention Part I

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Door Locks & Security Devices



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Home and Business Security Alarms



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Security Fences & CCTV



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Soft Target

- Unduly susceptible to attack – vulnerable to attack, not protected, deficient easily effected by action or development due to lack of protection.
- Passive or complacent.

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Crime Prevention Through Environmental Design for “Homes”

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Natural Access Control

- Walkways and landscaping direct visitors to the proper entrance and away from private areas.



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Natural Surveillance

- All doorways that open to the outside should be well lit the front door visible from the street.
- Windows on all sides of the house provide full visibility of property.

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Natural Surveillance



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Natural Surveillance

- Sidewalks and all areas of the yard should be well lit.
- The driveway should be visible from either the front or back door and at least one window.

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Natural Surveillance

- The front door should be clearly visible from the driveway.
- Properly maintained landscaping provides maximum viewing to and from the house.

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Natural Surveillance

- **Front porches** or stoops create a transitional area between the street, and the home.
- **Property lines** and private areas defined with plantings, pavement treatments or fences.

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Territorial Reinforcement



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Territorial Reinforcement

- The street address clearly visible from the street with numbers a minimum of 5" inches.



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Territorial Reinforcement

- Interior doors that connect a garage to a building use **dead bolt lock**.
- Door locks located **40 inches** from windows.
- Exterior doors should be hinged on the inside and should have dead bolt lock with minimum **1" throw**.

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Territorial Reinforcement

- New houses should not have jalousie, casement or awning style windows. **All windows should have locks.**
- Sliding glass doors should have one permanent door on the outside; the inside moving door have a **locking pin**.

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The Four Strategies of CPTED Guidelines for Subdivisions

- Often the safety measures taken in subdivision communities, such as high fences and video monitored gates, can have a **negative instead of positive** effect on residents.

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CPTED for Business



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Natural Access Control



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Natural Surveillance



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Territorial Reinforcement



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CPTED for Shopping Malls



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Natural Access Control



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Natural Surveillance



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Territorial Reinforcement



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CPTED for Parking Garages



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Natural Access Control



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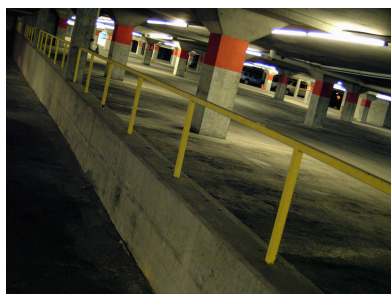
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Natural Surveillance



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Territorial Reinforcement



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CPTED for Offices



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Natural Access Control



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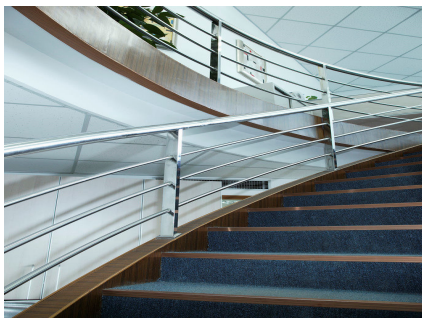
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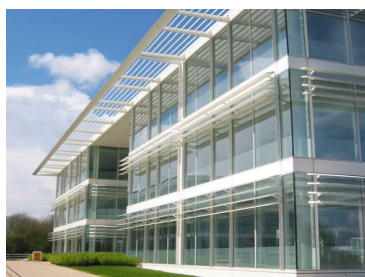
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Natural Surveillance



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Territorial Reinforcement



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CPTED for City/County Office Buildings



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Natural Access Control



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Natural Access Control



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Natural Surveillance



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Territorial Reinforcement



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CPTED for Schools



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Natural Access Control



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Natural Surveillance



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Territorial Reinforcement



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Target Hardening – CPTED Security Survey



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Target Hardening



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CPTED for Industrial Facilities



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Natural Access Control



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Natural Surveillance



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Territorial Reinforcement



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Territorial Reinforcement



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Target Hardening



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Cardinal Rule in Crime Prevention

Nothing anyone can do can ever guarantee that criminals or terrorists will not succeed in committing a crime or act of violence.

Crime prevention seeks to **deter** or **prevent** crime, but there are **no guarantees** in **crime prevention**!

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Summary

- This was only overview of Crime Prevention Through Environmental Design.
- Crime Prevention Part III CPTED Course TCOLE #2103 is a three (3) day 24-hour course.

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Summary

- Crime prevention training is divided into 4 courses due to the plethora of required subjects & their learning objectives,
- Crime Prevention Practitioner.

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Summary

Crime Prevention Training Courses available are:

Crime Prevention Part I, TCOLE 2101 – Basic Intro (Surveys & Inspections)
 Crime Prevention Part II, TCOLE 2102 – Community-based Programs
 Crime Prevention Part III, TCOLE 2103 – CPTED
 Crime Prevention Part IV, TCOLE 2104 – CCPS Test & Certification

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Summary

► You will learn a lot more about Crime Prevention Through Environmental Design (CPTED) by taking the Crime Prevention Part III CPTED Course TCOLE #2103.

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Crime Prevention Part II: Graduation

Institute for Criminal Justice Studies

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Team Presentation Critiques

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CCPS Instructors Open Forum

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Course Evaluation

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Final Test

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Graduation

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