



# Security Tips

Bentall Centre Security Emergency Telephone: 604-661-5068

# Bentall Centre

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## 1. PERSONAL SAFETY

- ❑ Be aware of your surroundings:

When you are outside, make sure you exercise your awareness skills. Always try to know the area and your escape routes. Become familiar with stores, service stations and other places that will be open at the time you are traveling. If you are unfamiliar with an area, avoid trying to find shortcuts as you may end up boxed in or isolated.

- ❑ When walking, regularly ask yourself: “Where can I go if there is an emergency?”
- ❑ Use local features to improve your situational awareness. Use storefront mirrors, windows etc, to be able to look behind you.

- ❑ Plan your route ahead:

When walking, stick to well lit routes with high witness traffic. If there are no sidewalks, consider walking on the left side of the roadway facing traffic. This makes it difficult for a car to follow you undetected. The time of the day is an important factor. Late night hours have lower witness traffic and an assailant is more capable of assaulting you without being seen or caught. A location that can be safe during daylight hours can become the opposite at night. If you spot a suspicious person or group, go around them as opposed to walking through them. Consider crossing the street.

- ❑ Avoid carrying anything with sentimental value that you won't give up. If you do routinely carry something of sentimental value, for example, a wedding ring; be willing to give that up for your personal safety.
- ❑ Carry a whistle or a personal alarm:
  - This will enable you to draw attention for help when needed.
- ❑ Avoid public displays of money
- ❑ Be aware of low cell reception areas. If you are alone, avoid spending extended periods of time in these areas.
- ❑ Trust your instincts, if a situation or individual makes you feel uncomfortable, take note.
- ❑ If travelling alone and you feel uncomfortable, call a friend and describe to them where you are.

## 2. PARKADE AND VEHICLE SECURITY

- ❑ Make sure to scan the area before getting out of your vehicle. If there is a suspicious person, don't get out.
- ❑ When leaving your vehicle, landmark the area to be able to minimize the time required to find it upon return.
- ❑ When returning to your vehicle, scan the area around the vehicle as you approach and pay attention to occupied vehicles nearby.

- ❑ Have your keys ready when approaching your vehicle in case you have to get in quickly in the event of an assault. If your vehicle has a lock/unlock keep your thumb on the unlock button.
- ❑ Scan the interior of your vehicle before getting in to make sure no one is hiding inside.
- ❑ Carry "emergency money" for a bus, cab fare or a phone call etc.
- ❑ Don't leave any valuables in view as most "Theft From Auto's" (TFA) suspects look for small change, sunglasses, iPod or other electronic devices. Most TFA's are committed by drug users and they will be satisfied with pocket change.
- ❑ Don't leave the original copy of your vehicle registration in your car. Make a photocopy, black out your home address and store this in your vehicle. If someone breaks into your vehicle at a parkade, they can assume that there is no one at your home.
  - ❑ If you have a vehicle GPS, do not store your actual address as "Home." Pick a known intersection approx. 2-3 blocks from your actual house.
- ❑ In event where you witness a suspicious individual or activity, please call security immediately. Always keep the contact numbers for security and know the locations of emergency / fire phones located in the parkade. Be familiar with all the exit routes should you have to make a quick exit due to an emergency.
- ❑ A cell phone is one of the best personal safety devices you can have. Program the security number on your speed dial.
- ❑ Lock your car doors whether you are in it or not. When driving in urban areas, keep the windows rolled up as far as comfortable.
- ❑ If you are carrying several packages, get in the vehicle first, lock the doors and then organize your possessions.
- ❑ Don't pick up hitchhikers. Even if the hitchhiker looks like they need help, exercise caution; she/he may have an accomplice nearby. Use your discretion and intuition. At the same time you don't want to leave a stranded person in need of help to fend for himself.
- ❑ Create a "buddy system" with your co-workers so that you are all sure of a ride in case of car trouble.
- ❑ When attending social functions, consider arranging a car pool and leave in a group.
- ❑ Do not hide a spare key to your vehicle on it's body.
- ❑ Prepare an emergency kit and keep it in your vehicle. In particular, make sure you have warm winter clothing, water, a small folding shovel, a basic first aid kit and if applicable, a supply of any mandatory medication. In the winter, if you are dressed improperly and your vehicle breaks down, your options are severely limited to turn away offers of help or a ride from suspicious people.
- ❑ If you frequently wear high heels or dress shoes, consider keeping a pair of running shoes in your car in case you have to walk.
- ❑ If possible, tell a friend, spouse etc. where you are going, the route you will be taking and your estimated time of arrival. If you don't show up or check in, an effort can be made to locate you.

- ❑ Keep your car in good running condition and avoid driving with less than a half tank of gas.
- ❑ Study your vehicle owners manual and learn how to check the vehicle's fluids. Keep a small supply of each fluid in the trunk of your vehicle.
- ❑ If you have a flat tire and feel that it is unsafe to get out of the car, you may have to drive to a place of safety very slowly with your hazard lights on. You may ruin your tires but you will be safe.
- ❑ Learn how to repair a flat tire. If you do get a flat, try to find an occupied location such as a police or fire station parking lot, convenience store, etc. to change it. Your vehicle user's manual has detailed instruction on how to access and install a spare tire. For practice, change one of your vehicle's tires at home. This way, you will not be uncertain of what to do.
- ❑ Never hitchhike. If you must accept a ride, profile the occupant(s) of the vehicle. Vehicles driven by women or families are statistically less risky. If possible, record the license plate number of the vehicle.
- ❑ If you are stranded and someone stops to help you, do not get out of your car. Through a partially open window, ask him to notify the nearest service station, a tow truck or a friend/spouse for you.
- ❑ When loading items into your trunk, unlock your driver's door first. If a suspicious person approaches, get in, lock the doors and wait to see what he wants.
- ❑ Be careful not to pull up too close to a stopped vehicle in front of you. It is easier to escape if someone tries to get into your car or attempts to box you in.
- ❑ If someone tries to force his way inside your vehicle at a stop sign or red light, sound your horn and drive away. Notify the police.
- ❑ If you are alone and someone is able to force his way into your car, jump out.
- ❑ If you are being followed by another vehicle, there are a number of tactics you might consider:
  - A: Sound the horn and activate your emergency flashers. Try to draw attention to yourself.
  - B: Drive to the nearest police station, fire hall or other public place and lean on the horn to attract attention.
  - C: Consider turning around and going in the opposite direction. Try to get a license plate number and description of the vehicle and occupants.
  - D: If you are being followed on a highway or multi-lane road, keep to the left lane. This makes it more difficult to cut you off.
  - E: Don't try to outrun the vehicle, you could end up having an accident, being hurt or immobilizing your vehicle.
  - F: Don't drive home if you can help it. This will show the assailant where you live.

**Remember if you are working late and would like security to escort you to your car or bus stop, call the Building Security (please allow 10 minutes advance notice if possible).**

### 3. NEIGHBOURHOOD WATCH

Bentall Centre is asking all tenants to practice the 'Neighbourhood Block Watch' concept in all the buildings. As tenants and retailers, everyone can be ambassadors for safety by keeping watch for peculiar and odd sightings and reporting them to security immediately.

If you don't recognize someone on your floor, even if they "look" the part, approach them and offer them assistance. Challenge them by asking questions as to whom they are looking for and how you can assist them. Contact Bentall Centre Security and report the description of the person and his/her activities. Do not leave your office unattended, as office thieves are generally well-dressed and smooth talkers.

Don't rely on the next person to call if you see something unusual, otherwise it may not be reported and could be significant. Though Bentall Centre has Security staff and CCTV monitors throughout the complex, we still need your eyes and ears and good common sense to help keep watch.

Do not confront anyone you may suspect is about to commit a crime; please call Security immediately.

### 4. OFFICE SECURITY

Employees should feel that they have a secure place to work. Employers should feel that company property is secure in the care of their workers. Taking simple precautions can help eliminate any invitation and opportunity for criminal activity.

#### Visitors & General Security Measures

1. Make eye contact and greet all who enter your business.
2. Ensure all doors other than the main entrance are secured.
3. Train your staff to check that doors close properly behind them and to report any deficiencies immediately.
4. Ensure that reception areas are never unattended and that front doors are locked if unattended momentarily. If your business has a dedicated receptionist, make a schedule for break relief.
5. Make certain windows are not obscured so that passersby can see in.
6. Make sure there is a clear exit route from the service desk to the door.
7. Never assume that a stranger wandering in the building is a member of the staff. Always offer assistance.
8. Never leave anyone alone in the office. Check by telephone to see if someone can see them.
9. Never allow visitors to wander freely about the business. Have the person whom they want to see come to the front office area and escort the individual to the meeting area.
10. Have a visitor log book and policy on issuing visitor tags that limit access to certain areas and hours of the day.
11. If you encounter an individual while working late or alone, indicate to that person that you are not alone. Say something like, "My supervisor will be right with you and should be able to assist you."
12. Keep personal information private. Avoid discussing where you live, after-work or vacation plans in front of customers, new coworkers or anyone in general with whom you are not comfortable.
13. Install a spare phone in the storage room.
14. Install an alarm, (preferably both audible and monitored). Have alarm buttons in strategic spots; i.e. panic buttons at the reception area.

15. Install surveillance cameras that will monitor the front entrance, the reception area, and other areas that are accessible to the public.
16. When you ride the elevator, stand close to the button panel. If you are attacked, you can press as many buttons as possible and the emergency alarm.
17. Be cautious of unexpected service calls ie. individuals requesting to service photocopiers, computers, etc.
18. When in doubt, seek confirmation. Do not grant any access unless you know who requested it and why.
19. All authorized contractors at Bentall Centre are required to display their ID at all times.

#### Valuables and Personal Belongings

1. Never leave valuables, purses or wallets tucked behind counters, doors or on desks. Take them with you.
2. If you are supplied with a locker, use it and lock it. Keep the key or combination with you or in a secure place.
3. Lock away personal letterhead and business cards to avoid use by unauthorized people.
4. Make staff aware that the majority of thefts from an office occur during the daytime when the area is accessible. Thefts have been reported in the morning, noon hour and afternoon periods. Thieves will be well dressed and will have a believable cover story.
5. Avoid taking jackets, purses etc. into public washrooms. Criminals have been known to reach over stall door to steal whatever is hanging.

#### Classified Information

1. Clear all desks of classified information every night and place everything in locked cabinets or desks. Ensure all classified information is shredded after its use.
2. Outgoing classified or restricted information should be enclosed and sealed with the addition of "Personal" or "To be opened by addressee only."
3. Store classified information on separate hard drive or CD and label them "classified." These should be secured when not required.
4. Terminals should be locked after hours. Passwords should not be written on any user guide, manual, etc. Passwords should be changed every few months.
5. Access to classified information on the computer should be restricted and logged.
6. Don't disclose confidential information to a stranger, no matter how important the person appears. Report such requests to your supervisors.
7. Resist the urge to keep a password "cheat sheet," in your wallet or at your workstation.

#### Equipment and Supplies

1. Take an inventory of all of your assets and record all serial and model numbers of any valuables. Engrave them with your company's name and photograph them and store them in a safe place.
2. Lock up audio/visual equipment when not in use.
3. Select an individual whose responsibility is supplies.
4. Secure spare and master keys in locked cabinets.
5. If laptop computers are used in your office, affix them to the workstation with a cable lock.

#### Access

1. Restrict office keys to those who need them. Maintain a record of keys including issue and return dates, name and signature of recipient and an outline of the consequences should an important key be missing.

2. Establish a rule that keys are not to be hidden or left unguarded on desks or cabinets and enforce that rule.
3. If possible, when storing anything valuable or sensitive, follow the two lock rule, i.e.: keep petty cash in a locked box in a locked cabinet.
4. Have a procedure in place for collecting keys and identification from terminating employees.
5. Report all lost or stolen keys and access cards to Bentall Centre Security so that arrangements can be made to replace locks or cancel access control cards.
6. Treat doors with coded locking systems as you would a key. Codes are released to appropriate individuals only. Have a procedure in place for the release of these codes, and change them at regular intervals
7. Have a designated person (or persons) open and lock your premises each day.
8. Where electronic access control is in place, issue access cards on the basis of 'least access to perform a specific job function'. Twenty-four hour, 7-day-a-week access should only be assigned to employees who really require it as part of their job function.
9. At least annually, request security to produce list of active access cards.
10. If cards cannot be accounted for, they should be deleted.
11. Visitor access badges should only work during business hours, and they should be audited on a daily basis.
12. Request employees to wear their access cards as a method of making strangers stand out.
13. Prior to any large event, for example a holiday party, perform a brief sweep of the entire office, ensuring all desks and private offices have been secured and that there are no sensitive or valuable items left unattended.