



BUSINESS PREMISES CRIME PREVENTION



**MAKE
CRIME PREVENTION
YOUR INTENTION !**



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Business Crime Prevention

CPTED- Crime Prevention Through Environmental Design

CPTED is an approach to problem solving that considers environmental conditions and the opportunities they offer for crime or other unintended and undesirable behaviours.

CPTED attempts to reduce or eliminate those opportunities by using elements of the environment to:

1. Control Access
2. Provide opportunities to see and be seen
3. Define ownership and encourage the maintenance of territory

Crime decreases if the opportunity to commit the crime is reduced or eliminated. CPTED concepts work by eliminating criminal opportunities in and around your property. This can result in your property being a less appealing target.

Toronto Police Service Divisional Crime Prevention Officers Assist With CPTED Assessments



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People Entering Business Premise

- Take time to greet everyone who enters the premises. Acknowledge them and make eye contact (Hi can I help you.)
- Conduct yourself with purpose and confidence
- Always try to be professional and not escalate a confrontational situation
- Where possible valuables (electronic office equipment, money, purses and important documents should be out of sight and locked away.
- As a general rule, the smaller and more valuable an item is, the more attractive it is to a criminal
- Where possible arrange work schedules so that no one is working alone
- Have multiple employees visible from the street whenever possible



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Visibility

- There should be a clear view into the premises, particularly of the customer service area through windows and doors which **should be free** of all obstructions including signs, posters, displays or plants, and advertising
- Keep shelves and displays low and aisles clear to increase visibility
- The front counter area should be located so as to allow a clear view for passing motorists, pedestrians and police patrols
- Regularly clean the front counter area to assist the police in obtaining fingerprints from a clean surface should a crime occur
- Notify the police if suspicious persons hang around your place of business. Be especially alert at **opening and closing times**
- The interior, exterior, front and rear of the business premise should be well illuminated to deter potential robbers from hiding in shadows or poorly lit areas
- Use muted interior back lighting to illuminate the store's interior so intruders can be seen by-passers



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Improve Window Security

Here are some methods of adding security to window sets:

- Any window that is not to be used as a fire exit can simply be secured by nailing or screwing it permanently closed or adding security bars.
- Windows can be blocked closed with a piece of wood fit snugly into **the bottom track** to prevent sliding
- Another method of adding security to the glazing (glass area) of a window is to apply a **shatter resistant film** which strengthens the glass area should it be attacked.
- Glass areas can also be covered or even replaced with Lucite (**high impact acrylic sheeting**) which can survive attack without being broken unless very extreme force is used which will usually take too much time and cause too much noise.



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Alert, Aware & Visible

- Make sure the interior of your business is visible from the outside and vice versa
- Police and others should be able to see the interior and employees should be able to see the outside for suspicious persons
- Make sure the interior is well-lit and windows **are not** covered by posters or bushes

Cash

- Consider investing in a safe that requires two keys or a code that only management can open.
- If not, find a good inconspicuous place to hide money until you can bring it to the bank – don't hide large bills under the cash drawer
- Keep small amounts in your register and make regular deposits to your safe or the bank



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Improve Door Security

Door Pried & Smashed Open



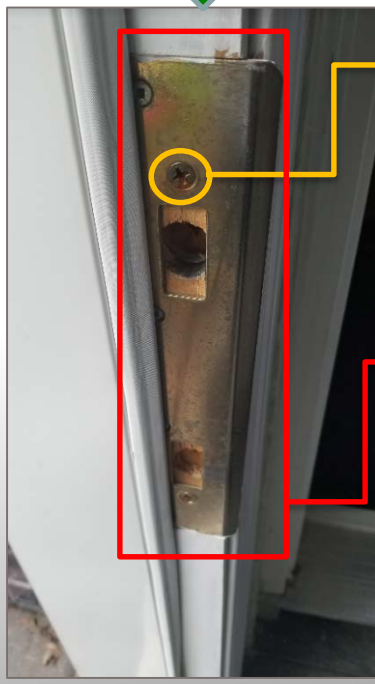
Door Frame Was Damaged/ No Quality Strike Plate Installed



Improper Strike Plate on frame

Improper Screws Not 2 1/2 Inch

Quality Strike Plate Installed



Use 2 1/2 Inch Screws into the door frame for security

Proper Strike Plate installed with 2 1/2 Inch Screws



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Business Closure Tips

1. Ensure locks, alarms, CCTV Cameras operational
2. Leave lights on inside & out
3. Remove high value items from window view
4. Back up all business documentation
5. Display empty cashdrawer by the window/door
6. Post signage, protected by alarm and cameras
7. Track inventory & update insurance
8. Post emergency contact key holder info inside
9. Check business location if you are closed for a long period of time
10. Get to know business neighbours
11. Report suspicious activity call police
12. Remove High Value items from window view



Toronto Police Business Closure Tips



1.

Ensure locks, alarms and CCTV are operational

Leave lights on inside and out

2.



3.

Remove high-value items from window view

Back up all business documentation

4.



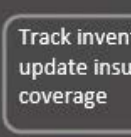
5.

Display empty cashdrawer by the window or door



6.

Post signage, Protected by alarm & surveillance cameras



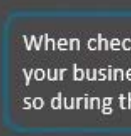
7.

Track inventory and update insurance coverage



8.

Post emergency contact key holder information inside the store



9.

When checking your business, do so during the day



10.

Get to know your business neighbours



11.

Report suspicious activity call police 416-808-2222



12.

Remove high-value items from window view



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Control Access Within The Business

- Lock side and back doors to the business allowing access to customers only through the main entrance
- Where possible- lock storage rooms to prevent people from hiding inside
- Hide a key inside the storage room if the door cannot be opened from the inside to assist should employees be locked inside the room during a robbery
- Lock doors that allow access to other parts of the premises (eg. basement, upstairs living quarters)

Video Equipment

- If your business is equipped with a video camera ensure **the system is working**. Regularly clean and inspect the video equipment and make sure the recording drive is working. Ensure proper camera alignment of the counter area and or doorway area.



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Business Opening & Closings

- Always try having two employees at hand when opening and closing
- If possible have two working at night
- When opening, check to see if things have been disturbed from closing
- Check all rooms, offices and bathrooms before closing to ensure no one is hiding
- Be cautious when taking garbage out at night, have another employee nearby or keeping watch
- Leave the cash register drawer **on the floor or by the front door** displaying **no money on hand. Sticker on the window stating the same.**



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When A Break And Enter Occurs

- Call 911 and report
- Do not enter the house
- **Do not touch or move anything in the house**
- Officers may take fingerprints if appropriate
- Wait for police to arrive and obtain all particulars
- Advise officers of anything that has been moved or disturbed
- Officer will file a report and you will be provided with a report number that you can follow up with



Contact your local Crime Prevention Officer for a (CPTED) Crime Prevention Through Environmental Design audit.



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During A Crime / Incident

- **Remember your personal safety is most important**
- Remain Calm
- Obey the suspect's commands and do not antagonize them
- Don't be confrontational
- Take note of the weapon. Consider all firearms to be loaded
- Look at the suspect – Try noticing details to aid you in describing them and their mannerisms. Note age, weight, height, clothing, tattoos or scars
- Watch the direction the robbers take - if they use a vehicle, try to note the licence plate number



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After A Business Crime

- Call the police immediately! **Dial 911**
- Give your name, telephone number and the address of the hold-up
- Give a description of the suspect(s), direction of travel, and a licence number if a vehicle was used
- Advise whether or not weapons were used
- Protect the crime scene. Keep customers or other employees away from the area of the store where the robbery occurred
- Ask witnesses to wait until the police arrive
- Lock the door until the police arrive
- **Do not touch anything**
- Protect /Save any items used by the suspect - do not handle or let others handle it



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Clear Zone

Clear Zone is designed to reduce the incidents of robberies by increasing knowledge on strategies and increase security among retail businesses.

The Clear Zone program is designed to strip away the offenders' anonymity through strategic placement. It is accomplished by identifying a prominent window that strategically overlooks the cash handling area and ensures that **promotional materials do not obstruct the view** into and out of the store. The stickers remind business owners – **nothing placed within the Clear Zone**

The majority of transactions, including robberies, take place at the sales counter. Removing signs from the window **eliminates the cover** it provides for an offender.

The Clear Zone decals generate conversations between staff and customers, as well as drawing potential witness by getting people both inside and outside of the store paying attention.



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Operation Clear Zone- Case Study

Numerous Amounts of
Material Covering Window &
View Of Employee At Cash
Register

Does Not Provide A Clear
View Of The Inside Of The
Store In The Event Of A
Robbery

Police Or Witnesses Walking
By May Not See A Crime In
Progress

Does Not Provide Interior View





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Clear Zone Successfully Implemented In 11 Division

Clear Interior View Of
Store
All Marketing Material
Removed From Windows

Clear View Of Employee
At Register From
Exterior

Clear Zone Stickers
Applied Around
Windows





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General Contact Information

- 9-1-1 Should be used for: Crime in progress, situations in which the safety of people or property are at risk, medical emergencies
- (416) 808-2222 Should be used for non emergency situations
- **416-222-TIPS (8477) - Crime Stoppers** - Report anonymously to police any information regarding a crime by calling (or online at www.222tips.com)
- Visit www.tps.ca for more information about the Toronto Police Service



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Useful Information

- To see crime statistics for your neighbourhood.
Visit **www.tps.ca**
- To securely register your bicycle online visit
www.tps.ca/BicycleRegistry/Submit
- For more crime prevention information visit
<http://www.tps.ca/crimeprevention/>
-



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Crime Stoppers Toronto



What is Crime Stoppers?

- Crime Stoppers is a civilian, non profit, charitable organization
- Brings together the police services of a community, the media in the fight against crime.

How is the Crime Stoppers program funded?

- Crime Stoppers is a Community Project supported by donations of money, goods or services.
- Contributions from individuals, corporations, clubs, professional associations, retailers.
- All donations to a Crime Stoppers Society are tax deductible.

How does Crime Stoppers work?

- The Crime Stoppers tip line is staffed by trained personnel who process, and pass on tips to investigating officers.
- Callers are given a code number which is used in all subsequent calls and callers do not have to identify themselves, **never testify or attend court.**
- A reward of up to \$2,000 is offered to anyone providing information which leads to an arrest for a crime. Rewards may also be made for information leading to the recovery of stolen property, the seizure of illegal drugs or an arrest on an outstanding warrant.



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Citizen Online Report Entry

If you are reporting one of the following incidents, you may submit a report online by visiting:
<https://www.tps.ca>

- Lost Property Over \$500
- Damage to property Under \$5000
- Damage To Vehicle Under \$5000
- Driving Complaint
- Fraud Under \$5000
- Graffiti
- Immediate Parking Complaint
- Supplemental Report
- Theft From Vehicle Under \$5000
- Theft Of Gas (From Gas Station)
- Theft Under \$5000
- Vulnerable Persons Registry

If Your Incident:

- Requires **IMMEDIATE** police attendance or a lengthy on-scene investigation
- Is related to Domestic Violence
- Involves an Person In Crisis
- Involves the reporting of Theft of E-Bike
- Is motivated by hate bias
- **Call the Toronto Police at 416-808-2222 and DO NOT submit your report Online**





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THANK YOU



@Tps55Div



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www.Tps.ca
