

Security Recommendations for Retail Stores, Distribution Centers and Plants

Retail Stores – Physical Security/Exterior

1. Lighting at the perimeter of the store, i.e., measurement of illumination of all outside walks, doors and docks, should be 3 footcandles minimum, except at the front entrance/drive up area in front of the store, which should be a minimum of 5 footcandles. Illumination readings are provided free of charge by most electric utility companies.
2. Fixed (attached) ladders often found at the rear of the store to provide easy access to the roof should be removed.
3. HVAC systems should be protected against intruders.
4. The rear of the store should be completely free of all exposed trash, pallets, racks, shelves, machinery, etc.
5. The lid of exposed trash dumpsters should be closed and padlocked when the store is closed.
6. The rear door of trailers parked at the store overnight should be locked with a strong padlock.
7. A key control procedure should be used at the store. Keys for the entrance doors, rear doors and inside secured areas should be assigned on a strict “need-to-have” basis, signed for by those employees receiving a key, and the key core changed promptly when a key is lost.

Retail Stores – Physical Security/Store Interior

1. See preceding section for key control procedures.
2. Remove or obliterate all key-code identification numbers and letters from the bottom of padlocks, if applicable. (High-security padlocks usually do not carry key-code identity.)
3. Lighting inside the store during non-business hours should be sufficient to provide clear images on CCTV systems. The CCTV system should be checked daily to assure lighting is adequate for all cameras and that all cameras are operating properly.
4. Emergency lighting should be provided either by an emergency electric generator or AC/DC emergency lighting fixtures.
5. Provide the store with a CCTV system (digital system is preferable) that covers the product receiving area, rear dock, checkout, all areas where open perishable food is displayed or processed, all entrances, and areas often attacked by professional shoplifting rings, including HBC aisles, and areas displaying infant formula, CDs, batteries, film and cigarettes for sale.
6. The area containing the CCTV system controls and monitors should be protected as described in the previous paragraph.
7. The interior store office and computer operations area should be locked at the close of business each day. Night crew personnel and other unauthorized employees working at night should not have access to the business office or computer operations area.

8. Rooms or caged areas inside the store used to store infant formula, cigarettes, film, batteries, etc., should be secured with a high-security padlock or lockable doorset with deadbolt. Follow strict key control procedures as described previously.
9. Compressor rooms should be kept locked and strict key control procedures should be used to assure security of the area. The compressor room should be kept clear of all combustibles, racks, trays, etc.
10. Apply signage on doors and in areas that are off-limits except to authorized personnel.
11. Keep roof hatches locked on the inside with high-security padlocks.
12. Overhead doors at the receiving dock should be secured against opening from the outside by using a padlock on the door chain drive or by other means.
13. Provide a U.L. approved central station alarm system to protect all openings from the exterior, including doors, vents and roof hatches. (Roof hatches should also be secured inside by a padlock as described previously.) The alarm system provider should contact assigned person(s) in store management immediately of any unscheduled door opening. The alarm company should also provide the store director or security supervisors with a printout each week that shows the times for store openings and alarm system sets (store closings). The alarm system could also be used, by motion detectors or electrical contacts, to alert store management of any unauthorized entry to secured or off-limits areas.
14. Secure supplies of fertilizer and swimming pool chemicals against theft. Keep a perpetual inventory of these products to guard against undiscovered disappearance of the products.

Retail Stores – Security Administrative Procedures

1. Conduct background checks on all job applicants.
2. Management should check references of all job candidates even if a job placement service is used.
3. Use Reid London House assessments to further assure you hire people well suited to the supermarket environment.
4. Include security duties, responsibilities and policies during new associate orientation programs.
5. Include discussion of security issues and measures in all in-store associate meetings.
6. Train employees to be alert for amateur and professional shoplifters.
7. Reserve the right to inspect associate lockers at any time with proper notice and preferably with an associate present.
8. Instruct employees and remind them frequently to report promptly to their supervisor any apparent significant loss of infant formula, swimming pool chemical or fertilizer and of any mysterious behavior of a customer(s), particularly in prepared foods or exposed perishable areas.
9. Require all associates to wear a store/company issued ID badge.
10. Recover the ID badge and all assigned keys from associates who leave employment at the store for any reason.

11. Photography inside the store should be discouraged and approved only by the store director. Unauthorized photography and video recording should be reported immediately to the store director.
12. At store closing time, store personnel specifically assigned to the duty should check all restrooms and areas where an intruder could hide in the store.
13. Require all DSD vendors, contractors and service personnel to sign in on a log. DSD vendors should sign in with the DSD receiver. All other contractors and service personnel should be required to sign in with the store director or his/her designate.
14. Positive ID should be requested and noted for all unknown DSD personnel, contractors and their personnel, and other store service personnel.
15. Only approved providers of compressed gases needed in the store should be used. All compressed gas cylinders should be secured against damage. When oxygen and acetylene gases are present in cylinders during store repair or remodeling, oxygen cylinders must not be stored next to acetylene cylinders. When idle, gas flow should be shut off and hoses and gauges removed to prevent misuse.
16. Where a seal system on delivery trucks is used by the supplier, the store receiver should match the seal number on the truck rear door to the seal number on the manifest. If the seal is missing on a truck door that is intended to be sealed, or when the seal numbers do not match, contact the wholesaler or shipper before opening the trailer door.
17. Many stores buy produce in season from local farmers. The store director or produce department head should visit the respective farms prior to buying from a local supplier to assess the growers' attention to the use of approved pesticides and security procedures.
18. Instruct employees to watch for abandoned panel trucks and rental trucks in parking lot and perimeter.
19. Emergency telephone numbers for key management personnel, emergency medical service, fire and police should be readily available in the management or customer service office.
20. Instruct employees who answer the store telephone to report any suspicious or threatening calls.
21. Establish a bomb threat procedure and advise employees of their respective duties.
22. Develop and keep current the OSHA-required emergency evacuation plans.
23. Make a written record of every item returned to the store for refund. Record the person's state identification number, address, telephone number and the reason for returning the items. Do NOT place perishable merchandise, including infant formula, analgesics and pain relievers, and health and beauty care items, back into stock. Either destroy the product or get credit from the vendor by returning the product to the manufacturer's representative.
24. Assign responsibility of opening store direct mail to a limited number of employees. Advise such employees to be alert for suspicious mail. The US. Postal Inspector offers the following information.

If you receive "suspicious mail":
 1. Handle with care – don't shake or bump.
 2. Isolate and look for "indicators". Common "indicators" are, but not limited to the following:

- No return address
 - Restrictive markings, i.e., personal
 - Possibly mailed from a foreign country
 - Excessive postage
 - Misspelled words
 - Addressed to title only or incorrect title
 - Wrong title with name
 - Badly typed or written
 - Lopsided or uneven
 - Rigid or bulky
 - Strange odor
 - Excessive tape or string
3. Don't open, smell or taste.
 4. Treat as Suspect; call 911.

Distribution Centers and Plants – Physical Security/Exterior

1. Provide lighting at the perimeter and in the truck yard (3 footcandles minimum), and at the truck entrance outside the guard house (10 footcandles minimum).
2. Emergency lighting and essential electric service should be available by an emergency electric generator. Emergency lighting and lighted exit signs with battery backup should be checked to assure the safe illumination of means of egress in an emergency.
3. The outside entrance to the ammonia plant should have a steel door secured by a high-quality deadbolt.
4. Keep all empty trailers in the yard padlocked.
5. CCTV systems (preferably digital systems) should be used at the entrance gate, all truck parking areas, building/fence perimeter, fuel islands, and inside the facility. Rail docks, if applicable, should be covered by CCTV. Product recoup/salvage areas, battery charging area, loading docks, entrances to computer operations center, ammonia plants, outside LP gas storage areas, outside sprinkler control valves, and other critical areas should be protected by CCTV.
6. The perimeter of the property on which the distribution center is located should be protected by a chain link fence, minimum heights of 7 feet, the fence should be inspected weekly to assure there are no openings in the fence or in the soil beneath the fence. In high-risk areas, razor ribbon wire on outriggers should be placed on the top of the fence.
7. Provide a U.L. approved fire and burglar alarm system with hard-wired contacts on all emergency exit doors. The alarm system should monitor temperature of all refrigerated areas, low air pressure on dry-pipe sprinkler systems, sprinkler control valve positions, water flow in the sprinkler systems, and valve position on outside post-indicator valves and valves in pits. An ammonia system leak detector and local alarm should be used, where applicable.
8. Where available, a Global Position System (GPS) should be provided for all truck/trailer combinations. Cargo theft is one of the fastest growing crimes in America. GPS helps protect drivers, trucks and cargo from criminal attacks.

Distribution Centers and Plants – Security Administrative Procedures

1. Food distribution management struggles with hiring personnel who are physically able and available to fill critical jobs including truck drivers, order selectors and computer systems operators. The Federal requirements for hiring and employing truck drivers, including drug tests and motor vehicle driving record checks, help assure the company that it employs only qualified drivers.
2. Company “guards” and contract security guards employed at the entrance gate and in the facility should meet all the state requirements for security guards where applicable, and should be qualified by virtue of having met the requirements of a background screen. The background screen should include acceptable driving record, criminal history check, drug test and verification of U.S. citizenship.
3. All distribution center employees should be issued a company badge, preferably with a picture of the employee and color coded to signify the areas where the employee may enter.
4. Zone security should be utilized in the distribution center. For instance, dockworkers should be prohibited from entering coolers, freezers and other areas of the distribution center where they have no duties. Maintenance personnel, engineers and supervisors generally have facility-wide clearance.
5. Rather than allowing independent truckers to hire lumpers outside the entrance gate, use a reputable company that provides lumpers on a contract basis. Assure that the company does background screening and physical ability tests on its applicants.
6. Check the manifest, content of truck or trailer, and operator’s license of the driver for every incoming load.
7. Dock spots should be assigned to incoming trucks.
8. Visiting truck drivers should be issued a one-day visitor’s badge by the entrance gate guard and told to display the badge prominently when on company property.
9. Assure that all visiting service workers and contractors are valid and authorized, e.g., telephone company, alarm service, LPG delivery, fire protection maintenance, by checking and logging I.D. and issuing one-day visitor badges. Sign in and out with gatehouse guard.
10. Visiting truck drivers should not be permitted to enter the distribution unloading, loading or storage areas. Areas designated for visiting truck drivers should include telephone, restrooms and vending machines.
11. Check cargo load area of all service and contractor vehicles, open truck toolbox, cargo doors, etc.
12. Outbound loads on trailers and straight trucks should be locked and a tag applied at the cargo door. When a truck is scheduled to make more than one delivery on a run, a seal should be provided to re-seal after each delivery. The cargo door lock should be in place at all times when the truck is outbound or inbound, and when parked at a store before or after cargo has been unloaded. The loading supervisor and driver should check the numbers on sealing tags against the seal numbers printed on the manifest.
13. Remind associates to report immediately to their supervisor any violation of the rule on zone security, or any defect discovered in the CCTV system, door locks, alarm systems and all other security equipment.

14. Management should assure that all OSHA and EPA regulations for ammonia plants are in place and being followed.
15. Assign supervisors to check their areas thoroughly every day for suspicious packages.
16. Reserve the right to inspect associate lockers at any time with proper notice and preferably with an associate present.
17. Form a crisis management response team and develop crisis response procedures including procedures for bomb threat search and evacuation, damaged sprinkler system, truck hijacking, etc.
18. An emergency evacuation plan should be in place and understood by all distribution center employees. Audio and visual warning systems signifying an emergency should be in place and tested regularly.
19. Emergency telephone numbers for key management personnel, emergency medical service, fire and police should be readily available in the guard office.
20. Assign responsibility of opening distribution center direct mail to a limited number of employees. Advise such employees to be alert for suspicious mail. The US. Postal Inspector offers the following information:

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