

# MallSecure: Shopping Centre Security Consulting

a national service from DAVID HYDE & ASSOCIATES

David Hyde & Associates

## Services at a Glance

- Mall Security Audits & Risk Assessments
- Security Program Review & Development
- Emergency Response Plans
- Crisis Management / Business Continuity
- Security Policy & Procedures Review
- Contract Security Reviews / RFP's / Tenders
- CCTV System Design & Optimization
- Retail Security & Safety Seminars

## Case Study #1

*A man was seriously injured when he was arrested for shoplifting at a Toronto mall. Mall security was not trained in conflict de-escalation and no arrest policy was in place.*

## WE KNOW MALL SECURITY....

**David Hyde MSc, CPC** is Principal Consultant at David Hyde & Associates. He spent 15 years managing security at regional and super-regional malls across Canada, followed by 6 years as National Security Director for Cadillac Fairview.



David has performed over 50 mall security audits and developed security and emergency management programs at some of Canada's best-known malls. From 2006-2010 he was the sole Canadian member of the ICSC Shopping Centre Security Task Force.

**Shopping centres** face a widening array of security and business interruption risks from severe weather and power outages to mall crime and violence. In surveys, mall customers consistently rank safety as a primary factor in deciding where to shop. *Is your mall security program sending the right message?*



**An effective mall security program** is not only a business imperative; it's also a legal one. In Canada, property managers have a legal duty to maintain a safe mall environment. Crime, youth misbehaviour, solicitation or poor lighting can create a negative perception of safety leading to reduced visitation and sales productivity. *Is poor security hampering sales performance at your mall?*



**When things go wrong** malls often face questions about security staffing, policies and training. The "new media" amplifies negative messages to an ever-widening audience. *Do you have answers to the tough questions about your security program?*

## Case Study #2

*A Calgary mall was evacuated on a busy Saturday when bear spray was dispersed in a store. The security response was criticized. The mall didn't have an airborne contaminant response procedure.*

## WE ALSO KNOW RETAIL....

**Dean Correia, CPP** is a Senior Associate. He was formerly Director of Corporate Security with Walmart Canada. He has diverse retail loss prevention and operations management experience from a 20-yr leadership career with global brands GAP, Starbucks and Walmart.



Dean is one of Canada's most respected retail loss prevention professionals. He brings a retailers "inside perspective" to the David Hyde & Associates service offering. Dean is an active member of the Retail Council of Canada and led the RCC's National Loss Prevention Conferences in 2006 and 2008.

# David Hyde & Associates

## Why prioritize mall security?

- The cash and merchandise in stores attract habitual and professional criminals
- Mother nature has become more unpredictable and malls need to be better prepared
- There is a legal obligation within the lease to maintain "safe common elements"
- The high ratio of young females working and shopping in malls increases the risk
- There is no such thing as an "isolated incident" in today's new media landscape

### Case Study #3

*For the third time in 2 months a car was stolen from a Vancouver mall parking lot. Local media arrived at the mall to cover the story. The General Manager was away on vacation and no crisis management plan was in place.*

## WE HAVE A NATIONAL REACH....

**Glen Kitteringham, M.Sc, CPP** is a Senior Associate in Western Canada. Glen worked for many years in retail loss prevention with The Bay before spending 13 years with Brookfield Properties, most recently as Director of Security for Western Canada.

Glen is recognized as one of Canada's most influential security professionals. During his career he has managed security at a number of high profile, mixed-use commercial buildings in Calgary, Edmonton and Vancouver.

**David Hyde and Associates** has been involved in the design, review and implementation of security programs at some of Canada's highest profile shopping centres and mixed-use facilities.



**Our team** has 60 years of combined experience securing shopping centre, retail and mixed-use properties. We approach mall security as a service differentiator and active contributor to "customer experience".

**We are a partner** you can trust to help improve your bottom line. Whether it's benchmarking your existing mall security program against legal standards or developing emergency response or crisis management plans, we have the knowledge and experience to help you avoid costly business interruption.



### Case Study #4

*A security guard in an Ottawa-area mall was found to be using the CCTV system for an improper purpose. The property did not have a CCTV Acceptable Use Policy in place.*

**Research suggests that** most commercial security programs are not optimized. An all-too-common problem is over-reliance on a single program component such as CCTV or uniformed security staff. The result is a program that does not meet legal or industry standards.

**David Hyde and Associates** uses proven methods and tools in evaluating mall security and emergency programs. We focus on integrating physical measures, security procedures, building staff and security technology into a single, easily manageable solution.

**We have performed** well over 100 physical security assessments at commercial facilities of different types and sizes. In most cases we are able to significantly increase security program effectiveness whilst delivering meaningful operational cost savings.

**\*\*Please call us to find out how we can optimize your security program, safeguarding your business operations and hard-earned reputation.\*\***