



## Don't Forget About Security

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Tips to ensure your facility is safe and sound

Facility managers are challenged with daily responsibilities of business management and handling crisis situations. Too often, managers can get swept up in these commitments and allow security to become less and less important on their to-do lists. They are surrounded by technology that allows them to manage access to their location and assets by time, date and identity, yet rarely do managers ensure that all of these technologies are in sync or are maintained to ensure peak performance.

### The Keys to the Kingdom

Let's run through the process of hiring a new employee. They are introduced to the company, and upon acceptance of the position, they are granted permissions to certain aspects of the business. Depending on their position, they may be issued keys to the doors and elevator, given access to the video surveillance system and possibly provided a code to the alarm system and safe.

While all of this may be necessary, this gives the employee the keys to the kingdom. Now, let's stop and think about this. Do all criminals come in after business hours? Do they all wear masks and carry weapons? Nope. Don't make the mistake of overlooking the less-obvious criminals.

Now, let's consider a recently terminated employee. While their access card is removed from the system, this alone does not keep the location protected. What if the ex-employee is still friends with a current employee? It would be very easy for the terminated employee to gain access to the building. That's why it is important to make sure the facility's CCTV cameras, safe and door hardware units are tested and maintained regularly. If an ex-employee knows that the CCTV cameras have not been working consistently, that the worn buttons on the safe's touchpad give away the combination, or that the lock on the back office door will come loose if jiggled, there is nothing stopping him or her from exploiting a flaw in the system.

It also is important to keep the locks of the facility updated regularly. Anytime a key is lost or stolen, the lock should be changed. While this may mean several lock changes per year, facility managers can save thousands of dollars by installing interchangeable core locks. A manager can change the inner core of these locks, eliminating the need for a service call.

Regardless of all the security systems or video devices that are installed, they are useless unless they are reviewed on a regular basis and updated when necessary.

### Facility Upgrades

You can further minimize risk by implementing technology that allows for the control and reporting of access based on time, date and identity. While alarm systems keep intruders out, the facility can become vulnerable when employees share the door code—unless technology that can restrict access by these three principles is implemented. With these safeguards, an intruder will be denied access whenever the location is closed, even if he or she has the right door code.

The safe is the last line of defense. Safes that only require one combination code eliminate the opportunity to control access by person. Look for an electronic lock that allows individual user combinations. There are even electronic locks that track which users have accessed the safe and at what times. These safes offer control on multiple fronts, and they allow the business to hold employees accountable.

To review, here are the five action items every facility manager should implement:

- 1 Ensure the physical security measures, such as the CCTV cameras, the safe and door hardware, are tested regularly.

- 2 Control who has access to the location by routinely updating the locks in the facility.
- 3 Seek solutions that allow you to change locks as frequently as necessary without added cost.
- 4 Integrate technology that restricts access by time, date and identity. This effectively triples control of assets and security.
- 5 Seek technology that runs audits and increases transparency and accountability in the location.

Keith McCuen is Executive Vice President of Rolland Safe and Lock. He has more than 25 years of experience in physical security and loss prevention. As an industry expert, he has created cash handling procedures, specified hardware, designed layouts and implemented access control systems that mitigate risk and reduce cash shrinkage within various industries nationwide.