



IN COOPERATION WITH



Safety is
Everybody's
BUSINESS

PARTNERS IN *Prevention*

*A Crime Prevention & Safety Awareness
Guide for Businesses & Their Employees*

Through education and
safety awareness you can reduce
the likelihood of becoming
a victim of crime



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SHOPLIFTING

Shoplifting takes place within retail businesses and is the most common source of loss a business faces. A person with the intent to steal picks up an item and leaves the business without making any attempt to pay.

METHODS USED IN SHOPLIFTING

- Concealing items in clothing, purses, backpacks, umbrellas, or between legs
- Using shopping bags from other stores
- Price switching/price tag removal
- Working in teams

THINGS TO WATCH FOR

- Someone who looks more at other people than shopping
- Someone who keeps returning to the same area of the store
- Someone who is just hanging around
- Someone who handles things a lot without actually looking at the items or uses their hands and upper body to conceal items
- Someone who is wearing clothing out of season
- Someone who looks very nervous or may be sweating

GUIDELINES TO DETER SHOPLIFTING

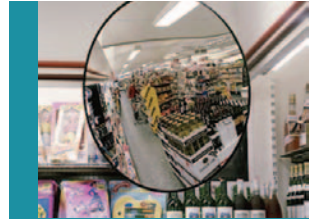
Management's Responsibilities

- Actively advertise against shoplifting, using signs to reinforce the fact that shoplifters will be prosecuted
- Establish permanent policies concerning dressing rooms to limit the number of garments that go in and to ensure the same number come out, as checked by staff
- Maintain staff levels that leave no area of business unattended
- Have a firm refund policy and make all customers aware of it at the time of purchase. All customers should get receipts to make it easier to confirm a purchase if there is a dispute
- Establish a security or alert code with the use of a simple phrase to alert all staff members to a potential theft or a suspicious customer



The best deterrent to theft is an attentive sales person.

- Use a good quality CCTV camera to monitor the entrance/exit and interior of your premises. Ensure the recording is on a hard drive
- Consider an employee incentive program. This requires the complete participation of all staff



Employees' Responsibilities

- Be alert and attentive. This is the best deterrent to shop theft, because customers want service and thieves don't
- Greet every customer that enters the store with eye-to-eye contact and ask if they need any assistance
- Watch for customers who spend a lot of time in an area but aren't really looking at anything specific
- If a group appears to be attempting to distract staff, have a staff member move to where they can better observe the whole area
- Maintain neat displays. This will let you know if anything is missing
- Avoid tall displays in order to prevent blind spots that could block sight lines

Additional Precautions

- Rearrange the display, install overhead mirrors or use a different type of display if theft occurs more often in a particular area
- Have cash registers near the entrance/exit of the business to allow staff to observe customers as they enter and leave the business
- Display smaller, more easily stolen items close to the cash register
- Arrange high-priced items so they are in clear view of the cash register
- Clearly mark public and private areas, making private areas difficult to access for non-employees
- Secure the stockrooms by installing a lock, bell or buzzer system so that you are alerted to someone entering them
- Do not leave empty boxes and cartons in the sales area
- Hangers should always be alternated to prevent someone from taking an armful of clothes



OFFICE THEFT

Whether it is a stolen purse, wallet or electronic item, office theft is a problem. Here are some tips you can build into your daily office routine and environment:

- Have a designated emergency coordinator and full involvement from management
- Notify authorities of suspicious behaviour
- Ask any stranger if they need assistance
- Label all computer equipment with contact information
- Consider bolting valuable electronic items to desks

- Lock valuable items up and leave personal valuables at home
- Be cautious about isolated areas, especially after business hours

INTERNAL (EMPLOYEE) THEFT

To prevent embezzlement and internal theft, watch for:

- Rewritten records, so that they 'look neater'
- An increase in the number of stock shortages
- Employees who refuse a promotion or vacation
- A change in business patterns when a certain employee is away
- Errors in monthly statements and complaints by customers
- A decrease in profits
- Employees who seem overly sensitive to routine questions about procedures

Some of the tricks/techniques dishonest employees may use:

- A cashier can ring up a lower price on an item to conceal their theft from the till. Alternately, they may overcharge a customer and keep the difference
- Purposely damage stock so that they can buy it at a reduced rate
- Hide stock or cash in trash bins and collect it later
- Save discarded customer receipts and use them to show that stolen goods were paid for

To prevent this type of theft:

- Have strict hiring practices; contact all references and previous employers
- Have clear and strict policies on theft and accepting bribes
- Perform frequent stock checks and a thorough inventory control. Also conduct unexpected checks
- Limit employee access to stock and inventory records
- Set a good example, by not taking supplies or equipment for personal use without first paying for it
- Maintain a high level of morale around the workplace; employees who are happy to work at your business and who are treated fairly will take pride in the business and are less likely to steal
- Get to know your employees and ask them for suggestions on how to improve the work environment
- Keep your salaries competitive and consider a profit-sharing program





ROBBERY

Robbery is one of the most terrifying crimes that can occur and is a potential threat to any business. Robbery is any situation in which violence, or the threat of violence, is used in extorting property or money.

Having a robbery prevention program in place is vital to the security of any business. The safety of yourself, your employees and your customers is too important to leave to chance. Experience has proven that having well trained personnel, who follow such prevention programs, can greatly reduce the threat of robbery.

Generally, there are three ingredients to a crime:

1. Means - an individual's ability to commit a crime
2. Motive - a reason motivates the criminal to commit a crime
3. Opportunity - the environment and circumstances are right for the criminal to commit a crime

There is little you can do about the first two points, so you have to concentrate on reducing opportunity.

HELP PREVENT ROBBERY

People who commit robbery come in all shapes, sizes and from varying socio-economic backgrounds, so be aware at all times. There are a number of simple precautions that can be taken to significantly help reduce the chances of a robbery occurring at your establishment.

General Guidelines

- Keep the store/office clean, uncluttered and active to discourage potential robbers
- Place check stand in plain view, near the front of the store
- Do not use large displays or posters to cover the windows or block the view of the cash register from outside
- Be suspicious of anyone loitering outside
- Greet each person as they come in, looking them directly in the eyes. A robber doesn't want attention
- Maintain till limits by establishing a money drop system and advertise this fact
- Marked money (bait money) should be available in all denominations
- Never leave the cash drawer unattended and lock it when away from the till

- Keep a complete up-to-date inventory of your merchandise, business equipment and furniture. Also keep a copy secured in a location away from the business
- Determine possible hiding places outside, as well as possible escape routes
- Keep trees and shrubs near your building neatly trimmed, fire escape ladders well secured so they can't be used to gain access to the roof, and loading areas clean and free of large objects that could be used to hide behind
- Keep alert at all times. Be aware of what's going on inside and outside the store
- Ensure the premises have proper lighting inside and outside
- Perimeter and parking lot lights should be turned on at dusk
- Use deadbolts with a minimum 1 inch bolt, with a saw-resistant insert on all exterior doors
- Pin the hinges on exterior doors that swing out, to ensure the door can't be lifted off its hinges
- Ensure exterior door have a solid core; protect glass and windows with polycarbonate sheets, bars or roll-down shutters
- Install an alarm or video surveillance system, which:
 - should have a panic button
 - should be monitored, so if the alarm is activated, law enforcement is called



IF YOU ARE ROBBED

A robbery in progress is virtually impossible to diffuse. With people around, emotions running high and a weapon involved, it is far wiser to apply some ground rules and common sense to ensure no one gets hurt.



THE UNIVERSITY OF WINNIPEG

Campus Security Services

Supporting A Safe Community

Main Office: 204.786.9272

Emergency Number: 204.786.6666

Email: security@uwinnipeg.ca

Tip Line: 204.258.2930 or tips@uwinnipeg.ca



Suggestions include:

- The safest thing to do is to stay calm and cooperate with a robber's demands
- Consider the threat of a firearm to be real
- If the robber hands you a note, keep it but don't handle it more than necessary
- Be aware of additional suspects who may be helping
- Keep all your movements short and smooth. The longer things take, the more nervous a robber becomes
- Don't make any sudden movements. Inform the robber of any movement you have to make that may seem out of the ordinary and explain why
- Inform the robber about any potential surprises (i.e. people in the back who may not know there is a robbery taking place and may walk out suddenly)
- Make sure the robber gets the marked money
- Carefully observe all you can about the robber without staring.

Details to look for:

- | | |
|--|-------------------------------|
| • Hair colour and length | • Type of weapon |
| • Eye colour | • Type of footwear |
| • Tattoos | • Type of clothing worn |
| • Height | • Direction of escape |
| • Right or left handed | • Any peculiarities of speech |
| • Make/model/license plate of escape car | |

AFTER THE ROBBERY

After a robbery, you still have to remain calm. There are a lot of things to be done that may help police apprehend the criminal.



Some actions to undertake include:

- Never follow a robber
- Immediately set off the alarm to alert police
- Immediately call 911 and wait on the line to give information to responding units:
 - Direction of travel
 - Time of incident
 - Weapon used
 - Description of suspect(s) and vehicle
- Have all witnesses remain at the scene. If they refuse, ask for and record names and addresses
- Protect the crime scene. Lock the doors.



- Keep witnesses and employees away from the actual area where the robbery occurred
- Maintain a supply of suspect description forms. Fill them out while waiting for the police. Have everyone in the store do this. Don't compare notes. Do it individually
- Notify management and appropriate supervisors
- Prepare a list of stolen items for police
- Answer questions asked by police as accurately as possible
- Cooperate with investigators by making employees available for interviews, suspect identification and presenting evidence in court procedures
- Don't re-open the business until the police are finished and you feel ready to do so

If you arrive at your business to find it has been burglarized in your absence:

- Immediately call 911
- Do not enter the premises as the burglar may still be inside
- Do not open the business or allow anyone inside until the police arrive, as evidence might accidentally be destroyed in the process



Rely on Commissionaires Manitoba for your security needs. Contact us today to see how we can help you.

- Security Guarding
- Mobile Patrol
- Alarm Response
- Criminal Background Checks
- First Aid CPR/AED Training
- Manitoba Security Guard Training Course



www.commissionaires.mb.ca





FRAUD

CREDIT CARD FRAUD

Credit card fraud is one of the fastest growing areas of criminal activity, costing millions of dollars in losses every year in Canada alone. Credit card fraud includes the use of stolen, sophisticated counterfeit and altered credit cards. Employers should teach their staff the correct procedures for accepting credit card payments and how to spot attempted credit card fraud.

To Make Credit Card Transactions Safer

- Always obtain the card. Avoid a transaction when only the card number is given, unless you are comfortable with the source
- Examine the card closely:
 - Check the expiry date
 - Look for alterations to the name or the numbers
 - Compare the name on the card to the presenter
 - If signing, compare the signature on the back of the card with that on the sales receipt
- Ask for photo identification, such as a valid driver's license, so you can compare the photo to the person
- Keep the card until the transaction is complete
- Compare the card to recent lists of invalid or stolen cards
- If you are suspicious, call the credit card company for authorization and indicate your suspicions. Or, refuse the card and ask the customer to call their credit card company
- If the card is fraudulent, *keep the card, unless it puts your own safety at risk*. Explain to the customer that there has been a problem obtaining authorization and that you need to keep the card. If the customer refuses or becomes belligerent, contact police or store security
- If the person runs, write a description, whether or not they were alone, and the license plate number of any vehicle being used
- Keep the sales draft in a separate area for fingerprinting
- Keep all paperwork related to credit card transactions in a secure place. Always destroy carbon copies from credit card invoices or the merchant roll of the invoice printer when you have finished bookkeeping

POINT OF SALE COMPROMISES (INTERAC MACHINES)

A point of sale (POS) compromise is when a POS has been manipulated with equipment making it capable of capturing and recording customers debit and credit card data, including their personal pins. This gives the ability to recreate a payment using the customers card information at a later time to make fraudulent spends. In order for this to occur a fraud-

ster has to steal the POS to install the equipment and then return that POS so that the information from customers can be captured and obtained by the fraudsters through various methods.

Techniques for stealing the P.O.S.

Break & Enter.

Involves entry into the merchant premises after hours to steal a device and establish skimming operation.

Employee Collusion or Coercion

Criminals may approach employees directly and offer a financial incentive or try to intimidate the employee to gain their assistance in establishing the skimming operation.

Distraction

This method involves distracting staff to ensure that their attention is diverted when devices are taken. Frequently the distraction involves two or more accomplices to provide the distraction and one person to steal the POS device. This usually occurs just before closing. Once the POS device is stolen, a decoy is left behind to reduce the probability of discovery. Sometime later, usually the next morning the tampered terminal is returned, plugged back in and begins to capture card data and pin entry

P.O.S. Theft Prevention

Record serial numbers on all point of sale equipment and check them every day after closing and during the day if possible.

- Examine the terminal, pin pad, key board for signs of tampering such as additional wires, loose or missing screws, labels removed and reattached.
- Implement a daily checklist to be completed at regular intervals ex. end of each day after customers have left.
- Use security seals or a simple sticker and check them numerous times during the day, especially at the end and beginning of the work day.
- Security Stands and Drive-through Clamps (the security stands should be checked regularly for tampering and should be combined with security seals). The security stands should not be used if the public has access when closed.
- NEVER LEAVE THE PIN PAD UNATTENDED AND OUT IN THE OPEN.

What to be aware of

- Multiple people entering the store together
- One or more individuals hanging around the front counter or pin pad, showing unusual interest in the pin pad.
- Numerous questions to staff (creating a distraction and diverting attention away from the pin pad).
- Placing items in front or beside the pin pad on the counter
- Missing or improper functioning pin pad

Help drive crime

Preventing auto crime

Across Manitoba, auto crime happens around the clock.

Although most people think of auto crime theft as only the theft of a vehicle, auto crime also includes attempted thefts, vandalism, and theft of parts and personal possessions.

These crimes cost millions each year in insurance claims. And that means you pay for them through your insurance premiums.

We're committed to reducing these crimes and we encourage you to do your part.

Approved immobilizers work best

To prevent your car from being stolen, an approved, electronic immobilizer is your very best protection.

Get your immobilizer stickers

Even if you have a factory-installed immobilizer, your car may not have stickers in place to warn off thieves.

We offer these stickers, and it's easy to get them. Just follow these steps:

- 1 Drive your vehicle to any MPI Service Centre — no appointment needed. In Winnipeg, pull up to the Emergency Claims garage door. Outside Winnipeg, park in visitor parking and go to the front counter. You need to be the vehicle's registered owner, or ***you need written permission from the registered owner, to get the stickers.*** Visit www.mpi.mb.ca for our locations and hours.
- 2 We'll make sure your vehicle has a factory installed, approved immobilizer.
- 3 We'll put on two stickers: one on each front window.

Other tips to help you avoid auto crime

Protect your keys

- Remove all keys from your vehicle.
- Keep keys with you, rather than unattended in a jacket pocket or bag.
- Install key racks away from entryways.

Protect your vehicle

- Close your windows and lock your doors.
- Park in well-lit areas, with people nearby.
- Hide your belongings. Either lock them in your trunk or take them with you.
- Remove your garage door opener.
- Take your driver's licence, registration, identification or other important documents with you.
- Report anything suspicious to police.

For more information about preventing auto crime, visit us at www.mpi.mb.ca

e from your **neighbourhood**

Citizens on Patrol Program (COPP)

COPP is a crime-prevention program that relies on volunteers to look out for suspicious or criminal activity. COPP members act as additional “*eyes and ears*” for their community and the police, which assists in reducing crime.

COPP has three goals:

- **Deterrence:** patrolling neighbourhoods by vehicle, by foot, by bike or other means.
- **Education:** helping Manitobans learn about preventing crime, especially auto crime.
- **Awareness:** increasing Manitobans' awareness about crimes such as theft, auto theft and speeding.

COPP could help *your* neighbourhood

Do you and your neighbours worry about crime in your area? If so, please consider applying to join this province-wide program.

COPP can provide your group with the support you need to get started.

For more information

Call Manitoba's COPP Coordinator at **985-8849**. You can get resource material through the Manitoba COPP office.

Or, visit —
www.citizensonpatrol.mb.ca



**Manitoba
Public Insurance**



- Individuals close by hanging around on electronic devices such as phones, computers, I-pads or tablets.
- Should you note ANY suspicious or unusual activity, notify security or police immediately.

What else can you can do?

Carefully observe all you can about the individuals without staring. Look for the following:

- Hair colour and length • Eye colour • Tattoos • Height
- Types of clothing worn, including shoes • Note the direction they left in
- Note the make/model/license plate of their car

BAD CHEQUES

Fraudulent cheques have become profitable for many criminals. Staff carelessness and poor cheque cashing policies are major contributors to this crime. Taking a few precautions can make an enormous difference:

- Don't let anyone rush you
- Insist that the cheque is endorsed and completed in front of you
- Only accept cheques that are imprinted with the name, address and bank account number of the customer
- Insist on a photo ID and at least one other piece of identification
- Compare the photo to the person and signatures on the cheque and ID
- Make sure the cheque is filled out and dated properly
- Don't accept a cheque over 30 days old or one that has been altered
- Don't accept a post-dated cheque or hold one until funds are available
- Limit the cheque to the amount of purchase; don't give out cash in exchange for the cheque
- Don't accept cheques from out-of-town financial institutions
- Watch for warning signs like other identification in their possession
- If in doubt, write a description of the writer on the back of the cheque
- You can call the bank to verify that name and account number match
- Be wary of people who try to write a cheque for a large amount only a few days after writing another cheque for a large amount
- Deposit all cheques promptly
- *If you are really in doubt, don't accept the cheque*
- Limit the number of employees with authority to cash or accept cheques to those who are well trained. Have the employee initial each cheque

COUNTERFEIT MONEY

With advances in quality and low cost of colour copiers and scanners, counterfeiting has become easier and is now a daily concern for businesses. The best defence against counterfeit money is familiarity with the security devices of genuine bills. If you are suspicious, compare questionable bills with a known genuine bill. For information on the security features of Canadian bank notes visit www.bankofcanada.ca/en/banknotes/index.html

REFUND FRAUD

Make your refund policy clear to customers by putting up a sign or notice next to the cash register and issue cash refunds only with the original receipt. Consider implementing an 'exchange only' policy.

TELEMARKETING FRAUD

Although there are a lot of legitimate telemarketers, there are also many who aren't. Two common solicitations to watch for are:

1. A person calls your business selling advertising in a magazine that is for a worthy cause and will have a familiar sounding name. They'll want a money order or some other form of payment immediately and will send a courier for it.
2. You have just won cash or a prize. All you have to do to collect it is provide a money order or other payment form to cover shipping and handling costs. A courier will pick it up. In most cases the money will have to be sent out of province, beyond your control. The phone solicitor will usually give you a false name, address and phone number so you can call back and "verify" the call. However, in a short time they will move on to a new location, cancelling the phone and leaving no trail behind.

Anytime you are asked to pay money up front, be suspicious. Contact the police, the Consumer Bureau and the Better Business Bureau to find out more or to report the scam attempt. Notify the Canadian Anti-Fraud Center (CAFC) at 1-888-495-8501 even if no loss has been sustained.

IDENTITY THEFT

Identity theft is a growing problem, where a criminal uses your personal information - your name, Social Insurance Number (SIN) or credit card number - without your knowledge, to commit a crime.

Some of these crimes can include charging things to your credit or debit card, opening accounts, applying for loans or credit cards, or even renting an apartment in your name. Financial Fraud is the most common form of identity theft, where money is stolen through banking procedures, fraudulent credit card use, computers or other forms of telecommunication, social program misuse, tax refunds or mail fraud.

Your personal identity information may be obtained in a variety of ways, including:

- Stolen wallets and purses
- Redirected mail or theft of mail
- ATM/Debit Card - obtaining the card number and PIN
- Credit Card receipts - obtaining number and signatures
- Dumpster Diving - discarded personal information
- Online databases
- Computer hacking

There are steps you can take to protect yourself against this, including:

1. *Minimize the Risk.* Many people don't realize how easy it can be to get

someone else's personal information. If you have a bank account, credit or debit card, get bills in the mail, or simply have a SIN, you could be at risk. There's no need to panic, but you should be careful

2. Guard your personal information. Manage it wisely and cautiously

- Keep track of your credit cards
- Don't leave personal information lying around at home, in your car or at the office and never leave receipts at bank machines, in garbage cans or at the gas pump
- *Guard your mail.* Put the mail you are sending in mail collection boxes or deposit it directly at the post office. Remove the mail you receive from your mailbox as soon as possible. Ask the Post Office to forward your mail if you change your address
- Only provide personal information to a trusted source
- Watch the person entering your card information closely, to ensure they do so only once
- Protect your PIN (personal identification number). Shield its entry with your hand
- Don't write down your PIN, Social Insurance Number (SIN) or online banking passwords. Never keep this information in your wallet or purse
- Carry only the identification you need with you. Keep all other identification (birth certificate, SIN, passport, etc.) locked in a safe place
- Avoid providing your SIN to anyone
- Review your credit card statements for unauthorized purchases
- Ensure your bills come at the regular time each month
- Shred or destroy your personal documents before you throw them out. Cut up your old credit and debit cards
- Guard your computer and its information. Install or subscribe to security software such as anti-virus and anti-spyware software. Keep the software up to date; don't reply to spam e-mails and beware of e-mails that ask for personal or financial information. Delete them; create computer passwords that include a combination of letters (upper and lower case), numbers and symbols. Don't use passwords thieves can easily guess, such as your birth date.
- Report missing credit/debit cards to your financial institution right away and notify the following credit bureaus if your credit card is lost or stolen:

Equifax Canada 1-800-465-7166

Northern Credit Bureau 1-800-532-8784

Trans Union 1-800-663-9980

3. Report any incidents of identity theft to your police service

- Call the Police at (204) 986-6222 or report the incident to your district police station
- Crime reporting for minor crimes can now be done online. Visit <http://winnipeg.ca/police/coplogic/default.stm>
- Refer to the Winnipeg Police Service website under Crime Prevention for further details



BUILDING SAFETY

ARSON PREVENTION

Business owners and employees can reduce the chances of arson affecting them. Arson is a serious problem and its effects can be devastating for both owner and employees. Businesses can take action to reduce the threat of arson by putting the following suggestions into practice:

Make your Property Less Inviting to Arsonists

- Keep the property well-lit at night
- Trim shrubs and trees to eliminate potential hiding places
- Paint the building white or use light coloured bricks so that intruders are more visible during the night
- Secure all external ladders and stairways so intruders do not have access to upper floors
- Make your property as burglar-proof as possible. Use good deadbolt locks on all doors and secure all windows. Install a burglar and fire alarm system. Do a perimeter check of the building at closing to ensure it is secure
- Erase graffiti and repair any minor vandalism as soon as possible; the more rundown your premises appears, the greater its chance of being targeted by vandals or arsonists. Call the Biz! Graffiti re-moval is available free of charge to homes and businesses

Keep Combustibles Out of Sight

- Dispose of all garbage and bulky waste properly and get it off-site as soon as possible
- Store combustible materials, such as wood crates and pallets, away from all buildings
- Store chemicals and other flammable liquids in their proper place, and restrict access to them by locking them up in a fire-resistant cabinet when not in use
- Familiarize yourself with fire hazards inherent in common combustibles that your business may use (ex. plastic packaging) or business processes such as the mixing of hazardous materials

Practice Fire Safety

- Install smoke alarms, automatic and tamperproof sprinklers and have them inspected and tested by a qualified contractor annually
- Develop a proper fire safety plan and ensure designated people are aware of their responsibilities for fire safety
- Educate employees about arson prevention and fire safety. Remember, vigilance is your best weapon against arsonists

- Immediately report anything suspicious to police by phoning the Winnipeg Police Community Services Division at (204) 986-6222

If you have any questions about Arson Prevention, please contact the Winnipeg Fire Department Fire Prevention Branch at (204) 986-6358 or phone the Winnipeg Anti-Arson Hotline at (204) 986-1000.

BANKING PROCEDURES

- Leave the cash drawer open at closing time to show it is empty
- Make daily deposits, but vary your route and time
- Don't make deposits after dark
- Place the bank bag in a plain bag and don't display it openly
- Don't go alone
- Take a car or consider using an armoured pick-up service
- When making use of an ATM machine:
 - If anything strikes you as suspicious, trust your instincts and use a different machine
 - If it is after dark, look for a well-lit machine
 - Do not use the machine if someone seems to be loitering nearby
 - Cover the keypad with one hand while entering your PIN # with the other, even when you are alone, in case there are any video recording devices nearby
 - If using a drive-through ATM, ensure all car doors are locked

GENERAL SAFETY TIPS

- Carry a cell phone
- Stay alert. Always be aware and confident of your surroundings. Attackers are more likely to pursue a person who appears uncertain, distracted or afraid
- Keep distractions to a minimum while out and about walking. Limit the use of earphones and texting
- Carry cash and valuables in a front or inside pocket
- Avoid carrying large sums of money
- Use well-lit streets, stay to the middle of sidewalks and avoid alleyways and back lanes if possible
- Never under any circumstances carry a weapon for self defense. If you are assaulted, introducing a weapon may only increase the severity of the attack and the chance of injury to yourself. Carrying a weapon also creates the opportunity for you or someone else to be accidentally hurt, for which you could then be held responsible
- Approach shadowed areas, shrubbery or any features that someone could hide behind with extra caution
- If you feel uneasy walking alone, find someone you know to accompany you, or plan your route along busy streets, so that there are always people in your vicinity
- If you think someone is following you, cross the street and walk in the

opposite direction so you can get a good look at the person

- If you think a car is following you, immediately turn around and change direction to note the driver's description, license plate and description of the vehicle. Continue walking to a safe place to alert authorities

IF YOU ARE BEING HARASSED, STALKED OR ATTACKED

- Seek out the closest public place and contact the police
- If you are verbally harassed, do not respond. Keep walking and notify the nearest authority
- If you are attacked, try to comply with the attacker's wishes. Valuables can be replaced, your wellbeing can't
- Try to remember details of your attacker's appearance — height, weight, age, hair colour, race, tattoos or scars and clothing
- Report the incident immediately because details are fresh in your mind and police will have a better chance of apprehending the offender



DRIVING TO AND FROM YOUR BUSINESS

- Park in well-lit areas
- Have your keys ready before you get in the car; fumbling for your keys makes you vulnerable
- Visually inspect the interior of the vehicle before getting in
- Keep all doors locked, even when you are inside the car
- If someone tries to get into your car while you are driving, simply drive off. If you are unable to do so, hold down your horn to alert other drivers

USING TRANSIT

- Choose busy and highly visible transit stops
- At night, choose well-lit stops and sit near the driver

SOCIAL NETWORKING

- Do not give out personal information, including your address, phone number or date of birth
- Do not meet anyone alone you have met over the Internet; if you absolutely must, make sure the first few meetings are in public places
- Remember that anything you post is a permanent record and out there for the world to see

WEST END BIZ SAFETY INITIATIVES

The West End BIZ works hard to ensure the West End is a safe place to live, work and play. The BIZ runs several programs to aid in achieving this goal. For more information, contact the BIZ at (204) 954-7900 or visit our website at www.westendbiz.ca.

BIZ SAFETY PATROL

BIZ Community Patrol Ambassadors are responsible for promoting a safer and friendlier West End by serving as extra “eyes and ears” to assist the Winnipeg Police Service, observing and reporting any concerns they note. The Patrol works on projects that contribute to area safety such as collecting information on graffiti, damaged lights, bulky waste and street hazards. They assist members of the public, businesses and stakeholders by providing information or directions as needed. The Patrol is radio equipped on the same system as the University of Winnipeg security team, working cooperatively with them.

The Patrol is highly trained in a wide variety of areas and is funded by BIZ members and sponsorships from community organizations and other stakeholders.



If you need assistance or have an issue to report, please contact the BIZ Patrol at (204) 295-7850

SAFE WALKS

A Safe Walk is a patrol escort from a place of business to a vehicle or bus stop within the West End. This service is available to all business owners, employees, customers or residents of the West End. Call the Patrol at (204) 295-7850, in advance, to arrange a safe walk, staff availability and time permitting.



SAFETY GRANTS

The Safety Grant Program assists West End Businesses with the implementation of safety measures that help make staff, premises and inventory more secure. Projects such as video surveillance systems, alarms, reinforced doors, upgraded locks, shutters and shatter proof window laminates are popular. Additionally, lighting up a property, especially along sides of buildings, back lanes and parking lots is part of making an area safer. Businesses

can also access the grant to use towards outdoor lighting projects that illuminate dark problem areas. The BIZ staff can also assist by conduct-

ing a night-time audit of the area and making a recommendation on the number of lights needed and their location.

The BIZ cost shares these and other safety eligible initiatives on a 50/50 basis with the businesses to a maximum of \$500 per grant. For example for an alarm that may cost a total of 1,000, the BIZ would pay 50 percent or \$500 towards it. You can receive an application form from the BIZ office or download from our website. Please note to be eligible for a grant, you first must be a West End BIZ levy-paying member, fill out the form completely and submit to the BIZ with the required quotes. Projects must not be started until the application is approved. All grants are awarded on a first-come basis and subject to available funding.

NIGHT LIGHT GRANTS

The top priority for many business owners in the area is safety — for their customers, their employees and their property. Lighting up the area, especially back lanes and parking lots, is part of the solution. Levy-paying businesses decide on the number and type of light fixtures required to enhance the safety of their property. They then submit a grant application form, along with one pricing quote. Businesses are responsible for choosing, purchasing, installing and maintaining all fixtures themselves. The project must be completed and all bills paid, prior to submitting the claim for reimbursement, to a maximum of \$500.

These lights are ideal for dark areas along the sides or backs of buildings, not storefronts. Applicants estimate the number of lights they will need, the BIZ conducts a night-time site audit and determines the actual number of lights, type and wattage required. Honorary Members are responsible for the installation of the fixtures as well as covering any shipping costs.

For either of these grants, contact the BIZ office to receive an application form or download it from our website. Ensure your organization meets the program criteria, fill out the appropriate paperwork, return it to the BIZ and wait for project approval prior to commencing the work.

Applications are reviewed on a first-come, first-served basis and approval is based on the amount of funding available.

GRAFFITI REMOVAL

Graffiti presents a challenge to the entire city of Winnipeg and the West End is no exception. As a result, the West End BIZ offers a



free year round graffiti removal service. Graffiti removal is available for commercial businesses, apartment blocks and residential units.

With a fully equipped vehicle, the graffiti removal team is able to use the latest techniques in their efforts to rid the West End and other areas of the city of graffiti. Prior to removal they acquire signed waivers from all property owners. Make sure you have one on file with us. Using a pressure washer, chemical wipes and paint, they work hard to ensure a graffiti free community!

If your property has been tagged, give the BIZ a call at (204) 954-7900 to have the graffiti removed, free of charge.

WHAT ELSE CAN YOU DO?

SAFER COMMUNITIES AND NEIGHBOURHOODS ACT

Manitoba has a law to make communities and neighbourhoods safer. It works by holding property owners accountable for ongoing threatening or disturbing activities on their property. This includes:

- Unlawful drug use, dealing, production or cultivation of drugs
- Prostitution and related sex trade activities
- Unlawful sale of liquor
- Unlawful use or sale of intoxicating substances - non-potable and solvent-based products
- Sexual abuse or exploitation of a child
- Possession or storage of an unlawful firearm, weapon or explosive
- Participation in a criminal organization

The process starts when one or more residents of a neighbourhood, who fear for their safety or security, file a complaint with Manitoba's director of law enforcement. The complaint is kept confidential. If there is evidence to support the claim, the director may:

- issue a warning letter to the property owner
- resolve the problem out of court
- apply for a Community Safety Order, with or without a Closure Order against the property
- apply for an Emergency Closure Order

Owners who do not comply may face a number of penalties, including a fine of up to \$500 for every day compliance does not occur and possibly fines or imprisonment if found in contempt of court. For more information, visit www.gov.mb.ca/justice/safe/pdf/scnafactsheet.pdf or call (204) 945-3475.



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WHO DO YOU CALL?

EMERGENCY

Police, Fire or Ambulance 911

NON-EMERGENCY

Winnipeg Police Service (204) 986-6222

Fire (204) 986-6380

Ambulance (204) 986-6336

Police, Community Relations Unit (204) 986-6322

West End BIZ Safety Patrol (204) 295-7850

GRAFFITI REMOVAL

West End BIZ Graffiti Removal (204) 954-7900

City of Winnipeg Graffiti Removal 311

PUBLIC MAINTENANCE

Garbage, Recycling, Abandoned Furniture 311

Parking Concerns (Wpg Parking Authority) 311

Shopping Cart Pick-up (204) 786-7600

Street Lights Not Working, Power Outages (204) 480-5900

Traffic Lights Not Working or Stop Sign Down 311

Transit Shelter Vandalized 311

Unsafe Building Conditions 311

PUBLIC SAFETY

Arson Hotline (204) 986-1000

Crime Stoppers (204) 786-8477

Kids Help Phone 1-800-668-6868

Klinic 24-Hour Crisis Line (204) 786-8686

Manitoba Suicide Line 1-877-435-7170

missingkids.ca (204) 986-6813

Osborne House Domestic Violence Crisis Line (204) 942-3052

Safer Communities & Neighbourhoods Act (204) 945-3475

Sexual Assault Crisis Line (204) 786-8631

Stolen Auto Reporting (204) 986-6222