

COMMERCIAL CRIME PREVENTION

PORTLAND
POLICE BUREAU
CRIME PREVENTION
DIVISION

Dear Portland Merchant:

It is with a great deal of pleasure that we provide you with the information contained in this booklet. We sincerely hope that these crime prevention tips will assist you in protecting your employees, your business and yourself from becoming a victim of crime.

We believe that following these suggestions and strategies will reduce your chances of becoming a victim of commercial crime.

Our cooperative efforts in crime prevention will continue to encourage the development of Portland as a safe and sound city.

Very truly yours,

B.R. Baker
Chief of Police

Charles Jordan
Commissioner of Public Safety

U.S. Department of Justice
National Institute of Justice

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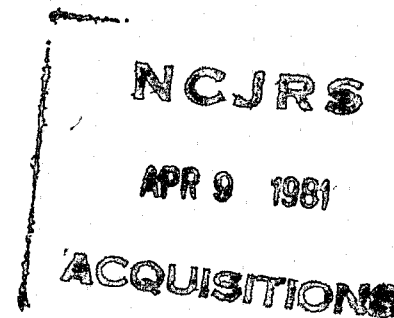
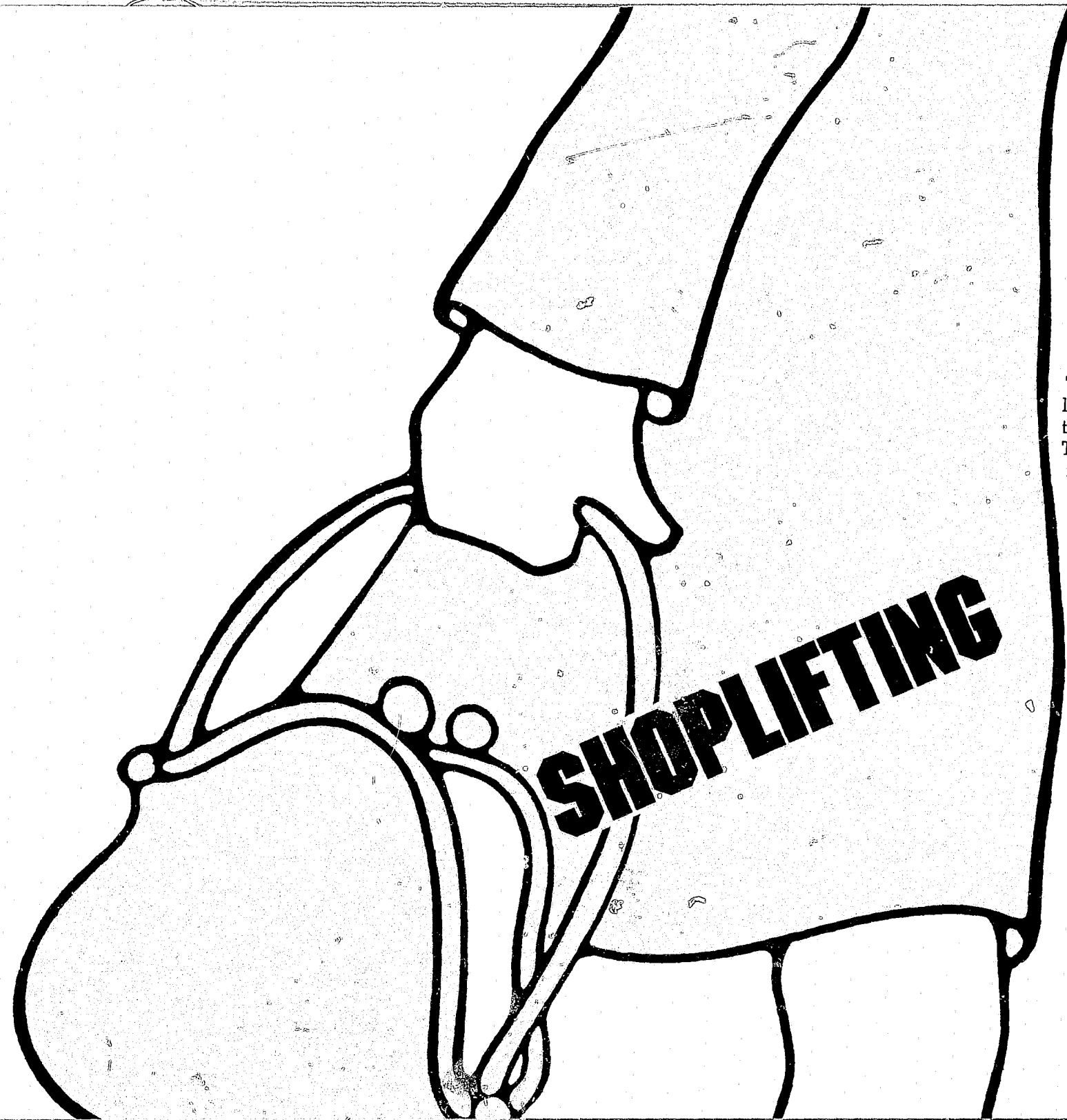


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The prank crime, the "harmless" joke that now costs more than 8 billion dollars a year. That's 70 million dollars here in Oregon alone. And the worst news is that we all pay for it—in increased prices at the grocery store, the dress shop and just about any other retail business. If you're in business—you pay the cost of shoplifting too. And you're probably getting tired and frustrated about the whole thing. Maybe you're asking some important questions about it.

SHOPLIFTING

What is shoplifting? Who are the shoplifters? Is it merely the teenager taking a pack of cigarettes or the bored housewife concealing a blouse?

The common stereotypes once associated with the crime are no longer appropriate. The plain fact is that shoplifting is stealing and anybody can do it. Amateurs, pros, teens, tots, seniors, and executives. All of these people make up the shoplifting population.

Here are some interesting facts (provided by the Oregon Retail Council):

1. 75% are amateurs, 25% are professionals.
2. 50% of all amateurs are teenagers and of those 60-65% are females.
3. 15% of all amateurs are young housewives (age 20-34).
4. 10% of all amateurs are young adults, retirees, and laborers.
5. Thirteen year olds were most frequently apprehended, followed by 14, 15, 16, 17.

Shoplift crimes have increased 35% in the past 3 years due primarily to volume business. Here in Portland there were 3,158 reported shoplift incidents in 1977. But remember—only about one in every ten shoplifters is actually caught. The dollar loss was \$136,887—a very low figure since it came from reported cases only.

The next question to ask is who and what is most vulnerable to shoplift. Any store can be a target but department, drug, variety, and grocery stores are hit more often than others—due to their self-service nature.

Items which are attractive to shoplifters are those that are small, easily portable and concealable. Some of these can include jewelry, cassettes, tapes, calculators, clothes, tools, makeup and food.

What can you look for in customers to determine who is going to shoplift? It is difficult, once again to generalize about shoplifters habits, but there are some fairly obvious tip-offs. Personnel should be alert to the following:

1. A person who frequents hidden or unexposed areas.
2. A person who resists sales assistance.
3. A person who is constantly watching the sales person instead of the merchandise. Indeed, always watch the eyes—they will be constantly moving.
4. A person wearing a heavy overcoat or bulky clothing in warm weather could conceal items under clothing.
5. A person carrying a large box or purse which could be used to conceal items.

It is important that you understand the legal definition of the crime of shoplift or Theft I and II. They are presented here along with practical examples of situations you may be familiar with.

ORS 164.015 Definition of Shoplift

Theft may be committed in the following ways:

1. Take, obtain, appropriate, or withhold property of another.
2. Wrongfully keep property that is lost, mislaid or delivered by mistake.
3. Deceiving another by means of a false document or fraudulent statement to part with his property.
4. Receive, conceal, or dispose of stolen property.

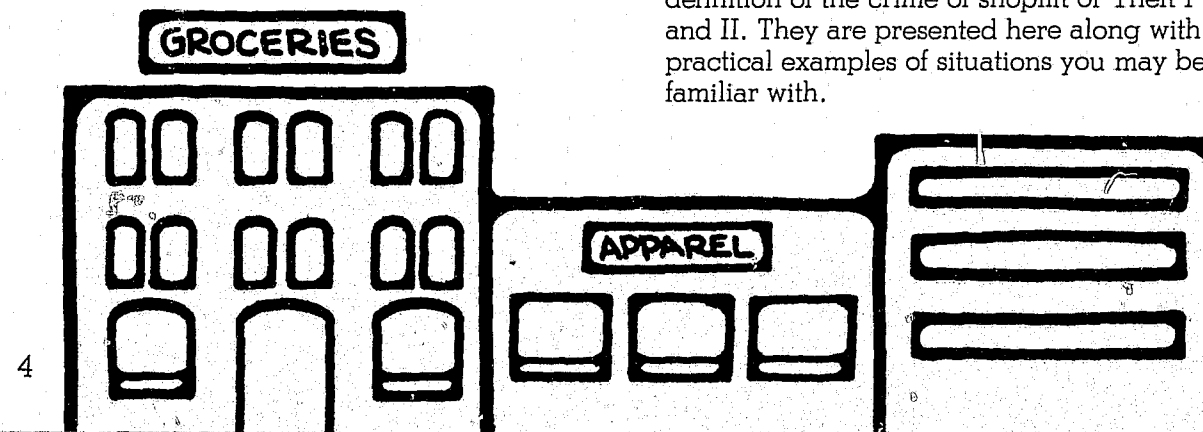
ORS 164.045 Second degree theft class A misdemeanor

If theft is committed in any of the above four described ways and if the value of the property is under \$200 second degree theft is charged.

ORS 164.055 First Degree Theft

Class C felony (note: this is when theft changes from a misdemeanor to a felony)

1. If the value of stolen property in a single or aggregate transaction is \$200.00 or more, or;
2. Any theft of property committed during riot, fire, or explosion (i.e. looting), or;
3. Any theft of a firearm or explosive, or;
4. Buying, selling, or lending on the security of any stolen property or;
5. The subject of the theft is a livestock animal.



Penalties associated with Shoplift:

Theft in the Second degree (most common charge)—Class A misdemeanor with:

- a. maximum sentence—1 year
- b. maximum fine—\$1,000.00

Theft in the First Degree—Class C felony:

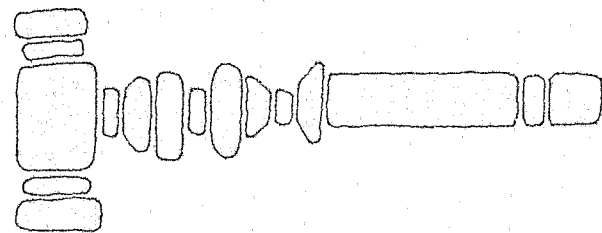
- a. maximum sentence—5 years
- b. maximum fine—\$2,500.00

Examples:

1. Person enters grocery store, conceals sirloin steak on his/her person and leaves store without paying. The crime charged would be Theft II. Person enters a clothing store—takes 3 blouses to the fitting room and conceals them in a purse. Then she exits the store.
2. Person enters jewelry store and "palms" a diamond ring (value at \$350) and leaves without paying. The crime is Theft I, a felony.

Another critical question you may be asking is: "How do I stop a shoplifter in my store?"

You must be careful to follow the correct procedure (outlined below) when making an apprehension. We ask that you do this to comply with the law, to protect yourself and business from civil complaints and to protect a suspect's civil rights as they pertain to arrest and the criminal justice system.



Apprehending a Shoplifter

Before you stop a suspect for shoplifting, you must:

1. Observe the suspect enter the section and/or approach the counter or display empty-handed.
2. Observe the suspect pick up the merchandise from the counter, display or rack and conceal the item.
3. Know exactly what the item is and where (approximately) it is concealed on or about the person.
4. Know that the item has not been paid for.
5. Wait until the suspect leaves the store before stopping him/her or until the suspect has been given every reasonable opportunity to pay for the item. In other words, you must wait until she/he has *passed* each checkout counter in the department or has passed the final checkout counter at the front of the store. If the suspect is purchasing an item legitimately but still has another item concealed, you should ask as part of the transaction, "Will that be all for you today?" or "Do you have anything else?" It is not necessary for the suspect to leave the store before apprehending him/her but your case may be stronger if you do let him/her exit first.
6. If at all possible, do not stop or apprehend the suspect alone. Have another employee assist you, both for your physical protection and for the purpose of witnessing the detainment or arrest.
7. Politely ask the suspect for the item which she/he has not paid for.
8. Request that the suspect return to the store with you.

Occasionally a suspect will resist arrest. If this happens, you are authorized by law to use the *minimum amount of force* necessary to make the arrest.

Minimum force is the force which is *reasonable* under the set of circumstances facing you. For example: if a suspect attempts to push or hit you—you may use that amount of force which is necessary to restrain the suspect. But try to use good judgment. It probably won't be necessary to render the suspect unconscious in order to restrain him. That could be termed the use of excessive force and you are not permitted that. A good example of excessive force would be shooting an unarmed suspect who is attempting to flee. A much better response in that case would be either to:

1. try to catch the suspect using minimal force, or
2. get a good description and allow suspect to leave. Then call the police immediately.

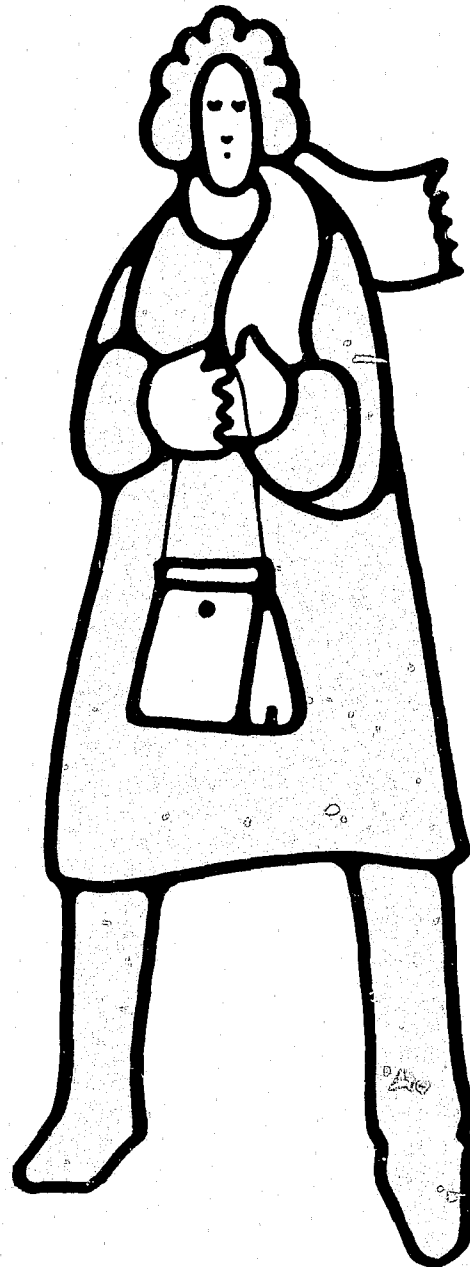
It is important that you apply the standard of "reasonableness" at all times—to protect yourself, your employees, customers and the suspect. No amount of valuable merchandise is worth your life or anyone else's—even the criminals'.

SHOPLIFTING

The name of the game is prevention. Try to stay one step ahead of the shoplifter by familiarizing yourself with methods used to steal and some basic anti-shoplift strategies.

Methods

1. Large purse on arm or in shopping basket.
2. "Palming" items then dropping them in a pocket.
3. **Poaching Coats:** Oversized pockets sewn into the lining of coats or jackets.
4. Hooks on the inside of coats or jackets.
5. **Booster Bloomers:** Generally worn by female shoplifters. These are made by inserting tough elastic tie strips inside the hem of the legs and waist of unusually large ladies bloomers. Females equipped with this garment wear a large gathered skirt over the bloomers. Individuals using this method can slip comparatively small items into the bloomers from the waist; however, to conceal large articles the shoplifter must generally pull up her skirt and push the stolen merchandise down inside the bloomers.
6. **Booster Box:** This method involves the use of an empty box, generally wrapped, with a false end held closed by an internal spring. The technique generally used by the shoplifter with a booster box is to set the box on the sales counter and slip items into the false end.



Strategies

1. Post anti-shoplifting signs in clearly visible locations.
2. Consider installation of mirrors, raised observation platforms, one-way mirrors or surveillance cameras.
3. Consider stationing a uniformed guard at the store's exit during busy periods.
4. Schedule employee working hours to assure adequate personnel coverage during peak periods.
5. Keep doors locked which are infrequently used.
6. Sufficiently barricade checkout aisles when not in use.
7. Display small *inexpensive* items behind the checkout counter.
8. Keep small expensive items in locked display cabinets.
9. Eliminate blind-spots in aisles, corners, and on top of counters.
10. Price items by machine or rubber stamp, not by handwriting or gummed labels. This prevents price switching.
11. Permit only authorized personnel to set prices and mark merchandise.
12. Conduct unannounced spot-checks to ensure that actual prices agree with authorized prices and price-charge records.
13. Consider providing a check area for customer's packages and purses.

Employees

1. An *Alert, Observant, and Attentive* sales person is perhaps the best protection against shoplifting. Do not allow a customer to linger too long before you offer assistance. The potential shoplifter who has been spoken to and knows that he is being observed will probably change his mind about stealing from your store. Be cautious, however, of being overly attentive as this can lead to lost sales.
2. Keep tight checks and controls on wash-rooms and fitting rooms.
3. Work facing the selling floor.
4. Bring security hazards to the attention of management.

Once an arrest is made, what can you expect from the police and the courts?



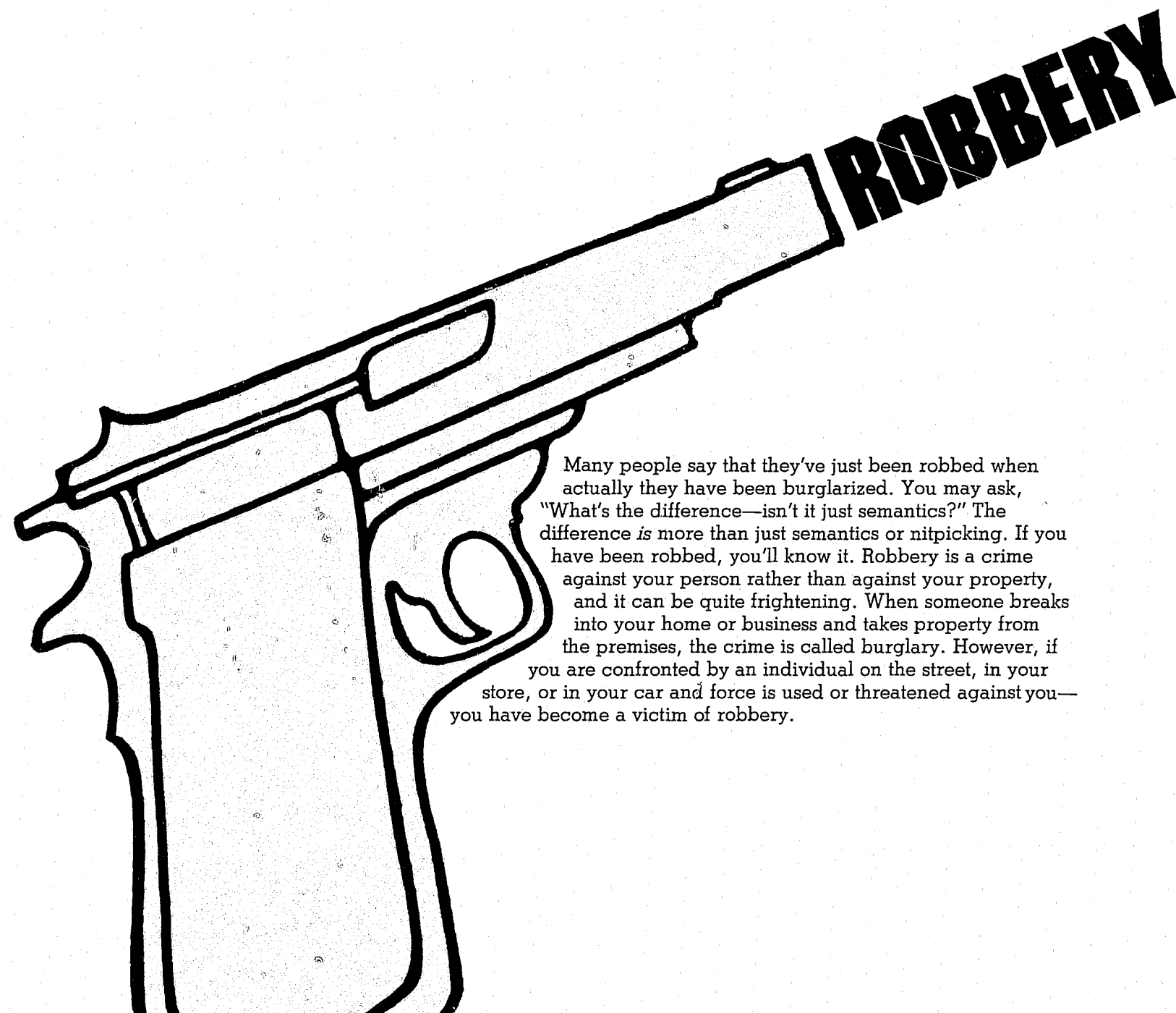
Justice System Response

1. Merchant determines if he/she will prosecute.
2. Police officer determines if suspect is first-time offender.
If so:
 - a. Adult: citation in lieu of custody will be issued and court time established.
 - b. Adult with prior record: will probably be taken into custody and booked into jail.
3. Juvenile first-time offender
 - a. May be transported to Youth Service Center for counseling.
 - b. May be taken home.
4. Juvenile second-or-more offender
 - a. May still be taken to Youth Service Center on second offense.
 - b. May be transported to JDH for further action.
5. If offender pleads guilty (and most do) *the merchant is not required to appear to testify in court.*
6. If offender pleads not guilty; merchant will be required to appear in court.
7. On conviction—first time:
 - a. Offender can receive probation or a fine or both.
 - b. An offender with prior record could receive a fine or jail sentence or both.

Restitution

Restitution is a new idea which requires the offender to "pay back" the community for his/her crime by performing some community service. Some judges in Multnomah County are ordering restitution in shoplift cases. It may entail volunteer work for a local agency or require a juvenile offender to work for the merchant he victimized for a specified time period or perform some community service like clearing up parks or visiting elderly shut-ins.





Many people say that they've just been robbed when actually they have been burglarized. You may ask, "What's the difference—isn't it just semantics?" The difference *is* more than just semantics or nitpicking. If you have been robbed, you'll know it. Robbery is a crime against your person rather than against your property, and it can be quite frightening. When someone breaks into your home or business and takes property from the premises, the crime is called burglary. However, if you are confronted by an individual on the street, in your store, or in your car and force is used or threatened against you—you have become a victim of robbery.

Robbery is often associated with violent confrontation between a criminal and a business person—but it doesn't have to be that way. Most robbers want only one thing—your money, and they want it quickly. They have already taken a major risk by entering your store and are usually as frightened as you are. Because of this, additional provocation on your part could make the situation worse; so give the robber exactly what he wants, and do it quickly. Don't take unnecessary chances with your life or anyone else's. A dead hero can't help anybody.

You may want to know, your rights as they pertain to the use of force against a robber. Your very basic question might be, "When can I shoot him?"

Oregon State Law gives you the right to use force or deadly force against a person in the defense of your premises or your life under certain conditions. Since many of you are concerned about any liability you might incur as a result of defending yourself against a robber, prowler or attacker, the Oregon Revised Statutes for using deadly force are included here.

ORS #161.205 Use of Physical Force Generally.

The use of physical force upon another person that would otherwise constitute an offense is justifiable and not criminal under any of the following circumstances:

1. A parent, guardian or other person entrusted with the care or supervision of a minor or an incompetent person may use reasonable physical force upon such minor or incompetent person when and to the extent he reasonably believes it necessary to maintain discipline or to promote the welfare of the minor or incompetent person. A teacher may use reasonable physical force upon a student when and to the extent the teacher reasonably believes it necessary to maintain order in the school or classroom.
2. An authorized official or a jail, prison or correctional facility may use physical force when and to the extent that he reasonably believes it necessary to maintain order and discipline or as is authorized by law.
3. A person responsible for the maintenance of order in a common carrier of passengers or a person acting under his directions may use physical force when and to the extent that he reasonably believes it necessary to maintain order, but he may use deadly physical force only when he reasonably believes it necessary to prevent death or serious physical injury.
4. A person acting under a reasonable belief that another person is about to commit suicide or to inflict serious physical injury upon himself may use physical force upon that person to the extent that he reasonably believes it necessary to thwart the result.

5. A person may use physical force upon another person in defending himself or a third person, in defending property, in making an arrest or in preventing an escape, as hereafter prescribed in chapter 743, Oregon Laws 1971.

ORS #161.209 Use of Physical Force in Defense of a Person.

Except as provided in ORS 161.215 and 161.219, a person is justified in using physical force upon another person to defend himself or a third person from what he believes to be the use or imminent use of unlawful physical force, and he may use a degree of force which he reasonably believes to be necessary for the purpose.

ORS #161.215 Limitations on Use of Physical Force in Defense of a Person

Notwithstanding ORS 161.209, a person is not justified in using physical force upon another person if:

1. With intent to cause physical injury or death to another person, he provoked the use of unlawful physical force by that person; or
2. He is the initial aggressor, except that his use of physical force upon another person under such circumstances is justifiable if he withdraws from the encounter and effectively communicates to the other person his intent to do so, but the latter nevertheless continues the use of unlawful physical force; or
3. The physical force involved is the product of a combat by agreement not specifically authorized by law.

ROBBERY

ORS #161.219

Limitation on Use of Deadly Physical Force in Defense of a Person

Notwithstanding the provisions of ORS 161.209, a person is not justified in using deadly physical force upon another person unless he believes that the other person is:

1. Committing or attempting to commit a felony involving the use or threatened imminent use of physical force against a person; or
2. Committing or attempting to commit a burglary in a dwelling; or
3. Using or about to use unlawful deadly physical force against a person.

ORS #161.225

Use of a Physical Force in Defense of Premises

1. A person in lawful possession or control of premises is justified in using physical force upon another person when and to the extent that he reasonably believes it necessary to prevent or terminate what he reasonably believes to be the commission or attempted commission of a criminal trespass by the other person in or upon the premises.
2. A person may use deadly physical force under the circumstances set forth in subsection (1) of this section only:
 - a. In defense of a person as provided in ORS 161.219; or
 - b. When he reasonably believes it necessary to prevent the commission of arson or a felony by force and violence by the trespasser.

3. As used in subsection (1) and paragraph (a) of subsection (2) of this section, "premises" includes any building as defined in ORS 164.205 and any real property. As used in paragraph (b) of subsection (2) of this section, "premises" includes any building.

ORS #161.229

Use of Physical Force in Defense of Property

A person is justified in using physical force, *other* than deadly physical force, upon another person when and to the extent that he reasonably believes it to be necessary to prevent or terminate the commission or attempted commission by other person of theft or criminal mischief of property.

What does it mean?

As you can see, you may use legally deadly physical force in defense of yourself or another person only when you believe that a suspect is:

1. Committing or attempting to commit a felony and using or threatening physical force against a person or;
2. Committing or attempting to commit a burglary in a residential dwelling or;
3. Using or about to use deadly physical force against someone else.

You may legally use physical force only (not deadly force) in defense of your building when you reasonably believe it is necessary to prevent or stop someone from criminally trespassing in or upon your premises. You may use *deadly* force only:

1. In defense of a person (See ORS 161.219)
2. When you reasonably believe deadly force is necessary to prevent arson or a felony by force or violence by the trespasser.

You may also use physical force (other than deadly force) on a suspect when you believe that the force is necessary to prevent or stop the suspect from committing or attempting to commit theft or criminal mischief.

This may raise another question. Should you maintain a weapon at your place of business? This decision is, of course, ultimately your own but it is probably better not to keep or use a gun in your business for a number of reasons. Your own safety is paramount and you must remember that your weapon could be taken from you in a struggle and used against you and your employees. Another consideration is the issue of provocation. An armed criminal is likely to be quite unstable—if you draw a weapon on him, he may fire back at you when, had you been unarmed, he may have left quietly after his demands were satisfied.

Other things to keep in mind are:

1. Are you trained in the use of weapons?
2. Could you actually fire the weapon at another person in a crisis situation?
3. Did you know that weapons are among the primary targets for theft in a burglary and that many of the burglars operating today are juveniles? Yes—*They* get their guns from your business or home in many cases.

So—as in making any difficult decision, weigh the alternatives carefully so that you can make a responsible and informed choice.

Though robbery prevention may be difficult; there are many things you can do to make your business a less attractive target.

BEFORE YOU ARE ROBBED

Have some Marked-Money in the Till

1. Record non-consecutive serial numbers and series dates (using the "marked money record") of five or ten one-dollar bills or any other denominations.
2. Place the marked money record in a very safe place other than the till or safe.
3. Check daily, to make sure that the serial numbers and series dates on the money match those listed on the marked money record.
4. Place the marked money underneath the money of another denomination.
5. Be extremely cautious not to give out the marked money as change.
6. Include the marked money in the money you give to a robber.

Do Not Keep Large Amounts of Money in the Till

1. Transfer unnecessary amounts of money from the till to a safe or bank frequently leaving only that amount of money necessary to conduct normal business.
2. Provide an anchored drop-vault for night-time employees. Do not provide them with a key. Post the fact in a clearly visible location, that you use a drop-vault, and therefore cannot make change for large denominations.
3. Provide a secure location, away from the business area of your building, where your employees can count their till at the beginning or end of shift. Do not allow your employees to count their tills or large sums of money in plain view of customers.

Remember:

All robbers are customers
somewhere!

Transportation of Money

If you are responsible for transporting money to a bank or other location:

1. Do not carry the money in a marked or obvious container.
2. Do not transport money at the same time every day.
3. Have someone ride with you or at least have them casually watch or walk you to your car.
4. Check the interior of your car, especially the back seat, before getting in.
5. Make sure all car doors are locked while you are driving.
6. Do not take the same route every time.
7. If possible, have someone meet you at your destination.
8. If making a night bank deposit, do not approach the bank's night deposit area unless that area is clear of other people.
9. If making a night bank deposit, make sure the deposit bag drops properly.
10. If you feel that you are being followed, drive directly to a police station.

Suspicious Person/Vehicles

BE ALERT

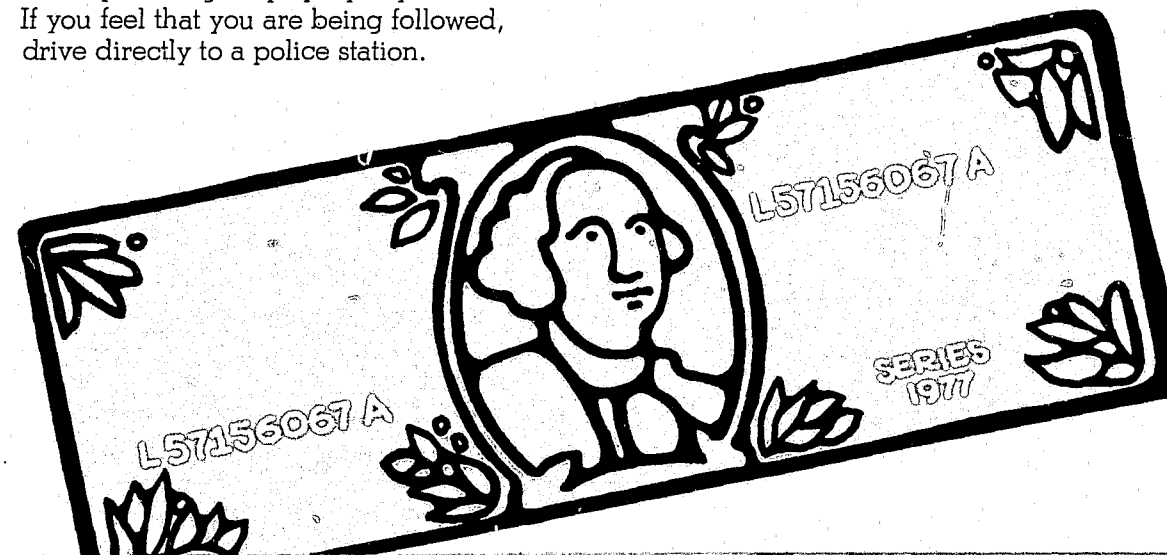
You may observe a robber casing your business. If you observe an individual or occupied vehicle lingering around your business for a period of time or in a manner which you feel is suspicious, "immediately":

1. Write down the *license number* of the vehicle.
2. Write down a *description* of the individual and his vehicle.
3. Notify the Police.

If such an incident should arise, be sure to inform the individual(s) following your shift of the situation.

NOTE:

The MOST VALUABLE information we need regarding a vehicle is the LICENSE NUMBER AND COLOR. With the license number alone we can very quickly obtain all the additional information we need including the registered owner. The only information we can't obtain with the license number is the color.



ROBBERY

Install a Robbery Alarm

or coordinate with the businesses surrounding you and use a "buzzer system" by which they can be alerted in the event you are robbed. This will enable them to notify the Police and possibly obtain a description of the subject and his vehicle.

Install a Surveillance Camera;

preferably the stationary type which points directly to the area of the till. Make sure it has "good" film or video-tape and is well protected. For alarm and camera information regarding cost, installation, etc., contact a local security hardware company.

Keep Front and Side Windows Free

from cluttered displays and signs to allow a clear and unobstructed view into the premises from the street.

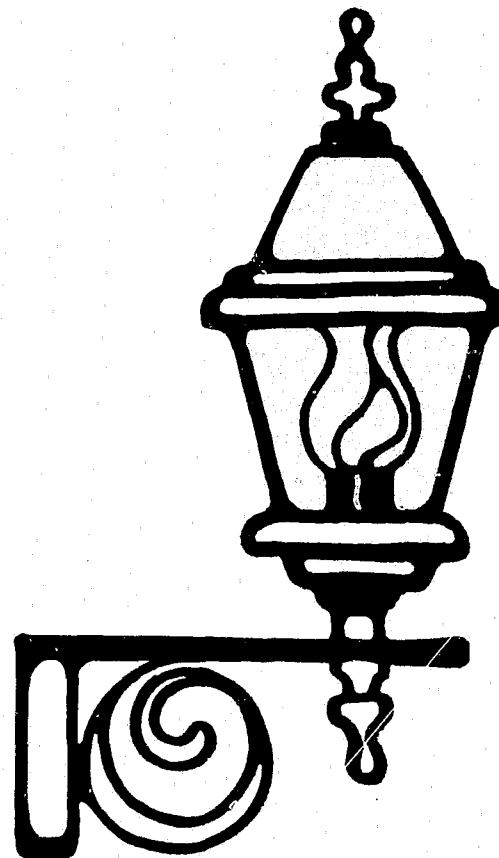
Keep a TV Set or Radio On

in the back room to suggest that someone else may be present.

Use Good Exterior Lighting

Remember:

Robberies tend to occur at predictable times. Opening and closing periods are particularly vulnerable due to low staffing and large amounts of cash on hand. Lunch hours are often a primary time for hold-ups for similar reasons. During holiday seasons, robbery is likely to increase due to higher cash volume and the presence of crowds which distract and preoccupy store personnel. So—maintain adequate staff levels at all times.



IN THE EVENT YOU ARE ROBBED

Remain Calm

Most robbers do not wish to harm their victims; they are only interested in getting money or property. The calmer you are the less chance there is of the robber becoming excited or dangerous and the better the chances are of you giving us a more accurate description and being of greater assistance in his apprehension.

Do Not Resist

Cooperate with the robber and follow his instructions. He might be armed and may injure you or others if you don't cooperate.

Remember:

No amount of money or property is worth the risk of your life!!!

By Systematic

Look the robber over from head to foot. Mentally note as many details as possible until you can write them down. Compare him with yourself. Is he taller, shorter, heavier, older . . . and so on.

Watch the Robber's Hands

If he's not wearing gloves, anything he touches might leave good fingerprints. Even gloves leave prints, although they are much harder to trace.

Give the Robber the Marked-Money

Do this, if you can, and be sure to inform the investigating officers that you did so.

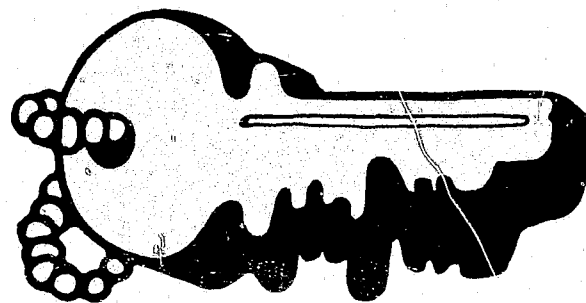
Try to See Which Way He Leaves the Scene

Do this without exposing yourself. If you see a license number, *write it down immediately*.

After the robber has left your business, there are procedures you should follow which will aid in the apprehension and arrest of the suspect.

Lock All Doors

Have someone else lock the doors, if possible, while you telephone the Police. Ask all witnesses to remain at the scene. Allow no one to enter other than the Police. Do not touch anything the robber may have touched; we might be able to get fingerprints.



Telephone Police "Immediately"

Call us before you call your employer. We might be able to catch the robber, and recover your money, if you act quickly.

When Police Dispatch Answers Say,

"I have just been held up. My location is

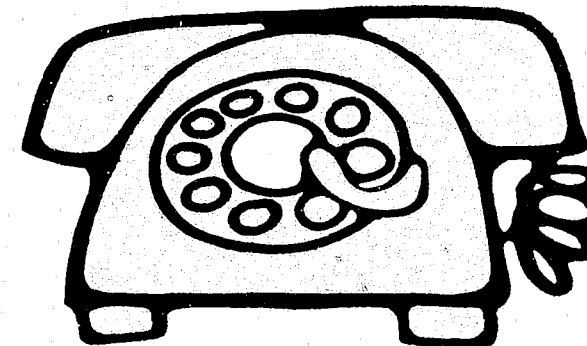
Do Not Hang-Up

There will be a short pause while the dispatcher transmits the alarm. You will then be asked a series of questions. Please give short, concise answers. Do not try to give the entire details to the dispatcher; he is only interested in obtaining a description and dispatching a Police car to your location.

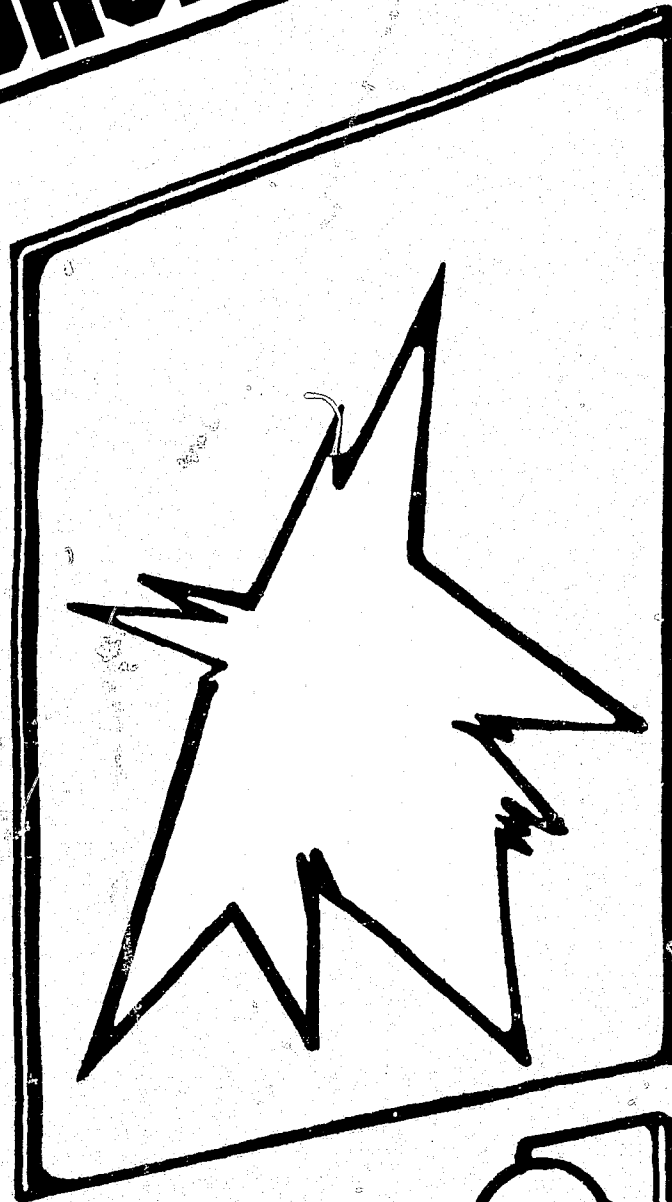
Complete the Enclosed "Suspect Description" Form

while waiting for an officer to arrive. The officer will want this information *immediately* to broadcast to other Police cars in the area. Please be as complete as possible; the information you give us now will be the most valuable information we have.

Finally, remember that robbery prevention strategies require planning and coordination between employees and management. You should give some thought to your reactions to a robbery situation and discuss with your employer or employees. The use of *common sense, caution* and *established policies* and *procedures* can reduce the amount of money loss and hopefully eliminate the chance for loss of life.



COMMERCIAL BURGLARY



Before you finish reading this page; another burglary will have taken place. They happen every 23 seconds and account for 42% of all major offenses. The usual target? A place that's easy to enter without detection. A place which won't, like so many burglaries reported, even require forced entry. In 1977, there were 3,535 reported commercial burglaries in the city of Portland. The dollar loss to businesses was in excess of 1.2 million dollars. Unlike residential burglaries which usually occur during daylight hours, most commercial burglaries are committed during the evening hours after your business closes.

Who are these burglars?

Arrest reports tell us that the suspect is most often a younger male aged 18-40. The suspects themselves tell us that they got their start doing residential burglaries when they were younger.

What do they take from your business?

Some attractive items could include office equipment, typewriter, calculators, adding machines, money, tools, clothing, jewelry, appliances, TV's and stereos.

And how do they get in?

As we have said, many burglaries don't require forced entry. Doors and windows which are often left unlocked provide easy access to buildings. Roof vents and skylights are also common points of entry.

Now that you know the who, what, where, when and why about commercial burglary; we can show you many ways to discourage even the most determined burglar.



HOW TO PREVENT BURGLARIES

Lock Up!

There's no such thing as a completely fool-proof lock, but an adequate lock will deter most burglars.

1. Replace hasps and padlocks with modern, double cylinder-type, dead-bolt locks where possible.
2. Protect lock bolts from being slipped open with a thin instrument.
3. Install hinge pins properly to prevent removal.
4. Use high grade steel hasps. They resist prying, twisting and cutting.
5. Lock padlocks at all times to prevent key duplication.
6. Devise a security system for keys.

Watch Your Windows!

Windows should provide light, ventilation and visibility, but not easy access.

Suggestions:

1. For best protection, use glass bricks in any windows not needed for ventilation.
2. Install grates for maximum security.
3. Make sure locks are designed and located so they can't be reached and opened if glass is broken.
4. For extra protection, pile heavy merchandise in front of unused windows.
5. Clean your windowsills periodically. In case of break-in, fingerprints are more likely to be left. And traced.

Take a Good Look Around Outside.

Statistics prove: A clean, well-lighted, secure building is seldom a target for break-ins.

Things to check:

1. Fences: keep them in good repair, free of debris.
2. Weeds: control them, so they won't provide hiding places around fences and buildings.
3. Storage: don't store lumber, pallets or crates near buildings. They offer easy access to upper windows or roofs.
4. Ladders: keep them locked up.
5. Blind alleys: keep them as clean and well-lighted as possible.
6. Sidewalk openings and frames: make sure they're secure and properly locked.
7. Skylights and roof ventilators: protect them from easy access.
8. Fire escapes and exits: make sure they're designed for difficult entry as well as quick exit.

Double Check Doors.

A door is the logical point of entry for burglars, so:

1. Protect panels and glass from being kicked or knocked out.
2. Install bars on the inside of doors to prevent breakthroughs.
3. Install metal linings on exterior wooden doors to resist drilling or sawing.
4. Flush-lock double doors with a long bolt.

BURGLARY

Lights Make a Difference.

A big difference! In fact, three out of four commercial burglaries are committed against buildings with inadequate lighting.

For top security:

1. Install outside lights at all entry points, behind your building and in alleyways.
2. Install night lights outside.
3. Install a night light over your safe.

Play It Safe!

Obviously, hiding a safe only gives a burglar better working conditions, so:

1. Position the safe so it's easily visible from outside.
2. Anchor it so it can't be carried away.
3. Never leave combinations where they can be found.
4. Change combination when you change employees.
5. Bank frequently to keep cash at a minimum.

ALARMS:

A Valuable Investment

An adequate alarm system is relatively inexpensive, and gives effective, round-the-clock protection.

REMEMBER

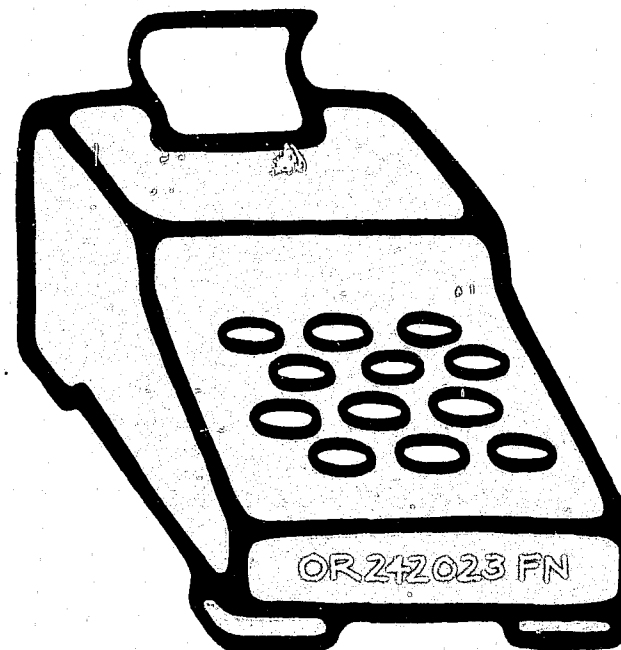
1. Give your alarm periodic tests to insure that it's in proper working order at all times.
2. When installing alarms contact a reputable alarm firm in the community.

Property Marking.

Mark all valuable office equipment such as typewriters and calculators with your Oregon Employer Tax Firm number issued by the State Employment Division. Use this form: OR1234FN in two places.

More Ideas.

1. Keep a record of all merchandise and equipment serial numbers.
2. Record policy and serial numbers of large denomination bills.
3. Before locking up, make sure no one is left in the building.
4. Leave the empty cash register drawer open at night to prevent unnecessary damage.
5. Log and mark all checks "For deposit in account of _____."
6. Keep bank checks and check protector in your safe.
7. Protect the access to the roof.
8. Secure all roof openings.



SECURITY CHECKLIST

A burglar alarm provides maximum protection. The checklist provided here is designed to give you a rapid way of reviewing the security of your building.

- _____ All outside doors with 1" double cylinder dead-bolt locks?
- _____ Panel doors metal lined to resist drilling?
- _____ Rear and side doors reinforced by crossbar?
- _____ Bars or grating on rear and side windows?
- _____ Transoms securely latched?
- _____ Safe anchored to floor?
- _____ Blank checks and check writer in safe place?
- _____ Padlocks locked in place during day?
- _____ Hasps bolted to building and door?
- _____ Adequate lights at night?

For more information on protecting your business, arrange a security survey for your business. Call the Crime Prevention Division of the Portland Police Bureau, 248-4126.

How to Handle a Burglary

Let's say you are burglarized. What do you do?

1. Telephone the police immediately.
2. Avoid all movement in the area of entry and theft and instruct your employees and co-workers to leave the scene completely undisturbed and intact. Every burglary scene is carefully searched by Police Department officers and technicians who know exactly what to look for and where to find it. Even microscopic evidence is vital and must be protected.
3. Be prepared to assist officers by providing information about any missing items.

FRAUD CREDIT
CARDS AND
CHECKS

Bad checks, worthless checks, NSF account closed,
stolen credit cards, hot cards, bad plastic—these are
words that merchants are hearing more and more often!
Now that checks and credit cards are more common
than cash, the bad check passer and the stolen
credit card user have become an even more
expensive problem for many Portland merchants.

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DOLLAR

Chris Nichols

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FRAUD

What can be done to fight these costly and difficult crimes?

You should know your risks. The retail variety stores, grocery stores, and convenience markets can be highly vulnerable to losses from bad checks and credit cards. And—your vulnerability increases during certain times and seasons.

Be especially alert during:

1. Weekends
2. On Friday afternoons
3. Evenings
4. Holiday seasons

These are all hectic and busy times for retailers. The suspect will hope you are understaffed and won't take the time to thoroughly inspect identification.

Who should you be looking for?

It is difficult to generalize about suspects in fraud and forgery cases. Anybody can write a bad check or use a stolen credit card—in fact many of us technically do write bad checks when we send our phone bill in Monday knowing that we won't have our paycheck until Wednesday. This relatively innocent and usually harmless practice is called "float." It should be avoided whenever possible. Based on Portland Police Bureau arrest statistics for these crimes, the intentional bad check passer or user of a stolen credit card is usually a young man or woman aged 25-34.

Merchants:

1. Post your check cashing and credit card policies in a clearly visible location.
2. Lock your business checks and check protector in your safe at night.
3. Periodically check the numerical order or count the number of checks in your checkbook to ensure that no checks have been removed without your approval.
4. If a check is NSF and the amount is \$500 or less, you might be able to collect through Small Claims Court. For further information call the Multnomah County District Attorney's Office.
5. Do not stress that your employees obtain an arbitrary amount of identification but rather that the employee be *satisfied* with the customer's *identification*, his *check or credit card*, and the *customer himself*.

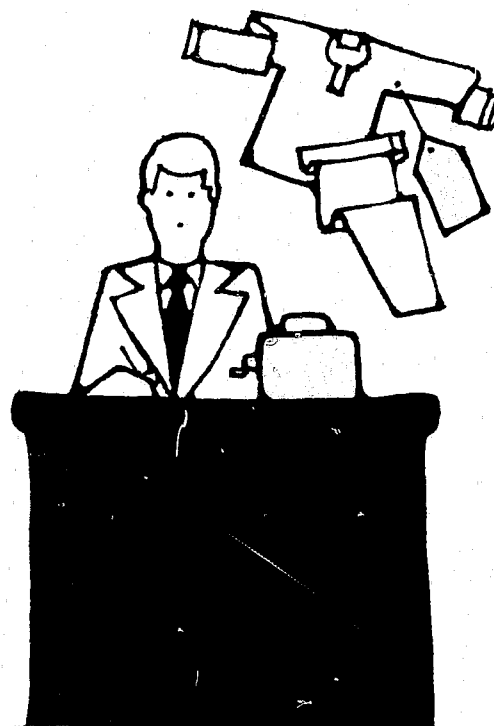
Employees:

1. Your employer has delegated to you the *responsibility* and the *authority* of protecting his financial interests. Don't be afraid of exercising that authority by saying "NO" to a check or credit card.
2. Take those few extra moments required to *satisfy yourself* with the customer's *identification*, his *check or credit card*, and the *customer himself* . . . it may save your employer hundreds or even thousands of dollars a year.

Remember:

A check or credit card is not legal tender, you do not have to accept it!!

Both you and your employer are in the business of selling merchandise or a service . . . not giving it away. Be cautious, be courteous, but **BE ALERT!!**

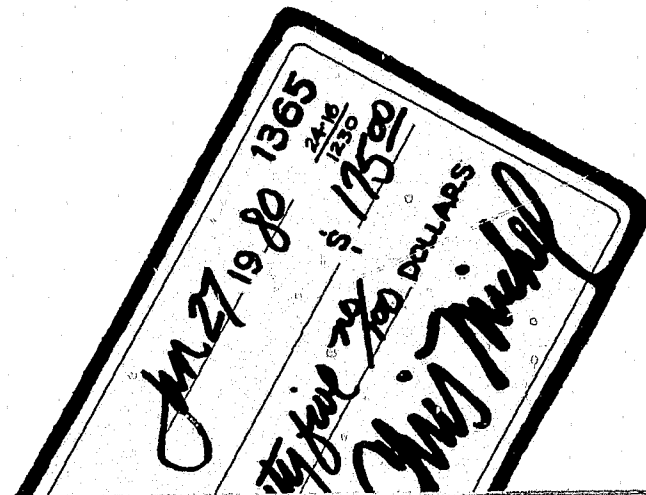


CHECK FRAUD

It is unlawful for any person to give a check with the intent to defraud, knowing that he does not have sufficient money in his account to cover the check. The intent to defraud may be proved by showing that the check-writer did not make the check good within ten days after being notified in writing that the check was refused by the bank. Notice may be proved by a receipt for certified or registered mail or by a copy of a telegram.

The penalty for negotiating a bad check is up to one year in the county jail and a fine of up to \$1,000.

A worthless check can be the basis of a criminal prosecution only if the particular facts constitute a violation of the criminal law and if the prosecution is able to prove all the elements of the offense. Not every bad check can be the basis of criminal action, but one which cannot may nonetheless represent a legal obligation which can be collected in a civil lawsuit. The District Attorney's office has no authority to investigate or pursue matters strictly civil in nature. You should handle any civil remedies through your attorney.



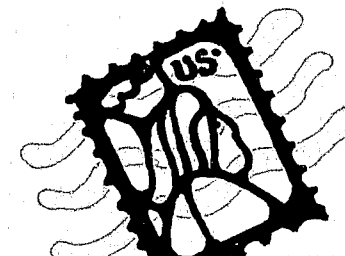
The Multnomah County District Attorney's Office cannot accept a check for prosecution if any of the following conditions exist:

1. The ten-day notice has *not* been sent to the maker.
2. The check was post-dated.
3. The check was given to pay a pre-existing debt, such as a bill, charge account or note.
4. The check was given to pay a gambling debt.
5. The check was drawn on an out-of-state bank, unless the complainant will pay to bring the out-of-state bank's bookkeeper to court and will so state in writing. (Oregon's inadequate extradition budget is the reason for this problem.)
6. The check is more than a year old, regardless of the date the check was presented to the drawer.
7. The check was not presented to your bank in the due course of business, which is normally considered to be seven days from the date of receipt.
8. Partial payment has been accepted on the check.
9. The complainant took the check and at the request of the writer he held it for a period of time before cashing it.
10. The complainant received the check in the mail.
11. The check was given to pay an insurance premium and no claim has been paid under the policy.
12. The complainant or his employees does not personally know writer or writer did not show to the complainant identification containing a photograph of the writer.

How to File a Bad Check Complaint:

1. Present the check to the bank for payment even if you know the check to be worthless.
2. Notify the giver of the check in writing, telling him the check was not honored and why and giving him ten days to make the check good.
3. Send the letter by registered or certified mail or by telegram. Ask the Postmaster for a return receipt. Keep this receipt and a copy of the letter.
4. Wait ten days from date of receipt of the notice by addressee.
5. You *must* call the Fraud Detail of the Portland Police Bureau at 248-5764 for an appointment *before* you come in.
6. At the time of your appointment bring the check and return receipt with you. When you present the check you must sign a criminal complaint form in order to initiate prosecution. The worthless check *must* be presented in person to the Fraud detectives with the following information:
 - a. Bank "flag" or other proof of dishonor.
 - b. Signed postal receipt or telegram receipt.
 - c. Name of the person who accepted the check. This person must be able to *positively* identify the check passer.

NOTE:
IF NO POSITIVE IDENTIFICATION CAN BE MADE, THE DISTRICT ATTORNEY'S OFFICE WILL NOT ISSUE A COMPLAINT, *BUT* CALL THE FRAUD DIVISION ANYWAY AND GIVE THEM THE INFORMATION.



FRAUD

Definition:

Check fraud is governed by ORS 165.065, Negotiating a Bad Check.

ORS 165.065

1. A person commits the crime of negotiating a bad check if he makes, draws or utters a check or similar sight order for the payment of money, knowing that it will not be honored by the drawee.
2. For the purposes of this section, unless the check or order is post-dated, it is prima facie evidence of knowledge that the check or order is drawn or uttered; or
 - a. The drawer has no account with the drawee at the time the check or order is drawn or uttered; or
 - b. Payment is refused by the drawee for lack of funds, upon presentation within 30 days after the date utterance, and the drawer fails to make good within 10 days after receiving notice of refusal.
3. Negotiating a bad check is a Class A Misdemeanor.

CHECK FRAUD PREVENTION

Never cash a check:

1. After 5 p.m. or on weekends and holidays.
2. Which is a two-party check.
3. Which is a counter-check.
4. With rubber-stamped company or name.
5. Written in pencil.
6. Which is altered or illegible.
7. With misspelled words or signature.
8. Which is post-dated.
9. Over thirty (30) days old.
10. Which is drawn on a distant bank.
11. Which is for an amount considerably more than the amount of purchase.
12. If the person says he has to make a deposit to cover the check.
13. For a person without proper "descriptive" and "signed" identification unless you personally know the individual, his address, and telephone number.
14. Presented by an intoxicated person.
15. Because of sympathy or hard luck stories.
16. Because of fear or offended dignity.
17. Because of threats to report you to your employer or the main office.

NOTE:

If in doubt as to the validity of a check, telephone the bank upon which the check is drawn.

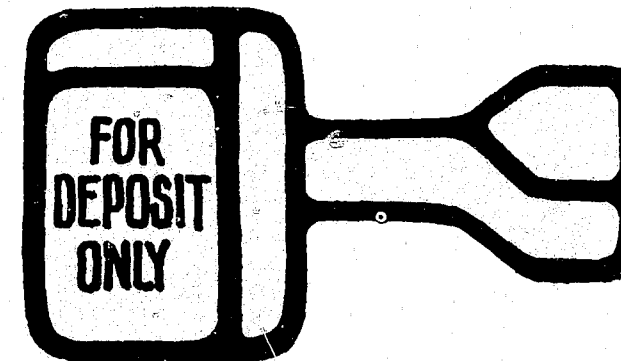
Always:

1. Use caution when the person is a minor.
2. Use caution with a personal, type-written check.
3. Be sure the check is legible.
4. Be sure the check is completely made out with correct date and amounts.

5. Have the person sign the check in your presence.
6. Ask for proper descriptive and signed identification and then COMPARE SIGNATURES AND DESCRIPTIONS.
7. Legibly note the identification used, including numbers, if any, on the back of the check.
8. Place your initials on the check.
9. Stamp checks "For Deposit Only" immediately after receiving them. This makes them useless to anyone in case they are stolen or lost.
10. Have the person place the four fingers of his right hand firmly on the back of the check then place your hand on top of his and press firmly for 2 or 3 seconds.
11. Refuse to accept library cards, social security cards, temporary drivers licenses, fishing licenses, or similar items as means of identification.

NOTE:

At this time there are many stolen Oregon Driver's License blanks in circulation. Look carefully at driver's licenses noting the type of printing on the face of the license. If in doubt, compare it to your own license.



CREDIT CARD FRAUD

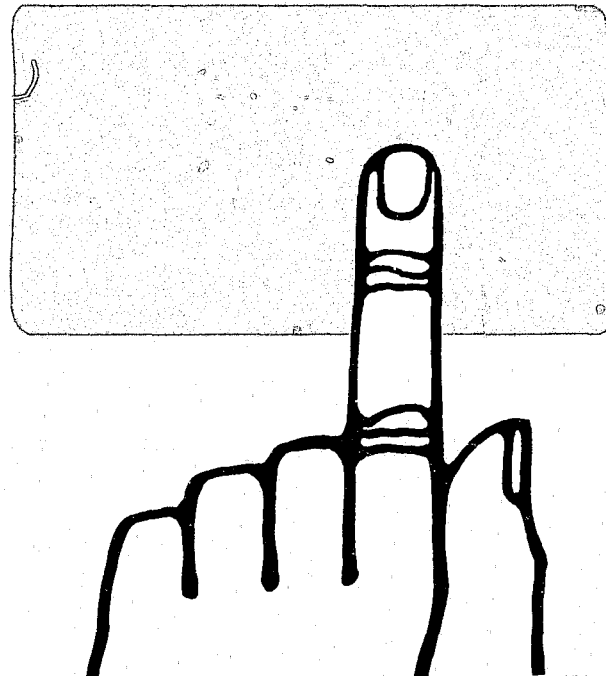
Credit card fraud is prosecuted under the crime of forgery. Forgery is defined as:

ORS 165.007

Forgery in the second degree.

1. A person commits the crime of forgery in the second degree if, with intent to injure or defraud, he:
 - a. Falsely makes, completes or alters a written instrument; or
 - b. Utters a written instrument which he knows to be forged.
2. Forgery in the second degree is a Class A misdemeanor.

To "utter" means to issue, deliver, publish, circulate, disseminate, transfer, or tender a written instrument or other object to another.



ORS 165.013

Forgery in the First Degree

1. A person commits the crime of forgery in the First Degree if he violates ORS 165.007 and the written instrument is or purports to be any of the following:
 - a. Part of an issue of money, securities, postage or revenue stamps, or other valuable instruments issued by a government agency; or
 - b. Part of an issue of stock, bonds, or other instruments representing interests in or claims against any property or person; or
 - c. A deed, will, codicil, contract, assignment, commercial instrument, or other document which does or may evidence, create, transfer, alter, terminate, or otherwise affect a legal right, interest, obligation, or status; or
 - d. A public record.
2. Forgery in the First degree is a Class C felony.

It is unlawful for a person to use a credit card if, with the intent to injure or defraud, he uses the card for the purpose of obtaining property or services with knowledge that:

1. The card is stolen or forged.
2. The card has been revoked or cancelled.
3. For any other reason, his use of the card is unauthorized by either the company that issued the credit card or the person to whom the credit card was issued.

Whenever a subject both presents another person's credit card and signs another person's name to the sales receipt, it is the policy to indict the defendant for the more serious crime of Forgery in the First Degree, based on the forged signature on the sales receipt.

In cases where the defendant merely presents or uses the credit card without committing any additional offense of forgery, the penalties are shown in the following table:

1. Less than \$200—Misdemeanor—one year in jail and/or \$1,000 fine.
2. More than \$200—Class C felony—five years in jail and/or \$2,500 fine.

To support prosecution of this offense, the facts must show an intent to defraud and the actual or attempted obtaining of property and services. The intent to defraud could be shown by proving that the card was used without the permission of the owner or the issuing company. *Violation occurs when a person presents a card he is not authorized to use, whether or not he signs the charge slip.* In this instance, the charge would be Fraudulent Use of a Credit Card. If the person presents the card and also signs the sales receipt, it would be the crime charged as Forgery in the First Degree.

To begin prosecution for the credit card offense, the complainant *must* have proof that:

1. Use of the card was unauthorized by either the owner of the issuing company by reason of its being stolen, forged, revoked, cancelled, etc.
2. The defendant presented the card for the purpose of obtaining property or services.
3. The subject knew that his use of the credit card was unauthorized and that he was acting with intent to injure or defraud. (Proof of this factor will probably be supplied by the evidence that the card's use was unauthorized, by the way the subject handled the transaction and by any statements he made during and after the transaction.)
4. A witness must be available who can positively identify the person using the credit card fraudulently.

FRAUD

CREDIT CARD FRAUD PREVENTION

Never Accept A Credit Card:

1. Which is broken, cut, or damaged.
2. Which has been altered.
3. Which is expired.
4. Presented by an intoxicated person.

Always:

1. Have the person sign the sales draft in your presence.
2. Ask for proper descriptive and signed identification then *COMPARE SIGNATURES and DESCRIPTIONS*.
3. Check with the issuing company when the purchase is over the card limit.
4. Check with the issuing company when you feel suspicious even though the purchase is under the card limit.
5. Call the police and attempt to detain the person if the card is lost or stolen.
6. Attempt to retain possession of the credit card if it is lost or stolen.

If you become a victim of fraud, obtain a good description of the person and his vehicle (paying special attention to the license number) and telephone the police *immediately!!*

When reporting a stolen credit card in use at a business; it is important that you understand the procedure utilized by the police dispatchers in sending an officer to your location.

The information and the order in which the dispatcher needs to know the facts is the following:

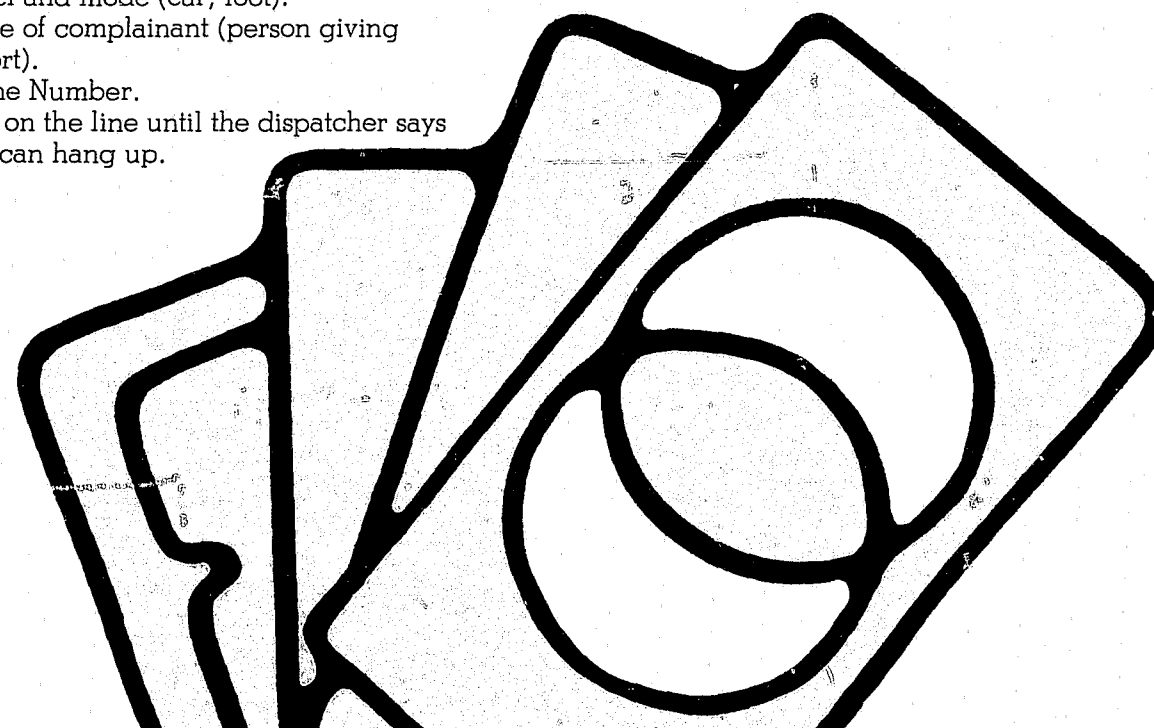
1. Location and name of business.
2. One-line statement (summary of the problem) For example: "We have an individual trying to use a stolen credit card now."
3. Brief description of the suspect *starting from top to bottom*. Example: Male, White, 27 years, 5'10", 180 lbs., brown hair, blue eyes, wearing green hat, brown jacket, blue jeans. If there is additional information like beard or mustache, glasses or a scar, insert before clothing description.
4. If suspect has left, give the direction of travel and mode (car, foot).
5. Name of complainant (person giving report).
6. Phone Number.
7. Stay on the line until the dispatcher says you can hang up.

NOTE:

If there is more than one suspect, describe one at a time completely before proceeding to next one.

Incidentally, the dispatcher is typing all information as the report is given; so please try to speak at a speed slow enough for them to type from.

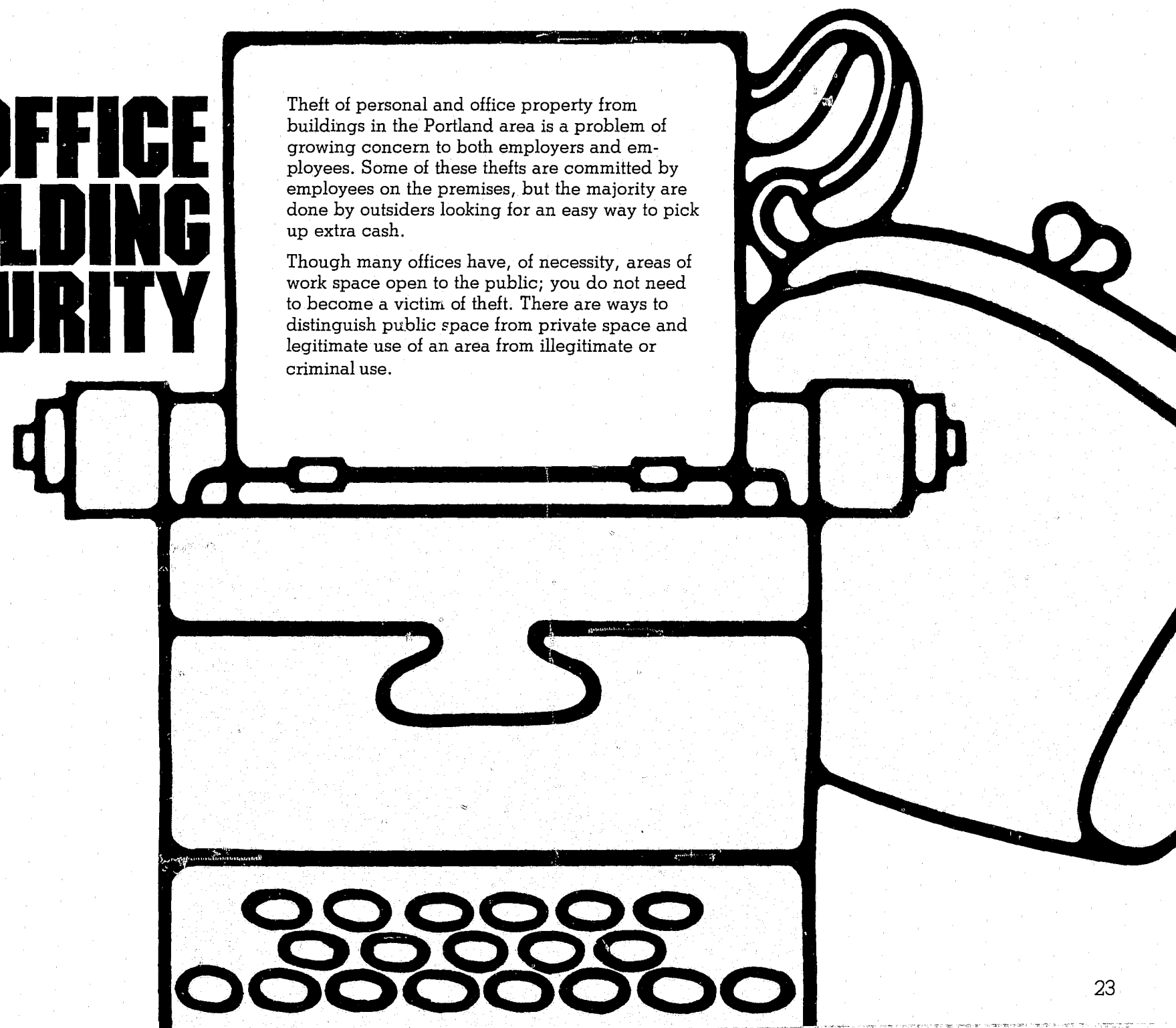
The difficulties of successfully prosecuting a check fraud offense are numerous. It is a bit easier to prosecute the user of a stolen credit card, but caution and prevention are most important. And, in the long run following the procedures previously outlined will save you time and money.



OFFICE BUILDING SECURITY

Theft of personal and office property from buildings in the Portland area is a problem of growing concern to both employers and employees. Some of these thefts are committed by employees on the premises, but the majority are done by outsiders looking for an easy way to pick up extra cash.

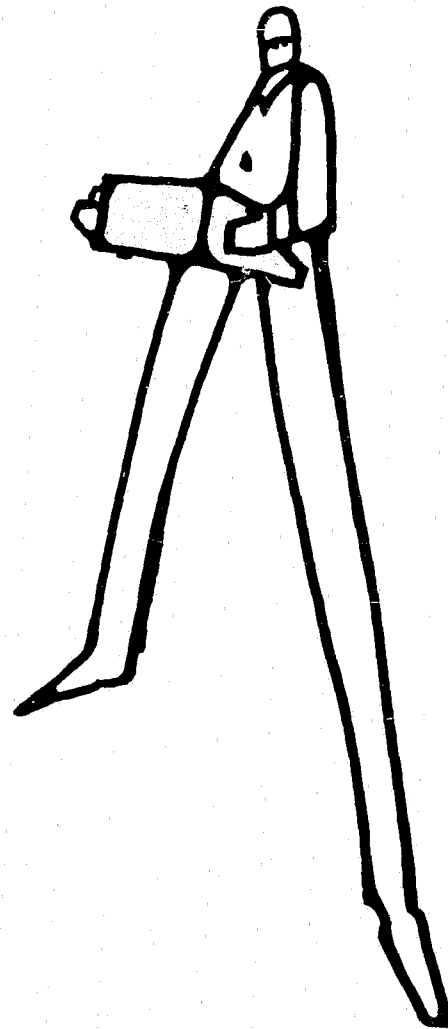
Though many offices have, of necessity, areas of work space open to the public; you do not need to become a victim of theft. There are ways to distinguish public space from private space and legitimate use of an area from illegitimate or criminal use.



OFFICE BUILDING SECURITY

Be Alert

Pay attention to who is in your work area. Know who *belongs* in your work area. Become familiar with people and faces who belong in your building. Watch out for the suspicious looking person—the one who loiters in the area with no apparent purpose. Be particularly aware of the person you have seen loitering more than once.



Challenge Strangers

Make a habit of politely asking strangers if you may help them find someone or something. This technique can allow you to determine the individuals' reason for being in the area and will often deter or discourage potential criminals.

A polite offer of assistance will not offend customers, clients or others with a legitimate reason to be on the premises.

Watch For The Con Artist

Keep purses, coats and other valuables safely locked in a storage area or desk. Most thieves know that you keep your purse in the bottom drawer or under your desk or that your wallet is in your inner jacket pocket. If no secure place for valuables exists and none can be created; remove money, credit cards, jewelry and other valuable items from purses and coats, and keep these items on your person. Reduce the amount of cash carried and don't discuss that you have \$400 today to buy that new color TV set you've always wanted—someone may be listening.

Design Considerations

1. Use gates and counters to separate clients from employees when appropriate. These devices can prevent the potential thief from gaining access to areas where cash is kept or desks are maintained and aid in defining public space for general use.
2. Post Signs—These can designate restricted areas. For example—"Don't Enter," "Employees Only" or "Private."
3. Install an information desk. Have it staffed during all business hour. It should be in a prominent location to assist customers and clients and provide a minimum level of surveillance at the buildings' main entrances.
4. Create Transitional Zones—these can be steps up or down, screened or partitioned-off areas, different levels of lighting or carpeting in a given space. These methods indicate a change in usage from public to private.
5. Provide adequate staff. The most vulnerable times for office thefts are lunch hours and near closing, especially on Fridays or holidays. So, it is important to have enough personnel to provide adequate coverage during these times, to maintain proper surveillance and to ensure that clients receive timely assistance and service.

GENERAL SECURITY CHECK

(at opening and closing)

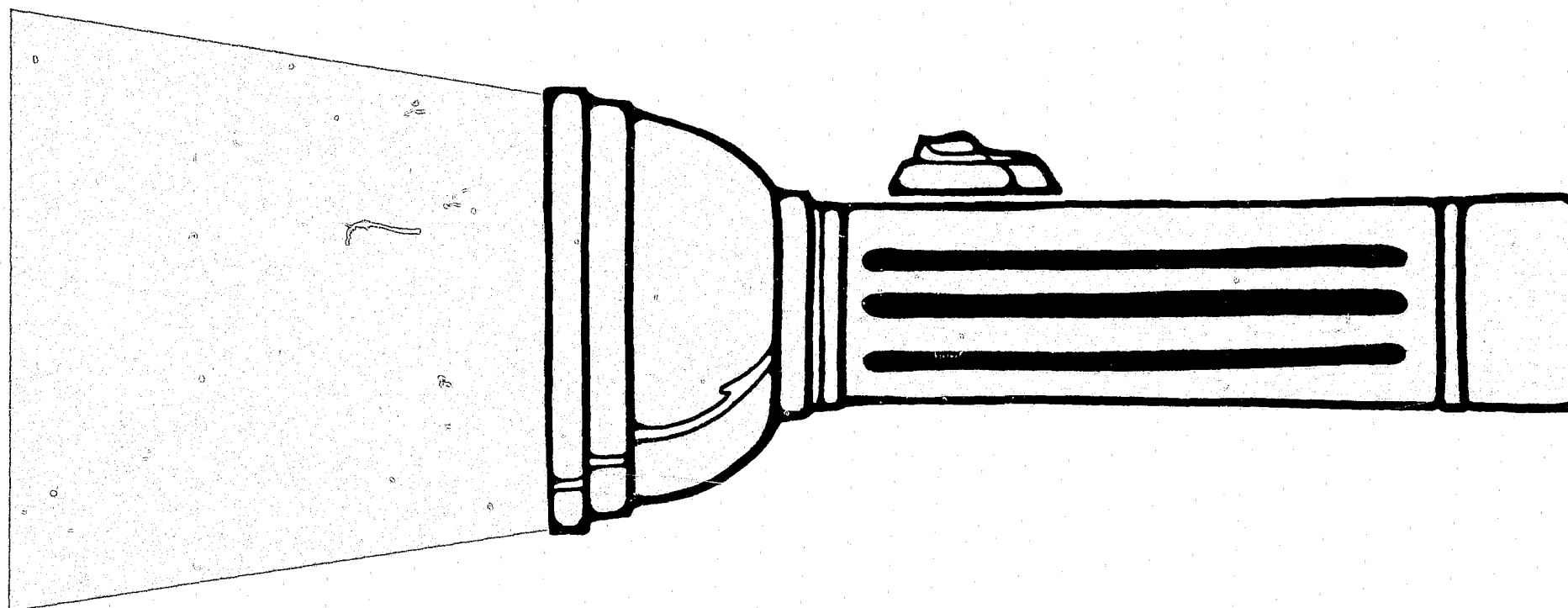
1. Stairwells—should be well-lit and free from obstruction. Check for possible hidden persons.
2. Storerooms—Check for concealed persons, then lock up.
3. Restrooms—keep well lit, lock if necessary. Check for concealed persons.
4. Doors/windows—both interior and exterior doors and windows should be secured prior to closing.
5. Alarm Systems—Activate before closing. An alarm is useless if it is turned off. Don't become a victim due to carelessness.

6. Key Control—keep good records on who has keys to the building. Consider re-keying annually and after termination of employees.
7. Check Control—log in and stamp all checks "For Deposit Only".
8. Serial Numbers—maintain current records of serial numbers on all office equipment.
9. Property Marking—engrave office property with Oregon Employee Tax Firm number issued by the State Employment Division.
10. Keep blank checks and check protectors in the safe. If your office does not maintain a safe, keep these items in a locking cabinet or drawer and check frequently. Do not leave key in check protector.

11. Opening/closing—whenever possible, have more than one person open or close up the business.
12. Security Policy—conduct regular safety/security meetings with employees and supervisor to ensure that policy and procedures are known and understood by everyone.

Report all crimes or suspicious circumstances to the police and supervisors. Post emergency phone numbers on all phones.

An alert and well-trained staff is probably the best line of prevention against theft that an office building can have. Train employees and encourage their initiative. In this way—working together—you can help prevent the losses associated with office building theft.



OFFICE BUILDING SECURITY

ALARM SYSTEMS

Perimeter alarms

The basic system is a simple closed circuit loop system consisting of contacts or screens on doors and windows. Most are designed to ring a bell or activate a siren, and/or illuminate the area to scare off an intruder. This will usually scare away most burglars.

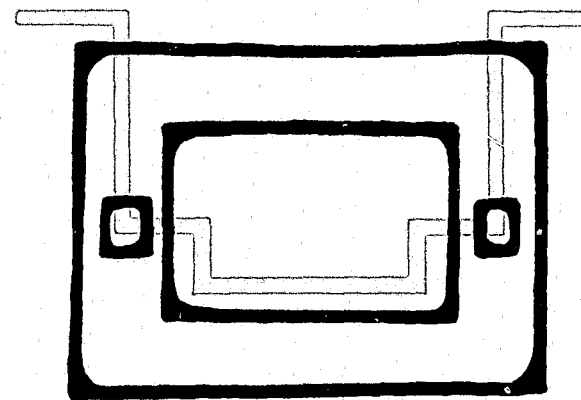
There are several types of sensors used on perimeter alarm systems which include:

Magnetic contacts

One of the most widely used devices is an electromechanical contact consisting of a magnet in one sealed enclosure and a switch in another sealed enclosure. They are attached to doors, windows, transoms and other openings and wired to a central control box.

Screens

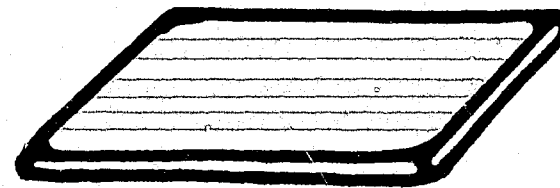
These special screens have an unobtrusive, built-in alarm wire. They are usually custom made to fit the particular window to be protected.



Interior Alarms

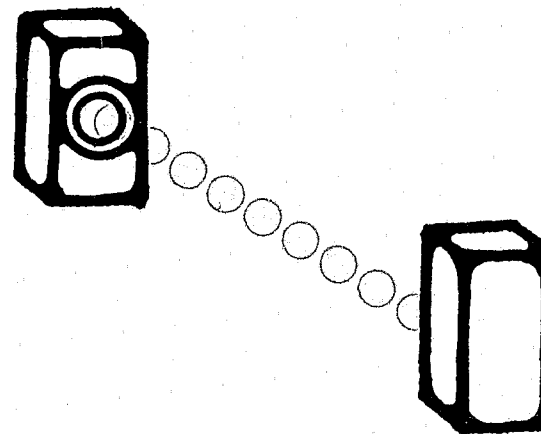
Pressure mats

Basically this is a flat switch operated by pressure from a foot step. They're usually installed under carpeting next to entrances, windows and stairways, and other areas where a burglar would likely travel. The mat may also be used for spot protection on the interior of a perimeter system.



Photoelectric beam

Small, unobtrusive sensors are installed in hallways, large rooms, stairwells, and other similar areas. Any interruption of the beam by a person walking through it causes an alarm.

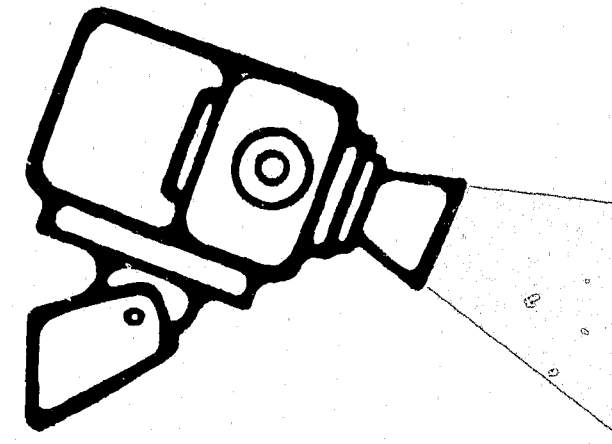


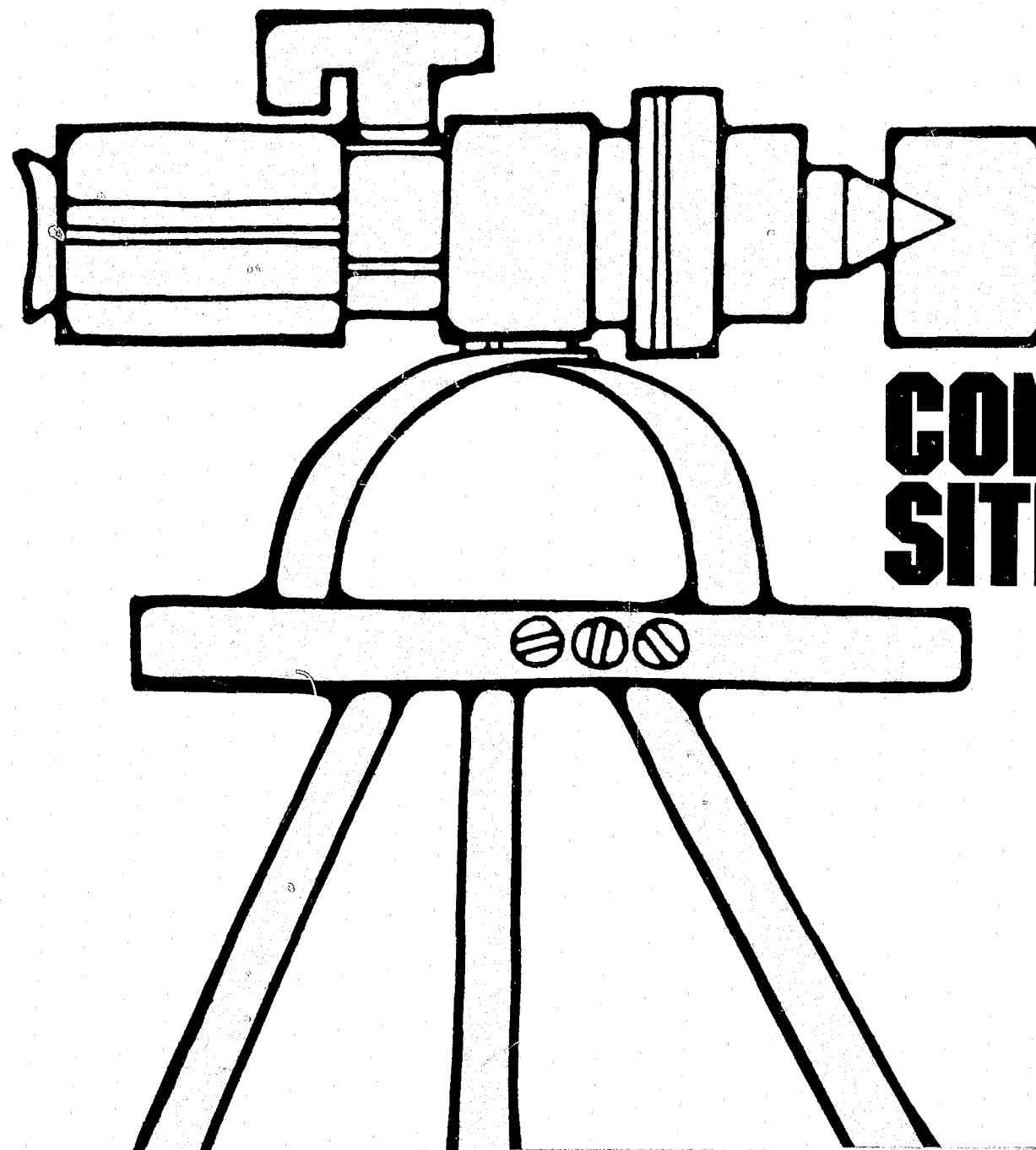
Ultrasonic (motion detection)

Any movement within the protected area triggers an alarm. The unit should not be installed where there is likely to be normal traffic at odd hours, or where it is subject to large amounts of wind turbulence from open windows or heater or air conditioning vents.

Closed circuit television

The TV camera can be manned so that you can view your area or with some sophisticated systems and adequate lighting, can view the complete exterior. The monitor can be a vacant channel on your television set or a special CC TV monitor.





Portland is growing . . . That means more people who need jobs and housing. Consequently, we've seen an increase in the number of buildings under construction in the past few years. Unfortunately, building sites have become a new target for vandalism and theft. But there are some things you can do to make your construction site more secure and prevent theft and vandalism.

CONSTRUCTION SITE SECURITY

CONSTRUCTION SITE SECURITY

Theft

Keep small hand tools and portable equipment safely locked up. Use case-hardened padlocks and heavy duty hasps on tool boxes.

Vandalism

To prevent the destruction (or theft) of building materials; keep them in a secured area. Talk with neighborhood children and their parents. Post No Trespassing signs in conspicuous places. Use lighting on and around the job site to allow police, neighbors and passers-by to view the area after hours.

Security

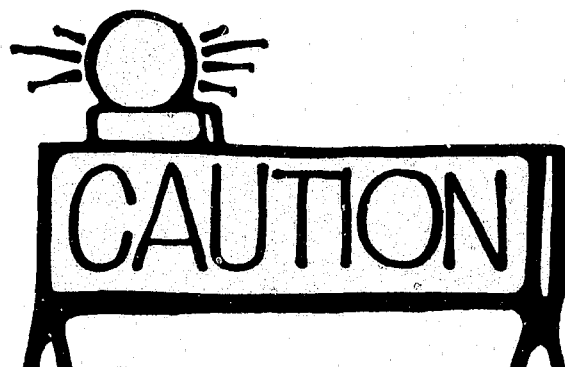
Job site security is ultimately up to you. The police can help but we can't watch your property 24 hours a day. Write your local police or sheriff to advise them of project start and finish dates.

Neighbors

If your project is located in a residential area contact the neighbors and ask them to be your eyes and ears during weekend and evening hours.

Lighting

Adequate lighting is an excellent deterrent to all types of after-hours theft and vandalism. Consider installation of good exterior lighting on and around the site.

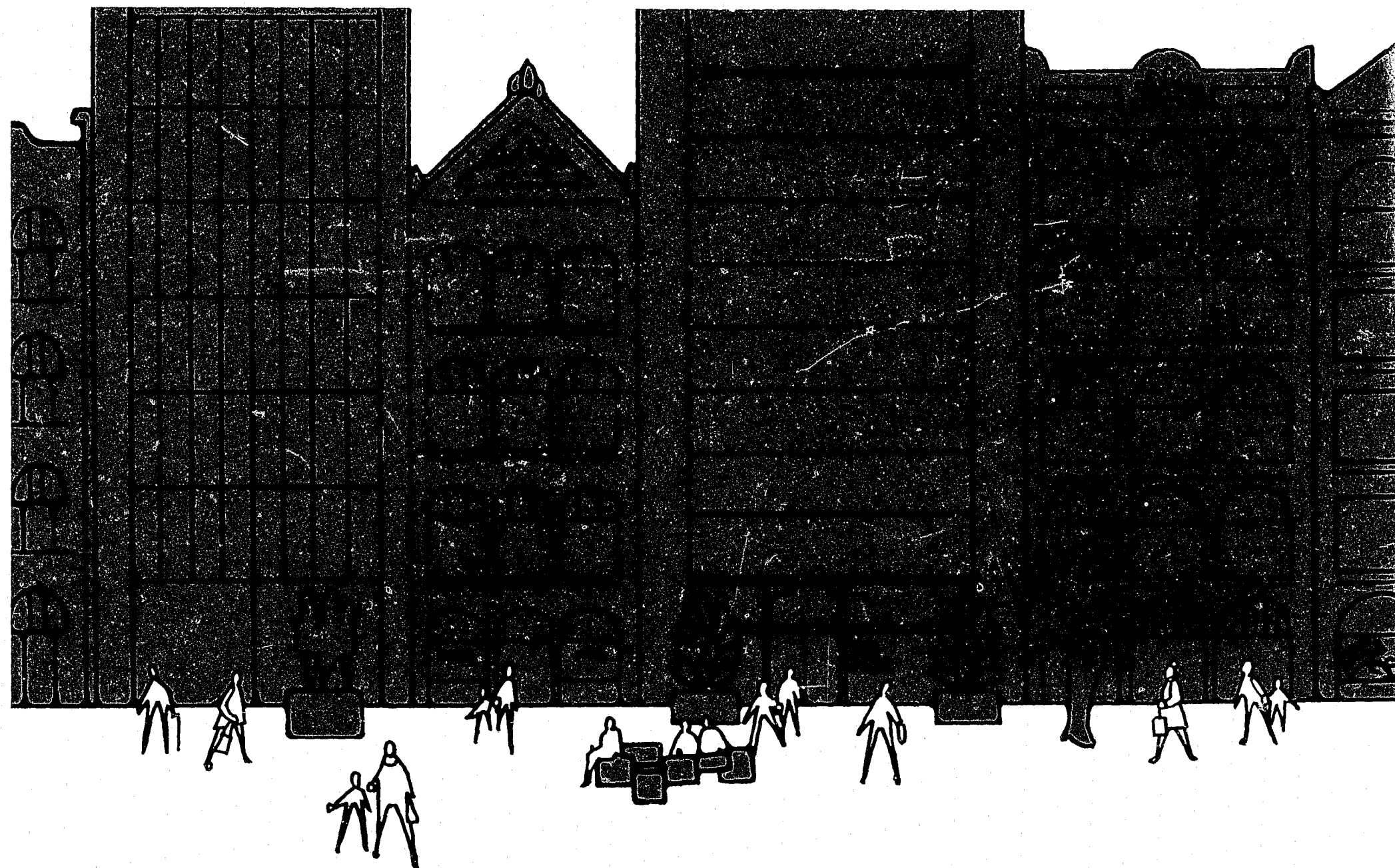


JOB SITE SECURITY CHECKLIST

The implementation of this job site security checklist by all of your employees can save your company thousands of dollars in potential losses. Remember: it is not only the actual dollar loss of equipment and tools stolen or damaged by vandalism but also the downtime resulting in the delay of the construction job while new material or equipment is being secured that is costing you money.

If your job site is an easy risk, it will encourage vandals and thieves to return or to look elsewhere for similar "easy pickens" on other job sites.

- _____ Have you solicited the help of local law enforcement officials and the fire department about your project location, duration of construction and other details which will help them help you with safety and security?
- _____ Have you arranged for a prejob conference to discuss job-site security plans as a joint venture with other contractors, subcontractors and the owners of the project?
- _____ Is there someone on your administrative staff in charge of enforcing security measures to whom you can report acts of vandalism and losses from theft?
- _____ Have you made it a point to visit with all of your neighbors surrounding the project and enlist their aid in surveillance of your project?
- _____ Do you have someone sign for all deliveries?
- _____ Are all keys to security areas, storage sheds, gates, and job site offices under the control of someone with supervisory authority?
- _____ Are all delivery vehicles checked in and out of the job site and are non-employee personnel (vendors, guest, etc.) escorted while on the premises?
- _____ Are high risk items stored in a security compound and are tools and equipment stored in boxes or shed?
- _____ Do you encourage your employees to mark their own personal tools with some type of personal identification (for example, drivers license number)?
- _____ Are the serial numbers of tools and other valuable equipment and property of your company recorded and are these numbers permanently embossed on these items (also record the location of the number and any other identifying features)?
- _____ Is your job site area adequately lit?
- _____ Is the area fenced and do you employ guards or security patrols during evening hours and on weekends?
- _____ Are you familiar with and have you considered the use of alarms or other electronic or mechanical protective devices?
- _____ Do you solicit suggestions about security improvements from employees?
- _____ Do you report all incidents of vandalism and theft promptly to your own office and to local law enforcement officials?
- _____ Do you display "NO TRESPASSING," "WARNING" and "REWARD" posters and signs on all job sites?



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