

# **SECURITY**

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## **FROM WAREHOUSE TO RETAIL**

**What we must do in order to properly protect our customer, associates and business.**

**Tim Shipman, Loss Prevention  
Operations Manager,  
Food Lion Corporation**

## **Recent Tragic Events**

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- ❑ **As you are aware, America has suffered a great loss due to the events that occurred on September 11, 2001.**
- ❑ **As a result, this has put all of Corporate America on notice that we need to act in a responsible manner when it comes to the appropriate protection of our assets, associates and customers.**

## **Securing Your Facility**

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- ❑ **What is entering your facility?**
- ❑ **Who is entering your facility?**
- ❑ **What is taking place inside your facility?**
- ❑ **What is leaving your facility?**
- ❑ **Who is leaving your facility?**

## **What Is Entering Your Facility?**

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- ❑ **Maintaining an outer perimeter**
- ❑ **Access control, both outer perimeter as well as inner perimeter (Security Guards, Card Access, Turnstiles)**
- ❑ **Inspection of incoming parcels, packages and common carriers**
- ❑ **CCTV at all points on entrance**
- ❑ **Alarm systems for both day and night use**
- ❑ **Two-way alarm systems, wireless backup**
- ❑ **Off-site monitoring of alarm system**

## **Who Is Entering Your Facility?**

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- ❑ Maintaining an outer perimeter
- ❑ Issuing ID Badges to be worn by associates
- ❑ Properly identifying visitors as well as identifying what they are bringing into the facility at the outer perimeter
- ❑ Issuing of visitor passes – Training associates and management to challenge anyone not wearing a visitor's or associate pass
- ❑ Responsibility of running background checks on your work force (Premise Liability issues)

## **What Is Taking Place When Your Facility is Entered?**

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- ❑ Proper monitoring of visitors and associates while they are on your premises (including the proper use of ID Badges for associates and visitors, alarms and CCTV)
- ❑ Segregating visitors and limiting access to your facility by all visitors - All visitors should be accompanied while inside your facility.
- ❑ Segregating visitors' parking from associate parking

## **What Is Leaving Your Facility?**

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- ❑ **Checking outgoing common carriers**
- ❑ **Documenting who and what is leaving your facility, to include the time and date**
- ❑ **Inspection of outgoing packages**
- ❑ **CCTV and Alarm Systems on all points of ingress and egress**
- ❑ **Delayed egress bars tied into your alarm system where allowed by law**

## **Who Is Leaving Your Facility?**

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- ❑ **Proper documentation of who is leaving your facility by way of logging the visitors out by log, or card access through turnstiles for associates.**
- ❑ **With the combination of the two, one should always know who is on your premises.**
- ❑ **Documentation should also be backed up with CCTV.**

## **Where Do You Start?**

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- ❑ **Have a security professional conduct a detailed assessment of your facility and make recommendations.**
- ❑ **It is very important to utilize a security professional your assessment stage.**
- ❑ **Decide what recommendation you can react to immediately and obtain “the most juice for the squeeze”.**
- ❑ **In that you are wanting to protect what is inside your facility, it is best to start on the inside and work your way out.**

## **Final Word**

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- ❑ **Finally, always remember that security is an attitude.**
- ❑ **Security is not always convenient!**
- ❑ **Secure your future as well as your customers and associates.**