



SMALL RETAIL BUSINESS SECURITY SURVEY REFERENCE MATERIAL AND ASSESSMENT FORM

SDPD Crime Prevention

April 17, 2017

This paper contains reference material for the various elements of a small retail business security survey. The section numbers correspond to the areas of assessment in the form that is included at the end of this paper. They are: (1) doors, (2) windows and other openings, (3) lighting, (4) utilities, (5) landscaping, (6) signs, (7) property condition, and (8) security measures. The section letters correspond to the specific items to be assessed in the attached survey. Items that need attention should be checked and corrective measures suggested.

This material deals with the physical elements of a retail business, not personal safety and security of its employees or business practices that would prevent robberies, burglaries, check and credit/debit card fraud, computer crimes, employee theft, and shoplifting. Prevention tips for these crimes can be found on the Prevention Tips page of the SDPD website at www.sandiego.gov/police/services/prevention/tips. Those for preventing robberies, burglaries, and employee theft would be used to correct security weaknesses identified in this survey.

This material is designed primarily for use by a business owner or manager. It can also be used by the SDPD Community Relations Officer (CRO) in your area, who can be called to do the survey and security assessment at no cost. In this case the officer should do the following to prepare for the survey. Information should be reviewed for the past two years.

- Read the reports of past crimes at your address.
- Review the past calls for service from your address.
- Look at past crimes and arrests in your immediate area, e.g., within 0.25 miles of your address.

The officer should also ask the following questions.

- Why did you call to request a survey? Usually this will be because of a recent crime, e.g., a burglary.
- Who else works regularly in and around the business? This may be a gardener, janitor, pest controller, vendor, etc.
- What contract work has been done recently? This may be carpeting, window cleaning, remodeling, etc.
- How many people work in the business?
- Who has keys, alarm codes, etc?
- Do you have a burglar alarm? What are your procedures for responding to an alarm?
- Do you have cameras? Where are the monitors? How are they used?

SDPD division addresses and phone numbers are listed below.

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

REFERENCE MATERIAL

1. DOORS

The doors that a person would use to enter the business and leave it in an emergency must be readily openable with one motion from the egress side without the use of a key or special knowledge or effort per 2010 *California Fire Code* Sec. 1008.1.9. These egress doors must open with push or press bars, or lever arms and have EXIT signs.

a. Single Entry Doors

A door that is opened on the inside by a push bar and has a gap between it and its frame can be opened with an L-shaped bar that is inserted next to the bar, turned 90 degrees, and pulled to depress the bar. This can be prevented by attaching a strip of metal or some other material to the door to cover the gap. It is better if there is no gap between the door and its frame.

A door that is opened on the inside by a press bar, i.e., one that rotates down when pushed, and has a gap underneath it can be opened with a lever-opening tool like the Keedex K-22. This tool has a curved wire that is inserted under the door and raised to hook over the bar on the inside of the door. The wire is then pulled to rotate the bar down and open the door. The easiest way to prevent this is to attach a threshold strip to the floor under the door and use a door with a brush door-sweep on the bottom. This would close the gap and prevent the tool from being inserted.

A door that is opened on the inside by a lever arm and has a gap underneath it can also be opened with a lever-opening tool like the Keedex K-22. Its wire would be inserted under the door and raised to hook over the lever arm on the inside of the door. The wire is then pulled to rotate the lever arm down and open the door. As stated above, use of a threshold strip and brush door-sweep would close the gap and prevent the tool from being inserted. Or a shield can be installed around the lever arm to prevent it from being hooked and pulled down to open the door,

A door with a beveled latch should have a latch guard that extend at least 12 inches above and below the latch. This will prevent a person from sliding something between the door and its frame to push in the latch.

A door that is locked magnetically and does not have a bar that unlocks it from the inside must open automatically when a person approaches the door from inside to leave the building. The sensor that detects this motion or heat needs to be aimed far enough back from the door so a person outside cannot slip something between the door and its frame to create motion or a heat signature and thereby open the door. Or a strip of metal or other material can be attached to the outside of the door to close the gap and prevent a person from inserting anything between the door and its frame. Another way to prevent this is to replace the sensor with a button that would be pushed to open the door from the inside. Doors with magnetic locks will need backup power to keep them locked and enable the button to work during a power outage.

b. Double Entry Doors

Doors that are opened on the inside by a push bar and have a gap between them can be opened with an L- or T-shaped bar that is inserted next to the bars, turned 90 degrees, and pulled to depress one or both bars. This can be prevented by attaching a strip of metal or some other material to one door to cover the gap. It is better if the doors have no gap or a post between them.

Doors that are opened on the inside by a press bar, i.e., one that rotates down when pushed, and have a gap underneath them can be opened with a lever-opening tool like the Keedex K-22. This tool has a curved wire that is inserted under the door and raised to hook over the bar on the inside of the door. The wire is then pulled to rotate the bar down and open the door. The easiest way to prevent this is to attach a threshold strip to the floor under the door and use a door with a brush door-sweep on the bottom. This would close the gap and prevent the tool from being inserted.

Doors that are locked magnetically and do not have a bar that unlocks them from the inside must open automatically when a person approaches the door from inside to leave the building. The sensor that detects this motion or heat needs to be aimed far enough back from the door so a person outside cannot slip something between the doors to

create motion or a heat signature and thereby open the doors. Or a strip of metal or other material can be attached to the outside of one door to close the gap and prevent a person from inserting anything between the doors. Another way to prevent this is to replace the sensor with a button that would be pushed to open the door from the inside. Doors with magnetic locks will need backup power to keep them locked and enable the button to work during a power outage.

c. Deadbolt Locks

In addition to the measures suggested above for preventing break-ins through single and double entry doors, doors to commercial buildings can also use single-cylinder deadbolts that are separate from other locking mechanisms. These locks should have a throw of at least one inch, be key-operated on the outside, and have a thumb turn on the inside. They can only be used when the building is unoccupied because their use for emergency egress requires special knowledge. When a deadbolt is installed a sign must be posted on or adjacent to the door saying **THIS DOOR TO REMAIN UNLOCKED WHEN BUILDING IS OCCUPIED** per *California Fire Code* Sec. 1008.1.9.3. Deadbolts can also be used on interior doors to individual offices and storage rooms.

d. Hardware

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

Glass doors are usually made of tempered or safety glass that is made by placing a piece of standard glass in an oven, bringing it almost to the melting point, and then chilling it rapidly. This causes a skin to form around the glass. Then it is four to five times stronger than standard glass, which shatters when hit with a sharp object. A burglar can easily smash a hole in the glass and enter the building. This can be prevented by using a burglar-resistant material in doors that meets Underwriters Laboratories (UL) 972 standards. These materials look like standard glass but will not shatter easily, even after repeated blows. The following materials can be used:

- Laminated glass is made with a vinyl or plastic inter-layer sandwiched between two layers of glass. This type of glass adds additional strength to your windows. To gain entry a burglar would have to strike the glass repeatedly in the same spot in order to make a small opening. Most burglars are reluctant to create this type of noise for fear of being detected.
- Wired glass adds the benefit of a visible deterrent. Extra effort will be needed to break the glass and then cut through the wire located within the glass in order to gain entry.
- Plastic acrylics are more than ten times stronger than glass of the same thickness and are commonly called Plexiglas.
- Polycarbonate sheets are superior to acrylics and are advertised as 250 times more impact resistant than standard glass, and 20 more times than other transparent plastic.
- Glass with a security film attached to the inside can also be burglar-resistant. It requires repeated blows to break through, which take time and make noise. A burglar faced with this task might give up and go away or look for another way or place to break in.

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.

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. 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 ¼-inch in diameter connecting the exterior of the lock to the inside part
- 5-pin tumbler system locking mechanism and 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.

Frames for wooden doors are usually made of soft wood. Where locks and hinges are fairly strong, a wood frame is relatively weak, which makes it easy for a burglar to kick in the door. A door in a steel frame can’t be kicked in. Nor can a door in a wooden frame that has a steel reinforcing device mounted on the lock side of the frame providing it extends well above and below the strike plate.

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 egress doors that have an interior swing. Slide bolts made of heavy gauge steel can also be effective.

Panic deadbolts operated by push-bars can be used to secure egress doors 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 doors to prevent a tool from being inserted between the door and the frame to push in a beveled latch and open the door.

Threshold strips attached to the floor installed under doors that open from inside with a lever arm will prevent a lever-opening tool from being inserted in the gap between the door and the floor. **Brush sweeps** attached to the bottoms of doors will close any gap that might remain.

Lever-arm shields are cylinders that surround the lever arm on the inside of the door. They will prevent the wire of a lever-opening tool from hooking the lever arm, which would otherwise be pulled to rotate the arm and open the door.

Slide locks should be mounted on the bottom of roll-up doors. Metal rods slide into holes on each side of the door frame to secure the door in place when it is closed. This will prevent the door from being pried open from the bottom.

e. 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.

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.”

f. Height Marks Next to Egress Doors

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

g. Bollards

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.

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 and they meet Fire Code requirements for release mechanisms to permit escape from the inside in case of a fire.

b. Glass Strength

All windows, especially those that display expensive goods, should be made of a burglar-resistant material that meets Underwriters Laboratories (UL) 972 standards. These materials look like standard glass but will not shatter easily, even after repeated blows. Some are listed in Sec. 1.d.

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.

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, other device, or a hand 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 have locked security guards. 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, or if your building can be entered by a burglar cutting or drilling a hole in the roof, consider installing a motion detector that would sound an alarm, turn on lights, and call your burglar alarm company if someone goes on the roof. Also consider installing a camera that would record when motion is detected.

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, and wire covers be installed over lights to protect them from vandals. Shielded- or hidden-shackle padlocks should 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.

4. UTILITIES

a. Electric Power

Because appliances, lights, magnetic door locks, and security systems work on electric power it is important that measures be taken to prevent disruption of external power or provide a source of internal backup power. At a minimum, external circuit breakers should be installed in a sturdy box with a shielded- or hidden-shackle padlock that can withstand assaults with bolt cutters and pry bars.

b. Telephone Lines

Telephone lines should also be secure, especially those that carry signals to alarm companies. External boxes that contain the lines should also be sturdy and have a shielded- or hidden-shackle padlock.

5. 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.

d. Backflow Preventers

Domestic 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 its base with tamper-proof locks, and (5) installing a locking-cable system with shielded-shackle padlocks and a concrete foundation.

e. Decorative Rocks

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

6. SIGNS

a. No Loitering or Trespassing

NO LOITERING signs on private property should cite PC 647(h). In this subdivision "loiter" means to delay or linger without a lawful purpose for being on the property, and for the purpose of committing a crime as opportunity may be discovered. NO TRESPASSING signs on privately operated business premises should cite San Diego Municipal Code (SDMC) Sec. 52.80.01.

If a Letter of Agency has been filed with the SDPD as discussed below in Sec. 8.o below, the property should be posted with NO TRESPASSING signs stating that. The sign would have 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** or **(858) 484-3154**. 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 available by clicking on View a Sample Sign on the Forms page of the SDPD website at www.sandiego.gov/police/forms/forms.

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**. 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 also be on 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 SDMC 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 SDMC 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. Cameras

Signs regarding cameras can be posted to help deter crimes. If the cameras are not monitored all the time, the signs should use phrases RECORDED VIDEO SURVEILLANCE IN USE or ALL ACTIVITIES ARE RECORDED TO AID IN THE PROSECUTION OF CRIMES COMMITTED ON THE PREMISES. Don't use words like SECURITY, PROTECTION, or MONITORING because they can give people a false expectation of an immediate security response when an incident occurs or that they and their property are somehow being protected by the cameras.

f. Minimal Cash and Employee Safe Access

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

g. 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.

7. 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 anti-graffiti materials manufactured by Monopole Inc. Four coats are applied. The first is Aquaseal ME12 (Item 5200). The second is Permashield Base (Item 6100). The third and fourth are Permashield Premium (Item 5600 for matte finish or Item 5650 for gloss finish). 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.

c. Dumpsters

Dumpster enclosures should be locked after business hours and dumpsters should have locked lids with open spaces through which material can be put in but not taken out. This is to prevent scavenging. NO SCAVENGING signs should also be posted on dumpsters and their enclosures citing SDMC Sec. 66.0402.

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 SDMC. (Sharp-pointed fencing is only permitted in agricultural zones in SDMC Sec. 142.0360). 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. A permit for the City Development Services Department is needed for fences over 6 feet. These fences can go up to 9 feet.

e. Gates

Wrought-iron gates that are opened on the inside by a lever arm or knob should have shields on them and the adjacent fencing to prevent a person from reaching in to open them. These shields can be solid plastic or metal, or open-metal mesh. Gates with lever-arm locks could also have a cylindrical shield around the arm to prevent a person from opening the gate by inserting a thin wire with a hook at one end through, over, or under the gate to rotate the arm and thus open the gate. Gates with locks that have beveled latches should also have a latch guard to prevent a person from inserting a thin piece of metal or anything else between the frame and the gate to push in the latch. The guard should be centered on the latch and extend at least 12 inches above and below it. Gates with deadbolt locks would not have this problem. However, if they are opened from the inside with a thumb turn, that mechanism must be shielded to prevent it from being turned from the outside. Padlocks used to secure gates should have shielded or hidden shackles.

Wrought-iron gates or chain-link that are opened on the inside by a push or press bar should have a solid metal or plastic shield on the inside of the gate that extends at least two feet above and below the bar. The shield should be designed to prevent a person from opening the gate from the outside with a coat-hanger wire that is shaped into a U, inserted through the gate above and below the bar, and pulled against the bar to open the gate. The shield will also prevent a person from reaching in and depressing the bar. Another shield should be installed around the bar. It will prevent the use of the wire and anything else to depress the bar. The gate should also have a latch guard if it has a beveled latch.

f. Outdoor Storage

Metal sheds provide good additional storage space provided they are assembled correctly and have a shielded- or hidden-shackle padlock with shackles or hasps that cannot be cut.

Things 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.

8. SECURITY MEASURES

a. Entry and Exit Control

All entrance 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 egress doors to: (1) ensure that they close and lock when someone leaves the building, (2) discourage their being propped open for reentry or their use by unauthorized persons but still open quickly from the inside in an emergency, and (3) discourage use by shoplifters. These include audible alarms that notify the business 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. The latter could be effective in discouraging use by shoplifters who are attempting a quick exit from the building with stolen goods. (In case of a fire, card- and delayed-egress systems would be overridden by the building's fire alarm system.) When an alarm occurs an employee would be dispatched to close and lock the door and investigate the incident.

The last employee to leave should check that all doors and windows are secured and locked, sign a sheet posted near the burglar alarm that the business is secure, and turn on the alarm.

b. Burglary and Robbery 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 attached to windows can also detect glass breakage. Sensors can also be installed inside a business to detect motion or attempts to enter specific areas. The alarm should sound outside as well as inside the business. Alarm systems usually have batteries for backup power. Batteries need to be checked periodically and replaced if bad.

A robbery alarm is a silent panic button that an employee would push in the event of a holdup. It would signal the alarm company to call **911** to report a robbery in progress and not call back to confirm the alarm.

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 hidden-shackle or shielded padlock. Alternatively, the alarm system should have a wireless backup that would send the alarm if the telephone wire is cut.

Even if an alarm system fails to deter a burglary it may limit the time a burglar will spend in the business and thereby reduce the number of valuables taken. Burglars will want to be gone before the police arrive. An exception to this is when the burglars enter the business without leaving any signs of a force entry. They could assume that the officers responding to the alarm call will not have a means of entering the business and they will just check for signs of a forced entry and leave the scene if they don't find any. The burglars would then continue collecting valuables and

leave when it is safe to do so. To prevent this procedures are needed to ensure that someone responds to all calls so the officers can be let in to investigate.

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. Security Personnel

A business can hire its own security personnel or contract with a security company for security services. Uniformed security personnel that patrol the business on foot can be a highly effective in deterring robberies and burglaries as well as shoplifting.

A business that hires its own security personnel must register with and obtain a Proprietary Private Security Employer (PSE) license from the California Bureau of Security and Investigative Services (CBSIS). It can then hire and train persons who have registered with the CBSIS and have valid Proprietary Private Security Officer (PSO) licenses. A person must pass a criminal history check by the California Department of Justice and the FBI to obtain this license. The PSE must obtain authorization from the CBSIS to provide the initial 16-hour and continuing-education PSO training.

A business that contracts for private security services would deal with a Private Patrol Operator (PPO), who must register with the CBSIS and obtain a PPO license, for which there are numerous requirements. The PPO would provide Security Guards for the security services. Security Guards must also be licensed by the CBSIS. They will need to pass a criminal history check and complete a 40-hour training course.

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

Cameras are usually used just to record persons and activities in their fields of view. They can be wired or wireless. They can record continually, when motion is detected, at specified times, or on an alarm. After a crime occurs the imagery can be reviewed for usable evidence. Any camera system that is installed should be designed to provide high-quality, color imagery of persons and activities on the premises in any lighting condition for use by the SDPD in investigating crimes. And it should have backup power for at least 12 hours in the event of a power failure. Camera imagery should enable clear and certain identification of any individual on the premises. Its recordings should be kept in a secure place for at least 30 days.

Cameras can be analog or digital, viz. closed-circuit television (CCTV) or Internet Protocol (IP). Imagery from both can be stored and monitored on site and viewed remotely over the Internet. Camera imagery can be used in several ways. In one, recorded imagery is stored for use in future crime investigations. In another, imagery is used as it is being recorded to report and deal with crimes in progress. However, because it is unrealistic to expect someone to monitor cameras all the time, the monitoring might be done at random times or when an alarm or alert condition occurs. Monitoring at random times is usually adequate for dealing with crimes that exist for several hours, e.g., illegal lodging on a sidewalk. Monitoring when an alarm or alert condition occurs is necessary for dealing with crimes that could occur at any time and last a few minutes, e.g., a burglary or a robbery.

Alarms can be triggered by a break-in, motion in an area covered by cameras, an open door or gate, a robbery, etc. Either CCTV or IP cameras can be used to record on alarms. Alert conditions include motion in and out of an area,

an unattended object, irregular motion, objects that have moved or are missing, overcrowding, behavior, e.g., casing or tailgating, etc. Programmable IP cameras with video-analytics software, so-called “smart” cameras, are needed to detect specific conditions. They have other advantages over CCTV cameras. These include higher resolution, better video quality, and video encryption.

Burglars may be deterred from breaking into your store if they know that their actions will be recorded on a camera system. (Similarly, robbers may be deterred if they know their actions will be recorded and seen by the alarm company in real-time.) And if they do break in and the camera imagery is accessed by the alarm company in real time, personnel there can look at the imagery and see what’s happening. Or it can be accessed by a web-enabled mobile device. This should be done over a secure, password-protected Internet link. If a crime in progress is seen, **911** would be called and the dispatcher would be given the details. This will lead to a higher call priority and a faster response than would occur for an unverified alarm call. And by relaying real-time information to officers en route to the home, the officers can make better, more-informed tactical decisions in dealing with the suspects. Officers might even arrive in time to arrest them.

For activities that don’t trigger alarms, “smart” IP cameras can be used to record unusual or suspicious activities in and around the building. Those activities can be defined by various alert conditions that can be set by day of the week and time of the day. When an alert condition occurs, the imagery would be viewed to see what’s happening so appropriate actions can be taken.

Systems that used to cost thousands of dollars now cost hundreds of dollars and are relatively easy to install. For example, a storeowner can now buy eight CCTV cameras and an eight-channel Digital Video Recorder (DVR) for as low as \$400. A basic eight-camera system could cover the approaches to your store from the street and parking lot, the doors and windows that a burglar might break in through, the doors that a robber might enter through, the cash registers and office safe, etc.

Signs regarding cameras should be posted to help deter crimes. If the cameras are not monitored all the time, the signs should use phrases **RECORDED VIDEO SURVEILLANCE IN USE** or **ALL ACTIVITIES ARE RECORDED TO AID IN THE PROSECUTION OF CRIMES COMMITTED ON THE PREMISES**. Don’t use words like **SECURITY**, **PROTECTION**, or **MONITORING** because they can give people a false expectation of an immediate security response when an incident occurs or that they and their property are somehow being protected by the cameras.

Because cameras are susceptible to damage by criminals attempting to hide their actions, measures should be taken to make the camera systems less vulnerable. Here are some possibilities.

- Mount cameras on high sturdy poles.
- Use vandal-resistant cameras.
- Use armored conduits for electrical cables.
- Install cameras where they are within the field of view of at least one other camera.
- Include measures to detect lens blockage and other tampering.

g. Mirrors and Office Windows

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.

h. 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.

i. 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.

j. Property Identification and Inventory

Place the name of the business or some identification number on all business-owned items, e.g., office equipment, electronics, etc., in at least two places, one obvious and the others hidden. This can be done by engraving or etching, using a permanent adhesive, or by attaching microdots. The owner's driver license number preceded by "CA" is suggested as a property identifier.

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

k. Company Vehicle Parking

The following measures can help prevent break-ins of vehicles that are not parked in a secure garage or fenced area when the business is closed.

- Park the vehicles in a row very close together, i.e., with a few inches of separation. This would prevent burglars from getting in through the side doors of all except the vehicles on the ends of the row. Burglars could still break in through their back doors and windshields. Backing up the vans against a wall or thick hedge would prevent break-ins through the latter. These measures can also help prevent gas siphoning, battery theft, etc. Vehicles parked in front of doors can also help prevent building break-ins.
- Install a motion-activated spotlight to shine on the vans. When illuminated the burglars may decide not to attempt a break-in. The light could flash to attract attention.
- Install a motion-activated flash camera with a speaker that says something like "police will be called if you don't leave immediately." The burglars may decide to leave after having their picture taken and being told the police would be called. The camera could be solar powered so external power would not be needed.
- Install a camera with video analytics or intelligent video software that would alert a person at a security company when someone approaches the vehicles. This person would then look at the camera imagery, which would be transmitted to a security company on a secure, password-protected Internet link. If a break-in is being attempted an audio message that says something like "police will be called if you don't leave immediately" would be triggered. **911** would be called if the burglar doesn't leave. If Internet Protocol (IP) cameras are used, they should have built-in servers.
- Post signs stating that cameras are installed. If they are not monitored all the time the signs regarding them should simply state that "cameras are on the premises" or "surveillance is in progress." Don't use words like "security," "protection," or "monitoring" because they can give people a false sense of security by expecting timely help if they are threatened or attacked, or that they or their property are somehow being protected by the cameras.
- Park the vehicles where they cannot be seen from the street. This would need to be combined with other measures because burglars would prefer to work in area where they cannot be seen from the street.

It is best not to leave anything of value in the vehicles. But if some things cannot be removed and stored in a secure place, the following measures can help prevent things from being taken after a break-in.

- Install an alarm system that will sound when someone attempts to break in, move, or tilt a vehicle. Always activate the system when leaving the vehicle.
- Install a smoke security system inside the vehicles.

The following measures can help secure the entire parking area, which may be used by other businesses.

- Install cameras. A burglar might be deterred by seeing them.
- Install high-resolution cameras to get descriptions and license plate numbers of all vehicles entering and leaving the lots. The owners of vehicles entering and leaving the lots shortly before or after a break-in could be considered as suspects by detectives investigating the break-in.
- Post NO LOITERING signs that cite California Penal Code Sec. 647(h). In this subdivision "loiter" means to delay or linger without a lawful purpose for being on the property and for the purpose of committing a crime as opportunity may be discovered.
- File a Letter of Agency to authorize the SDPD to act as your agent and enter the property to ask unauthorized persons to leave, and if they refuse to do so or return thereafter, to enforce any law violations on the property. And post a NO TRESPASSING sign stating that a Letter of Agency exists. See Sec. 8.o below regarding the Letter and 6.a above regarding the sign.
- Hire a security company to drive through the parking lots at random times at night.

l. 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.

m. 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.

n. Safes

Safes can be standing or mounted in floors or walls. A standing safe should be securely anchored to the floor, not be visible from outside the building, and have its back against a wall so it will not be accessible. Floor and wall 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 a UL label with their effectiveness ratings.

o. Letter of Agency

This Letter would authorize the SDPD to act as your agent and enter your property for purposes of enforcing laws against any person(s) found on the property without your consent or lawful purpose. The form for this Letter must be filled out on the SDPD website in the following steps and filed by clicking on Email Form on the bottom left. You can skip the first step if you know what SDPD Division covers your property.

1. Go to www.sandiego.gov/police/pdf/2013policecitywidemap.pdf to find out what SDPD Division covers the neighborhood in which your property is located.
2. Go to the Forms page on the SDPD website at www.sandiego.gov/police/forms/forms and click on Trespass Authorization/Letter of Agency Form.
3. Click RESET FORM to get the start and expiration dates. The Letter must be renewed every 12 months.
4. Use the drop down menu to enter the Police Division.
5. Fill in the blue blanks on the form.

p. Citizen Request Form

In addition to filing a Letter of Agency as described above, a property manager facing continuing crime problems on his or her property can submit a Citizen Request Form by going to the Forms page on the SDPD website at www.sandiego.gov/police/forms/forms, clicking on Citizen Request Form, filling out the Form online with as much information as possible about the problem, and then clicking on the Submit Request button at the bottom of the Form. You can use this Form to request additional patrol and/or to report criminal activity at a specific address. It will be sent to the responsible Division for review and response as appropriate.

q. 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.

r. 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

s. Back- and Side-Door Peepholes or Cameras

Install wide-angle (180-deg) peepholes in all solid egress doors. They allow persons at the door to be identified without them knowing they are being observed. They also enable employees to see that it is safe to open the door. 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. Another way to do this is to install 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.

t. ATM Installation

The following measures can help prevent the ATM and its cash from being stolen.

- Locate the ATM away from windows and other easy break-in places. The back of the business is better.
- Use a bolt-down kit in addition to ground bolts to anchor the ATM to the floor.
- Keep as little cash as possible in the ATM and remove the cash when the business is unattended.
- Do the following if the ATM is located outside the business: use a bolt-down kit in addition to ground bolts, keep the surrounding area well lighted at night, install firmly-cemented bollards around the ATM to prevent a vehicle from hitting it, and install a motion-activated alarms and cameras.

SMALL RETAIL BUSINESS SECURITY SURVEY ASSESSMENT FORM

Business name _____

Owner's or manager's name, phone number, and e-mail address _____

Address _____

Check items that need attention and suggest corrective measures in the space below or on a separate page.

1. DOORS

- ☐ a. Single entry doors
- ☐ b. Double entry doors
- ☐ c. Deadbolt locks
- ☐ d. Hardware (sensors, locks, latch guards, etc.)
- ☐ e. Visibility (doors clear of signs)
- ☐ f. Height marks next to egress doors
- ☐ g. Bollards

2. WINDOWS AND OTHER OPENINGS

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

3. LIGHTING

- ☐ a. Exterior
- ☐ b. Interior

4. UTILITIES

- ☐ a. Electric power
- ☐ b. Telephone lines

5. LANDSCAPING

- ☐ a. Bushes trimmed to less than 3 ft.
- ☐ b. Tree canopies trimmed to at least 8 ft.
- ☐ c. Not blocking lights or cameras
- ☐ d. Backflow preventers
- ☐ e. Decorative rocks

6. SIGNS

- ☐ a. No loitering or trespassing
- ☐ b. Towing unauthorized vehicles
- ☐ c. Alcoholic beverage sales
- ☐ d. Code of conduct
- ☐ e. Cameras
- ☐ f. Minimal cash and employee safe access
- ☐ g. No scavenging

7. PROPERTY CONDITION

- ☐ a. Address numbers at least 12-in. high and visible from the street and alley
- ☐ b. No graffiti, trash, junk, etc.
- ☐ c. Outside refuse and recyclable material containers, dumpsters, and container enclosures locked
- ☐ d. Property defined by fences and walls

☐ e. Secure gates

☐ f. Secure outdoor storage

8. SECURITY MEASURES

- ☐ a. Entry and exit control
- ☐ b. Burglary and robbery alarms
- ☐ c. Watch dogs
- ☐ d. Security personnel
- ☐ e. Employee badges
- ☐ f. Cameras
- ☐ g. Mirrors and office windows
- ☐ h. Secure office equipment
- ☐ i. Security gates and shutters for windows and doors
- ☐ j. Property identification and inventory
- ☐ k. Company vehicle parking
- ☐ l. Key control
- ☐ m. Cash handling and control
- ☐ n. Safes
- ☐ o. Letter of Agency
- ☐ p. Citizen Request Form
- ☐ q. Cashier protection
- ☐ r. Drive-through windows
- ☐ s. Back- and side-door peepholes or cameras
- ☐ t. ATM installation