



SONITROL®
VERIFIED ELECTRONIC SECURITY
WESTERN CANADA INC.



Rate Your Retail Store Security! 75 Point Checklist

Complimentary eBook

By Joe Wilson, President, Sonitrol Western Canada

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Commercial security alarm experts and the best apprehension record in the business! All Sonitrol team members are trained as security consultants rather than salespeople, through years of interaction with law enforcement, military/intelligence community colleagues, security consultants and insurance companies.

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www.sonitrolwesterncanada.com

The Retail Council of Canada reports retail theft costs \$4 billion a year, an average loss to retailers of \$10.8 million per shopping day!

The loss of inventory because of employee theft, customer theft, organized crime, counting errors, damaged goods, or fraud is called Retail Shrinkage, and it has a big impact on a retailer's bottom line.

If you're a retailer, you're well aware of how costly and time consuming it is to manage loss prevention.



In a recent Canadian Retail Security Survey, by the Retail Council of Canada, they found that shrinkage has been increasing since 2008, and is now approximately \$4 billion a year. That's an average loss to Canadian retailers of \$10.8 million per shopping day!

Shrinkage losses are a constant battle and not only hit the bottom line, but indirectly cost retailers time and resources for loss prevention management. The survey found that retail chain stores spend on average 2% of sales dollars on loss prevention.

Every retail storeowner needs to think seriously about preventing theft from a profit and loss perspective, but more importantly, they need to understand their responsibility in providing employees with a safe work environment, especially in the case of a violent armed robbery. Retail stores that are very vulnerable to theft, and especially armed robbery, must invest in improving their security systems. Many just have cheap CCTV systems bought off the Internet with no other security features. Retailers cannot put the lives of their store employees on the line.

The police are experts in handling armed robbery situations and the sooner they are aware of the crime in progress the better.

Rate Your Retail Store Security *continued*

Because local Police and law enforcement are familiar with how good our Sonitrol verified alarm system is. They respect The Sonitrol Alarm Systems, and more importantly they trust our alarms. Therefore the Police respond to Sonitrol alarms in an average 3.5 minutes! That's enough time to catch the criminals. The police would be onsite at the robbery quickly and they would be able to manage the dangerous situation instead of just following up at some later time.

You wouldn't think that working in retail would bring this kind of danger - but unfortunately, armed robbery and theft can happen at anytime, anywhere. Some types of retail locations like jewelry stores and pharmacies are higher risk, but any retail store can be robbed and any employee victimized.

Sonitrol Western Canada, can help solve these retail security problems with a security solution custom designed for retailers focused on reducing theft, break and enter, and armed robbery.

Sonitrol not only helps retailers put in place a loss prevention security system, but also when our verified alarms go off, we get an immediate police response and therefore, we have the highest apprehension rate in the industry, and that equates to your product staying in your store until it is purchased.

Our trusted Security Specialists give advice on what security systems are needed to protect your store. Whether you're a "Mom and Pop" shop, a luxury products retailer, or a national retail chain, we'll audit your location and its vulnerabilities and we'll recommend the right security system for that location.

We hope you find the information in this Guide useful. Take a moment and go through your store security system and procedures to identify where your business is vulnerable. Then give us a call to discuss your needs and we'll follow up with professional advice and superior security equipment for access control, fire alarms, intrusion detection, or CCTV monitored cameras using our unique 'verified' alarms.

Joe Wilson, President, Sonitrol Western Canada



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Question	Yes	No	N/A	Comment
BUSINESS IDENTIFICATION				
1 Is your business address visible and clearly read from the street?				
2 Is the name of your business displayed clearly?				
3 Can you easily identify your business from the back of the building?				
WARNING SIGNS				
4 Have you posted appropriate warning signs around the property's perimeter?				
5 Is signage clearly visible?				
6 Do you have signs to guide store visitors?				
LANDSCAPING				
7 Is your property landscaping well maintained?				
8 Is your landscaping free from hiding spaces?				
9 Is your landscaping/trees away from access points like fences and windows?				
FENCES AND GATES				
10 Do you have proper fencing around your building?				
11 Do you lock gates after business hours?				



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Question	Yes	No	N/A	Comment
FENCES AND GATES				
12 Do you use an access control security system to restrict access after business hours?				
13 Do you periodically inspect fencing for damage?				
14 Do gates close properly and lock or utilize access control?				
SECURITY LIGHTING				
15 Do you have security lighting for your business?				
16 Is all lighting operating?				
17 Is your business well lit including entry and exits points?				
18 Do you allow for limited lighting inside your business at night?				
19 Is your lighting positioned to reduce opportunities for vandalism?				
BUILDING DESIGN				
20 Is your building well built to restrict unauthorized access through walls and roofing?				
21 Are counter heights appropriate for your business?				



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Question	Yes	No	N/A	Comment
BUILDING DESIGN				
22 Is the counter viewable from the outside of the business?				
23 Can customers access the area behind the counter?				
24 Are customers blocked from entering the back rooms?				
25 Have you created good sightlines in the store to shelving and stock areas?				
MAILBOXES				
26 Do you have a mail slot in your door to receive mail?				
27 Is your mailbox lockable?				
DOORS				
28 Are the external doors of your building of solid construction?				
29 Are doors fitted with quality lock sets?				
30 Are entry and exit points in your store clearly marked?				
31 Are your fire doors self-closing?				
32 Are external door hinges mounted so they can't be removed?				
33 Are store rooms and cash locations locked at all times?				



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Question	Yes	No	N/A	Comment
WINDOWS				
34 Are store windows good quality and fitted with workable locks?				
35 Are windows free of promotional materials that block staff from viewing outside areas?				
36 Are skylights in good condition and secured?				
PROPERTY IDENTIFICATION				
37 Do you have an inventory of business items (phones, computers) recording make/model/serial number?				
38 Is business property marked with a corporate identifier?				
39 Have you photographed valuable business property?				
40 Is your property inventory and photographs kept somewhere secure and fire safe?				
TELEPHONES				
41 Are business phones programmed with emergency contact phone numbers?				
42 Is there easy access to a phone in an emergency?				
SAFES				
43 Do you have a safe installed?				
44 Is the safe securely anchored?				



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Question	Yes	No	N/A	Comment
SAFES				
45 Does the safe have a drop-chute facility?				
46 Is the safe kept locked at all times?				
47 Do you control access to the safe's combination?				
KEY AND VALUABLES CONTROL				
48 Do you have a key register or access control system?				
49 Are all spare keys secured and numbered?				
50 Are staff provided with a secure lace for personal items and is access restricted?				
CASH HANDLING				
51 Are cash-handling procedures in place?				
52 Is the cash drawer lockable?				
53 Do you have irregular banking procedures?				
54 Is cash counted in public view?				
55 Do you reconcile cash each day?				
56 Is a company vehicle used to transport cash?				



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Question	Yes	No	N/A	Comment
INTRUDER ALARM SYSTEMS				
57 Do you have an intruder alarm system installed?				
58 Is the intruder alarm monitored remotely 24x7?				
59 Do you check the system on a regular basis?				
60 Is the alarm system providing coverage over key access points and vulnerable areas?				
61 Are alarms verified before being reported to authorities?				
62 Do you display signage to warn the public about installed alarm systems?				
63 Is the premises free from dummy cameras?				
64 Are surveillance cameras well positioned?				
65 Are audio triggered alarms part of the security system?				
GENERAL				
66 Do you use a security service company?				
67 Do you periodically review your security equipment and procedures?				
68 Are staff regularly advised of security procedures and issues?				
69 Do you change business passwords regularly?				



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Question	Yes	No	N/A	Comment
GENERAL				
70 Do you have an emergency evacuation plan?				
71 Do you have a procedure for responding to an armed robbery?				
72 Are you aware of the occurrence of crime in your area?				
73 Have you had break-ins in the past?				
74 Are you concerned about employee theft?				
75 Do you feel your present security systems and procedures are reducing risk, protecting your business assets, and providing a safe working environment?				



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