

Mike Fenton and Associates

Security Consulting Process Overview:

1.Our Goals:

(i) To provide clients with multiple, effective, reasonably priced, & practical security solutions for any non-routine or serious security, crime prevention or disorder problems. Our short and medium term goal always is to prevent further losses.

(ii) To provide clients expecting demonstrations or strikes with practical security plans that minimize disruptions and ensure the safety and security of all staff, all company facilities and all company and all non-striking employee vehicles.

2. Privacy: Since our reports contain confidential client information we do not share them with media, industry associations, local crime prevention associations or community colleges. None of our reports are posted to our website. We do occasionally get requests from police service crime prevention units for copies of some reports where\when a very significant loss has occurred. Before releasing any report we review these requests with our clients to determine if they authorize us to release their report to their local police service.

3. Our Process:

(i) **Loss Event History:** We interview client selected long term managers and/or staff to determine what concerns they have and where\when thefts, & break enters, malicious damage, trespassing, hate graffiti, etcetera have occurred on site here in the past.

(ii) **Crime Statistics Analysis:** We compare the local crime statistics obtained from the local police service's annual reports for the 6 primary indicators of crime and compare them to provincial and national averages as supplied by Juristat, Statistics Canada's crime statistic resource

(iii) **Neighborhood Threat Risk Assessment (TRA)** Our consulting process includes a Neighborhood TRA to locate any nearby problem areas such as community housing, methadone clinics, homeless person shelters or encampments, correctional facilities, needle exchanges, high schools etcetera. If it is established that the close proximity of any or all these

facilities contributes to onsite disorder and/or ongoing losses such as theft from parked vehicles, subject to site management approval we attempt to open a dialogue between site management and the local management of the nearby shelters, community housing, methadone clinics, and/or local high school vice principal believes to be responsible.

(iv) In Depth On Site Physical Security Audit: This includes a review of all grade level perimeter door and window hardware and any landscaping practices that are creating ambush hazards, e.g. lower limbs of mature evergreens have not been removed allowing an assailant to hide near a pathway, or lack of hostile vegetation (shrubs with thorns or that emit noxious odors), in areas where homeless addicts self inject and/or dispose of their syringes. If the subject building has received bomb threats we review interior and exterior landscaping policies to make it harder to hide and easier to find any improvised explosive devices. We also recommend the use of hostile vegetation (plants with thorns) to discourage homeless persons from using the flower beds as toilets or for sleeping. If the property has fencing that is regularly cut we recommend fencing upgrades that conform to the US Military's United Facility Command fencing standard – thicker 6 gauge chain link with 1 inch (25mm) squares verses the commonly found thin 9 gauge chain link with 2 inch (50mm)squares that is quick and easy to cut. We review key and access card control and the possible use of or lack of access control software with the “inactive card management feature”, visitor controls building opening and lock up procedures for “windows of opportunity”, times elevators go on and off access control, stairwell security and mechanical area security especially any mechanical penthouse to ensure that “roof toppers” cannot gain easy access to the roof. Roof toppers sometimes damage mechanical room and roof doors. Also most roof toppers like to photograph themselves standing on the edge of the roof or on its perimeter half wall. Their pictures will be widely circulated the internet. 4 years ago one large Canadian bank office tower was penetrated by roof toppers who posted pictures on line of themselves standing on the edge of the roof on line much to the bank's embarrassment.

Our broad brush reports provide clients with a long list of effective remedial security solutions so our client can select those that are most

appropriate to her\his operating environment, budget and areas of ongoing concern to on site normal users or tenants especially any anchor tenant.

4. Typical Service Requests: Typical client requests include quotations for in depth security reviews for commercial or industrial buildings where have been significant thefts including load thefts, and copper thefts obvious pre-attack probes and/or vandalism and/or where a labor disruption is expected. We are also often requested to review on site security for parking structures with numerous thefts from parked vehicles and homeless persons living in the stairwells and associated maintenance\hygiene issues. Also we also are requested to recommend security upgrades for buildings with ongoing day time thefts from offices and safety concerns for reception persons. We are also routinely requested to review public access washrooms for ongoing IV drug use, sexual activity and, homeless person sleeping\loitering concerns. We are occasionally requested to review commercial office buildings with over subscribed access control systems (e.g. 2200 active access cards in a building with 1750 employees.

5. Reception Person Safety and Security Training: We are routinely requested to review security of reception areas where there may have been confrontations and/or staff have been threatened. This typically includes a review of the physical aspects such as reception person escape options, tactical retreat areas with walls re-enforced with $\frac{3}{4}$ inch plywood and metal doors and subtle methods for the reception person to summon assistance such as inexpensive green button software, subtle code words and use of the PA system and most importantly use of intuition and the 3 stages of anger . We also hold personal safety seminars for reception persons who often interact with threatening or possibly violent individuals. Where reception persons handle the company mail we hold seminars on suspicious mail recognition points and safe handling of the company mail. If the company has been involved controversial activities these seminars include persons who open executive's mail and any executives who prefer to open their own mail.

5. Event Security: We also prepare demonstration security plans for buildings which been previously picketed and/or occupied by groups such as ACORN or OCAP. Prior to Toronto's G-20 a Civil Disturbance Protection

Plan we developed was distributed to over 200 buildings in downtown Toronto. We have also assisted a producer of military vehicles with strategies to permit them to move vehicles in and out of their plant without being obstructed. We also helped end the occupation of a leading tele-communication companies head office.

6. Load Thefts We also audit & revise where\when necessary company, security programs to prevent further load thefts from companies that have had numerous loaded trailers stolen in spite of multiple video surveillance cameras and on site guards. Load Thefts can involve almost anything including frozen meat, tools, office furniture, alcoholic beverages, firearms and currently copper.

7. Multi-Unit Residential: Various condominiums have also requested security reviews due to bicycle thefts, thefts from locker rooms, thefts from parked vehicles and in two unfortunate cases homicides. While the overall break in rate for condominiums is very low when compared to conventional single family dwellings we review some condominiums every year where there is a concern about residential break and enters. Note: We are also occasionally requested to assist with security program design for very large executive homes. In some of these cases one or both partners have received serious threats from criminals.

8. Crime Prevention Tactics: We carefully select tactics\ appropriate security equipment based on what we have learned about the local threat level during our on site tours and neighborhood threat risk assessment phase and crime statistics analysis. We recommend a wide variety of remedial tactics from target hardening, opportunity reduction, layering and CPTED. Our senior consultant was among the first Canadians to obtain CPTED training in 1994, at the US National Crime Prevention Institute.

9. Security Consulting Process: Upon approval of our proposal Mr. Fenton will tour all areas and will make written notes regarding his findings. He will interview persons only selected\approved by our client in advance. Items that are very serious, or that occur at multiple locations on the property or that require immediate attention will be photographed. Those photographs will be subject to client approval to appear in our report along with the exact location of each problem area and 2 or more possible solutions.

10.Independence: We have no relationships with suppliers of hold up alarms, video surveillance cameras, guards, electronic access control equipment , doors, dead bolt locks, high security padlocks etcetera. We only recommend what we know works well and reliably. We do not accept hockey tickets, lunch, fishing trips etcetera from **any** suppliers of security products or services.

11.Our Fees: Due to our very low overhead and highly experienced consultants our base billing rate is \$65.00 per hour verses \$95.00 to \$125.00 or more per hour for our competitors . One hour in the field generally results in two hours report writing, research and analysis of crime statistics and evaluation of local risk factors such as community housing, a local needle exchange etcetera.

12. Senior Consultant: Mike Fenton has over 38 years Canadian and US consulting experience and some experience in the Caribbean . Mr. Fenton will conduct on site tours of all in building areas, parking, the grounds and any nearby occupancies that increase the risk to our client's property. He is often accompanied on his tours by a trainee. Mike is a founding member of CPTED Ontario and sat on their board for 6 years. He also was among the first Canadian' CPTED practioner's to be called as an expert witness on CPTED (or lack thereof) in a surface parking lot where a woman was gang raped and brutalized repeatedly by two drunken thugs in broad daylight. His client was awarded a total of \$1.2 million Cdn - \$400,000 from each of 3 very well known defendant companies. Note: The less than competent security company that was involved eventually was sold to cover its owner's share of the damages, awarded to the brutalized victim.

Mike has the following certifications :

ASIS – Certified Protection Professional May 3,1997

Physical Security Professional February 24, 2006

International Society of Crime Prevention Practitioners

International Crime Prevention Specialist July 18, 2013

Government of Canada: Former Certified /Designated Official for the Controlled Goods Program (Expired January 2019.)

US National Crime Prevention Institute: Crime Prevention Through Environmental Design 1994 and Crime and Loss Prevention Level 1 ,1995

Former Board Memberships: CPTED Ontario, the Central Ontario Crime Prevention Association and the Advisory Board for the Security and Loss Prevention Program at Fleming College

Mr. Fenton has numerous other qualifications and if you would like the complete list please email us at m.p.fenton@rogers.com

Pro Bono Community Involvement: Security reviews of shelters for battered women & their children, and security reviews for places of worship that have been burglarized, vandalized or the victim of arson or attempted arson are provided by Mike Fenton and Associates at no charge. A copy of a letter from Light on the Hill, a Richmond Hill Church which was broken into twice is enclosed.

We would be pleased to provide you with a proposal upon request. Please contact us at M.P.Fenton@rogers.com for a pre-quotation tour.

10. References: Mr. Brian Patterson, President Ontario Safety League.
416 629 2890

Mr. David Burt Facilities Manager Teknion Furniture
Manufacturing 416 661 1577

Mr. Alonzo Starling, Former Security Manager Global Teknion Furniture
Manufacturing 416 988 5422