

SMALL BUSINESS SECURITY SURVEY FORM AND REFERENCE MATERIAL

SDPD Neighborhood Policing Resource Team

February 2, 2011

This paper contains reference material for the various elements of a small business security survey. The section numbers correspond to the areas of evaluation in the survey form that is included at the end of this paper. They are: (1) doors, (2) windows and other openings, (3) lighting, (4) landscaping, (5) signs, (6) property Condition, and (7) security measures. The letters correspond to the specific items in the survey. Items that need attention should be checked and corrective measures identified from this material.

This material deals with the physical elements of a business, not personal safety and security of its employees or its business practices that would prevent robberies, burglaries, check and credit card fraud, computer security and crimes, internal theft, and shoplifting. Prevention tips for the latter are in several files on the SDPD's website at www.sandiego.gov/police/prevention/tips.shtml.

You can do this survey by yourself or call the SDPD Community Relations Officer (CRO) in your area to arrange for a free business security survey. SDPD division addresses and phone numbers are listed below.

SDPD AREA STATIONS

| | | |
|--------------|---------------------------------|----------------|
| Central | 2501 Imperial Ave. SD 92102 | (619) 744-9500 |
| Eastern | 9225 Aero Dr. SD 92123 | (858) 495-7900 |
| Mid-City | 4310 Landis St. SD 92105 | (619) 516-3000 |
| Northeastern | 13396 Salmon River Rd. SD 92129 | (858) 538-8000 |
| Northern | 4275 Eastgate Mall SD 92037 | (858) 552-1700 |
| Northwestern | 12592 El Camino Real SD 92130 | (858) 523-7000 |
| Southeastern | 7222 Skyline Dr. SD 92114 | (619) 527-3500 |
| Southern | 1120 27th St. SD 92154 | (619) 424-0400 |
| Western | 5215 Gaines St. SD 92110 | (619) 692-4800 |

1. DOORS

a. Hardware

Single-swing wooden doors are either of solid or hollow-core construction. All such exterior doors should be solid, at least 1-3/4 inches thick, and have a deadbolt lock. For added security wooden doors can be reinforced with 16-gauge sheet metal.

Double doors are either of wood, metal, or glass with aluminum-framed construction. The glass in doors should be of a type that is not easily broken. (See the material on glass strength in Sec. 2.) All double doors should have flush bolts installed at the top and bottom of the inactive door. These offer additional security because intruders cannot easily get them unlocked when the door is properly secured. The bolts should be made of steel and have a throw of at least 1 inch.

Motion detectors used to open or unlock exit doors from the inside when a person approaches the door need to be set far enough back from the door so a person outside the door cannot slip something between the door and the frame of a single door or between the doors in a set of double doors to create motion on the inside and thereby open a door. Or install a shield on the outside of the door so a person on the outside cannot slip anything between the door and the frame or between the doors.

Doorknob locks offer no security. Burglars can easily defeat them. All exterior doors and interior doors to garages should have an additional high-quality deadbolt as discussed below.

Hinges should be located on the interior side. Doors with exterior hinges can be a problem if their pins can easily be removed. Then the door can be opened from the outside. Pins can be secured in various ways, depending on the construction of the door and frame. One way to secure pins in solid wood doors and frames is as follows:

- Drill a 1/2-inch deep hole in the side of the door just above the hinge.
- Insert a 1-inch screw or nail in the hole and leave 1/2 inch protruding.
- Close the door until the screw or nail contacts the frame.
- Drill a 1/2-inch deep hole in the frame at this point. The screw or nail will fit into this hole when the door is closed to secure the door.

Peepholes with a wide-angle (180 deg) viewer should be installed in all solid exterior doors. They allow persons at the door to be identified without them knowing they are being observed.

Deadbolt locks are of two basic types, single-and double-cylinder. The former has a thumb turn on the inside. The latter requires a key to lock or unlock the door from either side. It is not permitted in the Fire Code. Deadbolts should have the following characteristics:

- Throw of at least 1 inch
- Free-spinning and tapered or angled outer edge of the cylinder guard to make it difficult for a burglar to twist off the lock
- Solid brass, bronze, or steel exterior
- Steel rods or bolts at least 1/4-inch in diameter connecting the exterior of the lock to the inside part
- 5-pin tumbler system locking mechanism
- Changeable locking cores
- Resistant to "bumping"

Strikes are the metal plates that are attached to the doorframe or jamb to receive the latch or bolt throw. They should be of heavy-duty construction and installed with at least 4 screws that are 3 to 4 inches long and anchored securely into a wall stud. Otherwise, they become a weak link in door security.

Crossbars, e.g., a metal bar or 2 x 4 inch piece of wood placed in brackets mounted on both side of a door, can be an effective locking mechanism for exterior doors that have an interior swing. Slide bolts made of heavy gauge steel can also be effective.

Padlocks need to withstand assaults with a large bolt cutter or pry bar. They should have the following characteristics:

- Hardened steel shackles at least 9/32 inches in diameter -- stainless steel or heavier shackles offer additional security
- Double-locking mechanism at the fixed and movable ends (heel and toe)
- 5-pin tumbler
- Key opening -- combination locks typically have very weak bodies
- No readable key code numbers -- numbers on the lock should be recorded and eliminated
- Key retention, which prevents the key from being removed when the lock is open and reminds people to keep the lock closed so that a burglar cannot “borrow” it to have a key made for use at a time when the property is vacant
- Resistant to “bumping”

It is even better to use a shielded (shrouded-shackle) padlock that is designed to protect against bolt cutters. Padlocks should be kept closed when not in use to prevent their removal.

Panic deadbolts operated by push-bars can be used to secure secondary exits that are designated for emergency use only. They can be alarmed to ring a bell or sound a horn when the door is opened.

Latch guards are steel plates that are attached to doorframes to prevent the locking mechanism from being defeated. They also prevent objects from being inserted between the door and the frame that would be used to damage the door itself.

b. Visibility

Glass doors facing the street or parking lot should be kept clear of signs so people on the inside, especially cashiers, can be seen by people on the outside, and *vice versa*. Clear glass doors also enable employees to see who is approaching the business or office.

Clear views of the transactions area from outside the store, unobstructed by signs and display cases. Note that the California Business and Professions Code Sec. 25612.5(c)(7) states that “No more than 33 percent of the square footage of the windows and clear doors of an off-sale premises shall bear advertising or signs of any sort, and all advertising and signage shall be placed and maintained in a manner that ensures that law enforcement personnel have a clear and unobstructed view of the interior of the premises, including the area in which the cash registers are maintained, from the exterior public sidewalk or entrance to the premises.”

c. Height Marks Next to Exit Doors

Height marks next to exit doors help employees estimate the height of suspicious persons.

2. WINDOWS AND OTHER OPENINGS

a. Locking Means

Do not rely on the locking means supplied with your windows. Additional security measures are usually necessary.

Double-hung sash windows can be secured as follows:

- Drill a hole that angles downward through a top corner of the bottom window into the bottom corner of the top window on both sides of the window.
- Place an eyebolt or nail in the hole to prevent the window from being opened.

Louvre windows are difficult to secure because the individual panes can easily be removed. This can be made more difficult by applying a two-part epoxy resin to glue the panes together. However, it is much better to replace this type of window with solid glass or some other type of ventilating window.

Casement windows can be secured with key-locking latches. Make sure that the protrusion on the window that the lock is attached to is made of steel and not worn, and that the window closes properly and is not bowed or warped.

Sliding-glass windows can be secured by secondary locking devices such as: a pin in the upper track that extends downward through the inner window frame and into the outer window frame, a thumbscrew-type lock mounted on the top or bottom track, a wooden or metal dowel placed snugly in the lower track to prevent horizontal movement, and a few metal screws in the track above the window to prevent vertical movement.

Grilles and bars provide excellent security as long as the retaining bolts cannot be removed from the outside. However, bars on windows in sleeping rooms and emergency escape or rescue windows in basements must meet Fire Code requirements for release mechanisms to permit escape from the inside in case of a fire.

b. Glass Strength

Display windows in the fronts of businesses usually contain tempered or safety glass, which shatters easily when hit with a sharp object. Thus, a burglar can easily smash a hole in the glass to enter the business and carry things out.

Businesses can prevent window-smash burglaries by installing laminated glass or clear acrylic plastic in their display windows. The former has plastic sheets between layers of glass. It looks like safety glass but will not shatter easily, even after repeated blows. The latter is also shatterproof but has several disadvantages. It comes in limited sizes, and is susceptible to marring and scratching.

Drive-through burglaries can be prevented by installing bollards in front of doors, windows, and weak walls. They will stop cars and trucks but not impede pedestrian, bicycle, and wheelchair traffic.

c. Visibility

Windows facing the street or parking lot should be kept clear of signs and display cases so people on the inside, especially cashiers, can be seen by people on the outside, and *vice versa*. Clear windowpanes also enable employees to see who is approaching the business or office.

d. Other Openings and Roof Access Control

All crawl spaces, ventilation windows, and other utility openings larger than 10 inches need to be secured. Window air conditioners need to be installed securely so they cannot easily be removed from the outside.

Mail slots in doors should be sealed if a coat hanger or other device can be inserted and used to release the door lock.

Ladders, trees, stacked items, fences, drainpipes, and adjoining rooftops can provide roof access if measures are not taken to deny it. Ladders should be shrouded with locking covers. Stacked items should be removed and stored elsewhere. Tree limbs should be trimmed. But because other means of access may be difficult to deny, it is necessary to secure all rooftop openings.

Hatches, skylights, ventilation shafts, air conditioning and heating ducts, and other rooftop entrances need to be secured on the inside with grilles. Those that cannot be secured should be alarmed.

If anything of value is located on the roof, e.g., air conditioning units with copper tubing, consider installing a motion detector that would sound an alarm if someone goes on the roof.

e. Common Walls and Attics

Where a business shares a hollow wall or attic with an adjoining business, these potential entry points need to be sealed off or alarmed.

3. LIGHTING

a. Exterior

Exterior lighting should illuminate all areas of the property, including entry areas, storage yards, trash enclosures, and parking lots. Such lights are usually mounted on poles, the sides of buildings, or the edges of roofs. Timers or photoelectric cells can be used to turn lights on at dusk and off at dawn. And motion sensors can be used to turn lights on when any motion is detected. Streetlights or lights from adjoining properties should not be relied on for lighting the property at night.

It is also important that burnt-out bulbs are replaced promptly, wire covers be installed over lights to protect them from vandals, and padlocks be installed on circuit-breaker boxes to prevent the lights from being turned off. Also, the lights should be directed so they don't shine into the eyes of passing motorists or police patrols.

b. Interior

After business hours a few interior lights should be left on in the back of the store or office where they may illuminate and silhouette intruders, and not create glare for passing patrol cars.

c. Secure or Backup Electrical Power

Because lights and other security systems work on electrical power it is important that measures be taken to prevent disruption of external power or provide internal backup power. At a minimum, external circuit breakers should be installed in a sturdy box that is locked with a shielded padlock.

4. LANDSCAPING

a. Bushes

Overgrown landscaping helps criminals by blocking visibility and providing hiding places. Bushes should be trimmed to less than 3 feet except where privacy or environmental noise mitigation is a primary concern, or where higher plants would not block any views or provide hiding places. For example, higher bushes could be planted next to a blank wall or the side of a building. And plants with prickly leaves or thorns along fences serve as barriers to control access.

b. Tree Canopies

Tree canopies should be maintained at least 8 feet above the ground. Also, trees should be planted away from walls, fences, and buildings so they cannot be used to enable someone to climb over or onto them.

c. Visibility

Bushes and trees should also be planted away from light poles and cameras, and trimmed so they do not block illumination on the ground or camera fields of view.

5. SIGNS

a. No Loitering or Trespassing

NO LOITERING signs should cite San Diego Municipal Code Sec. 52.30.2. Signs prohibiting trespassing on privately operated business premises should cite San Diego Municipal Code Sec. 52.80.01.

If a Letter of Agency has been filed with the SDPD as discussed in Sec. 7.m below, the property should be posted with NO TRESPASSING signs stating that a Letter of Agency has been filed and giving the address of the property, the name and phone number of the property owner or manager, and the non-emergency SDPD phone number to report suspicious activities. That number is **(619) 531-2000**. The signs should be at least 18 by 24 inches in size, have a font visible from the nearest public street, not be accessible to vandals, and be posted on the entrances and spaced evenly on the boundaries of the property. A sample sign is also available in the Forms section of the SDPD website at www.sandiego.gov/police.

b. Towing Unauthorized Vehicles

Signs on private property prohibiting public parking (or stating that parking is for customers only) and indicating that unauthorized vehicles will be removed at the owner's expense should cite Cal. Vehicle Code Sec. 22658(a) and must contain the telephone number of the local traffic law enforcement agency. The SDPD number for towing impounds is **(619) 531-2844**. And as of January 1, 2007 the name and telephone number of each towing company that is a party to a written towing authorization agreement with the property owner or possessor must be added to the sign. The sign must be displayed, in plain view, at all entrances to the property. It must not be not less than 17 by 22 inches in size, with lettering not less than one inch in height. These sign requirements are specified in Sec. 22658(a)(1).

Signs stating that unauthorized vehicles parked in designated accessible spaces not displaying placards or special license plates issue for persons with disabilities will be towed away at the owners expense, must also contain the address where the towed vehicles may be reclaimed or the telephone number of the local traffic law enforcement agency. The SDPD number for towing impounds is **(619) 531-2844**. Other requirements for these signs are specified in California Vehicle Code Sec. 22511.8.

c. Alcoholic Beverage Sales

If a store has a retail package off-sale alcoholic beverage license to sell alcoholic beverages it must post signs stating that OPEN ALCOHOLIC BEVERAGE CONTAINERS ARE PROHIBITED ON THE PREMISES, as required by San Diego Municipal Code Sec. 56.56(b). These signs must be clearly visible to patrons of the licensee and parking lot and to persons on the public sidewalk immediately adjacent to the licensed premises, and should cite SDMC Sec. 56.56(a). This prohibition also applies to the public sidewalk immediately adjacent to the licensed premises. Signs along the sidewalks that prohibit consumption of alcoholic beverages should cite San Diego Municipal Code Sec. 56.54.

d. Code of Conduct

A code of conduct should be posted in patios and other outside areas open to the public. It should state that persons engaged in prohibited conduct will be asked to leave the property, and that failure to cease the conduct or leave the property will result in a call to the SDPD. Prohibited conduct would include: trespassing, fighting, threatening others, panhandling, vandalism, skateboarding, littering, soliciting, loitering, illegal lodging, prowling, loud noise or music, consumption of alcoholic beverages, drug activities, etc.

e. Security Cameras

If signs stating that security or surveillance cameras are installed are posted and the cameras are not monitored all the time, the sign should also include that caveat. This is important in keeping people from having a false sense of security and expecting help in the event they are attacked.

f. Minimal Cash and Employee Safe Access

Post signs stating that that there is minimal cash on hand, and that employees do not have access to the safe.

g. No Hats or Sunglasses

Post signs requesting that customers take off hats and sunglasses when entering your business. This will make them more recognizable in your camera imagery.

h. No Scavenging

Signs stating that unauthorized collection of refuse or recyclable material is prohibited per SDMC Sec. 66.0402 should be posted on dumpsters. This may help to deter scavenging.

6. PROPERTY CONDITION

a. Address Numbers

Address numbers should be easy to read from either direction of approach from the street or road fronting the property. They should be at least 12 inches high on a high-contrast background, and lighted so they can be seen at night. Where numbers at the main entrance are not easily visible from the street, e.g., for businesses in a shopping mall, additional numbers should be posted where they will be visible. Numbers should also be posted in the rear of the business and on the roof so they can be seen from alleys and the air, respectively.

On multiple commercial building sites an illuminated directory and map must be located on the right side of the access roadway. The map must show the name of the development, all access roads and gates, private roads, building locations with addresses and unit numbers, and a YOU ARE HERE reference point. Directional signs should be located within the site. And individual building and unit numbers should be located where they are easy to see and read.

b. Graffiti and Trash Removal

The premises should be neat and clean. Graffiti, trash, litter, junk, etc. invite criminal activity because they indicate that the owner or manager doesn't care about the property.

Graffiti should be removed as soon as possible after it is found. This will discourage further vandalism. The graffiti should be covered with matching paint so a "canvas" is not left for the vandals. While prompt graffiti removal helps to deter further vandalism, any graffiti on the property should be photographed before it is painted over or otherwise removed. Also, pick up (without leaving fingerprints) and save discarded paint cans, etc. The photographs and any other evidence should be given to the investigating law enforcement officers.

Hardware or paint stores should be consulted regarding the best products for removing various types of graffiti from specific surfaces without damaging the surface. Extreme care should be used in applying special graffiti removal products like MEK (Methyl Ethyl Ketone) or "Graffiti Remover" on glass or unpainted surfaces.

Graffiti-resistant paint or anti-graffiti coatings should be used on the sides of the building and any other design features that could be vandalized. (The San Diego Park and Recreation Dept. specifies the use of VandlGuard Ten, a non-sacrificial anti-graffiti coating in a three-coat system by Rainguard International, or the equivalent on park furnishings and buildings.) Various protective films are available that can be installed on the outside of windows to prevent window damage from graffiti, knife gouging or scratching, and acid etching.

Loose rocks should be removed or cemented in place so they cannot be removed. Vandals can use them to break glass windows and doors.

c. Refuse and Recyclable Material Containers, Dumpsters, and Outside Container Enclosures

Refuse and recyclable material containers should be kept inside during business hours. They should be checked at random times for pilfered goods that might have been placed in them for pick-up later when they are taken out. These containers and trash dumpsters should be locked when they are left outside and not being filled or emptied. Enclosures for them should also be locked when the containers in them are not being filled or emptied.

d. Fences and Walls

Well-built fences, walls, and gates are the first line of defense against criminals. The permissible heights and locations of various types of fences are specified in the San Diego Municipal Code. Unless privacy and noise reduction are needed, open chain link or ornamental metal fences are preferred because they do not block visibility into the property and are less susceptible to graffiti. Chain link fencing should have its bottom secured with tension wire or galvanized pipe, or embedded in concrete to prevent it from being lifted up to enable a person to crawl in. Fences, walls, and gates should be at least 6 feet high.

Sharp-pointed fencing is only permitted in agricultural zones (San Diego Municipal Code Sec. 142.0360). However in special situations it may be allowed to exist in industrial zones.

e. Outdoor Storage

Metal sheds provide good additional storage space provided they are assembled correctly and have a good padlock. See Sec. 1 for padlock characteristics.

Items that cannot be stored inside should be located at least 8 feet from perimeter walls and fences. Forklifts, moving equipment, and other vehicles that can easily be started should be made inoperable.

f. Backflow Preventers

Commercial water backflow preventers are being stolen for their brass and copper fittings. These devices should be protected from theft. The following measures should be considered: (1) painting it to make the metal is less valuable, (2) camouflaging it with fake rocks, (3) hiding it in a bush or hedge and painting it green, (4) enclosing it in a protective cage or box that is mounted securely to the ground with tamper-proof locks, and (5) installing a locking-cable system with shielded-shackle locks and a concrete foundation.

7. SECURITY MEASURES

a. Access Control

All exterior doors except those used by customers or visitors should be kept locked during business hours. Some employees or security guards should be located to monitor each public entrance. When doors are left unlocked, annunciators can be installed to provide an audible tone when a person enters or leaves the business. Signs should be posted to indicate areas that are open to the public and those that are for employees only.

Locks should be installed on doors to interior work areas to control public and employee access. Doors to public restrooms should be locked or kept under observation to prevent abuse of the facilities. Doors to storage and supply rooms, and individual offices should be locked to limit employee access.

Emergency exits should be alarmed and designated for emergency use only. Measures are needed at all exit doors to: (1) ensure that they close and lock when someone leaves the building, and (2) discourage their being propped open for reentry or their use by unauthorized persons, but still open quickly from the inside in an emergency. These include audible alarms that notify the building manager that a door is not closed and locked, a control panel with lights that show which door is open, alarm-activated cameras, card-egress systems, and delayed-egress hardware. (In case of a fire, card- and delayed-egress systems would be overridden by the building's fire alarm system.) When an alarm occurs a employee would be dispatched to close and lock the door and investigate the incident.

b. Alarms

A good alarm system can help deter burglars and detect break-ins. A basic system has sensors attached to all doors, windows, and other openings to detect entries. Sensors can also be installed inside a business to detect motion or attempts to enter specific areas. And panic buttons can be installed at cashier and other vulnerable positions.

The telephone line that sends the alarm signal to the alarm company should be hardened so it cannot be cut or if it is cut, the system would generate an alarm at the alarm company. If the telephone line is contained in a box on the outside of the building, the box should be sturdy and locked with a shielded padlock. Alternatively, the system could have a wireless backup that would send the alarm if the telephone wire is cut.

Alarm systems usually have batteries for backup power. Batteries need to be checked periodically and replaced if bad.

c. Watch Dogs

In most cases dogs act as a psychological deterrent and can be an excellent supplement to a security system provided the dog can be relied on to give warning when warning is needed. Dogs can scare a stranger away by either barking or looking fierce. Outside dogs should be kept in a fenced area with a good lock on the gate. But remember that dogs can be lured away, poisoned, killed, or even stolen. And the owner risks liability if the dog attacks an innocent person.

d. Guards

Uniformed security guards that patrol the business on foot can be a highly effective in deterring robberies and burglaries. The company that provides the guards should be licensed and insured. The guards should be licensed as well.

e. Employee Badges

All employees should wear ID badges or some other means of distinguishing them from visitors, customers, and others on the premises. Businesses with restricted areas should give their employees photo-ID badges that are color-coded to indicate the areas that the employee is authorized to enter.

f. Cameras, Monitors, Mirrors, and Office Windows

Cameras can provide coverage of areas where there is no surveillance by employees. They should be mounted where they cannot be covered or tampered with.

Cameras are usually used just to provide imagery of and record persons and activities in their fields of view. They can record continually or only when motion is detected. After a crime occurs the imagery can be reviewed for usable evidence. The existence of these cameras helps to deter crime by providing a record of the crime that might be used to identify the perpetrator. But to stop a crime in progress or apprehend the perpetrators someone would have to be observing the imagery and take timely action.

Surveillance cameras with video analytics or intelligent video software can now be used to detect unusual or suspicious activity as it is occurring. The software will alert personnel who have monitors, but would not be watching them all the time, that a parameter or alarm condition has occurred. The monitors could be located on the premises or at a security company office. In the latter case an Internet link to transmit the imagery would have to be provided. The SDPD could then be called if a crime is observed. Officers might even arrive in time to catch the perpetrators. And in some cases the imagery could be transmitted directly to the SDPD to decide whether to dispatch officers.

Convex mirrors enable employees to see people in areas that might be blocked by display shelves, walls, or other obstructions.

Offices that overlook the store floor could have mirrored windows that allow store managers to see the store floor.

g. Secure Office Equipment and Merchandise

Thefts of computer hardware and other costly items of office equipment can be prevented by anchoring them to a desk or installing an alarm that sounds when they are moved. If neither of these measures is possible, the equipment could be stored in a secure facility when not in use.

Merchandise in display cases can be protected by keeping the doors locked and installing laminated glass or clear acrylic plastic in the windows. Merchandise on the tops of cases can be secured with plastic tie-downs or metal chords. Greater security for merchandise can be provided by roll-down security shutters on its display the cases.

h. Security Gates and Shutters for Windows and Doors

Folding security gates and roll-down shutters inside windows and doors provide additional security. A burglar would have to cut through the bars or slats after breaking through a window or door to enter the business all while the alarm is going off. The presence of gates or shutters would be a strong deterrent of break-ins.

i. Property Identification and Inventory

To help deter theft and recover stolen property, the company name or an ID number should be placed on all valuable items in two places, one obvious and one hidden. An ID can be etched on or attached with a permanent adhesive. Owner Applied Numbers (OANs), which are accessible to law agencies throughout the country, can be obtained at no cost from the Crime Prevention Unit at the San Diego County Sheriff's Vista Station by calling **(760) 940-4564**.

Keep an inventory of all furniture, equipment, etc., including serial and ID numbers. Photograph or videotape all valuables.

j. Company Vehicle Parking

If company vehicles are not parked in a secure fenced area when the business is closed, they should be parked close to each other to help prevent gas siphoning, battery theft, etc. They can also be parked in front of doors to prevent building break-ins.

k. Key Control

Some measures that can be taken to prevent unauthorized entry are listed below:

- Issue as few keys as possible. Issue keys to specific areas only to employees authorized to be in those areas. Keep a record of all keys issued. Recover all issued keys when an employee leaves.
- Lock keys in a cabinet or secure area when they are not being used.
- Have different keys for outside doors and inside offices. Do not have a master key to all locks.
- Stamp keys **DO NOT DUPLICATE**. Remind employees not to leave keys in places where they might be taken, e.g., with a parking lot attendant.
- Stamp or etch a code on each key so identifying tags are not needed.
- Consider changing lock cores and keys when key losses occur.

Larger businesses should consider using a key card system in which entries and exits are recorded and codes can be changed easily when a card is lost or when an employee leaves.

l. Cash Handling and Control

The following measures can help prevent cash losses:

- Locate the cash register where it is visible from the outside but far enough from a window to prevent a quick window-smash and grab.
- Keep a minimum amount of cash in a register. Put excess cash in a drop safe with a time lock.

- Display signs stating that employees do not have access to the safe.
- Close register drawers after each transaction. Lock registers when they are not attended.

m. Safes

Safes can be standing or mounted in floors or walls. Standing safes should be securely anchored to the floor. The back should be against a wall so it will not be accessible. If the safe is visible from outside the building, it should be well illuminated and have the front (locking side) turned away from the windows. Floor safes should be located where they can be concealed.

Burglar-resistant safes should be used for money and other valuables. Fire-resistant safes should be used for records. Both types should have an Underwriters Laboratory (UL) label with their effectiveness ratings.

n. Letter of Agency

A Letter of Agency authorizes the SDPD to enter your property to ask unauthorized persons to leave the property; and if they refuse to do so or return thereafter, to enforce any law violations on and about the property. It should be filed with the SDPD division in your area. A copy of the form for this Letter can be obtained there or downloaded from the Forms section of the SDPD website at www.sandiego.gov/police. Note that this form must be renewed every six months.

o. Cashier Protection

Where the threat of armed robbery is serious, install a bullet-resistant glass, plastic, or laminate shield with a sliding transaction window to protect cashiers.

p. Drive-Through Windows

The following measures can help deter robberies and protect the cashier in the event a robbery is attempted at the drive-through window:

- Protect the cashier with a bullet-resistant glass, plastic, or laminate window
- Install a secure money pass-through slot in the window
- Post a sign stating that a minimum amount of cash is on hand
- Have the cashier within sight of other store employees
- Install a camera to record persons outside the window

q. Back and Side Door Peepholes

Install 180-deg peepholes in back or side doors. Of concern is the possibility that a robber might hide on the back or side of the store and wait for an employee to open a door. A peephole will enable employees to see that it is safe to open the door. Another possibility is a camera that covers the area around the door. The monitor would be inside the store near the door where employees can see it before opening the door.

SMALL BUSINESS SECURITY SURVEY FORM

Business name _____

Address _____

Check items that need attention and identify corrective measures in the space below:

1. DOORS

- a. Hardware (locks, peepholes, latch guards, etc.)
- b. Visibility (doors clear of signs)
- c. Height marks next to exit doors

2. WINDOWS AND OTHER OPENINGS

- a. Locking means (primary and secondary, bars, etc.)
- b. Glass strength and window protection (bollards)
- c. Visibility (panes clear of signs)
- d. Other openings and roof access secured
- e. No access through common walls and attic

- g. Secure office equipment
- h. Security gates and shutters for windows and doors
- i. Property identification and inventory
- j. Company vehicle parking
- k. Key control
- l. Cash handling and control
- m. Safes
- n. Letter of Agency
- o. Cashier protection
- p. Drive-through windows
- q. Back and side door peepholes

3. LIGHTING

- a. Exterior
- b. Interior
- c. Secure or backup electrical power

4. LANDSCAPING

- a. Bushes trimmed to less than 3 ft.
- b. Tree canopies trimmed to at least 8 ft.
- c. Not blocking lights or cameras

5. SIGNS

- a. No loitering or trespassing
- b. Towing unauthorized vehicles
- c. Alcoholic beverage sales
- d. Code of conduct
- e. Security camera warning
- f. Minimal cash and employee safe access
- g. No hats or sunglasses
- h. No scavenging

6. PROPERTY CONDITION

- a. Address numbers at least 12-in. high and visible from street and alley
- b. No graffiti, trash, junk, loose rocks, etc.
- c. Outside refuse and recyclable material containers, dumpsters, and container enclosures locked
- d. Property defined by fences, walls, landscaping
- e. Secure outdoor storage
- f. Secure backflow preventers

7. SECURITY MEASURES

- a. Access control
- b. Alarms
- c. Watch dogs
- d. Guards
- e. Employee badges
- f. Cameras, monitors, mirrors, and office windows