Quarterly Dispatch

Boyd & Associates Celebrates 55 Years in Business!

1967
A former polygraph examiner with U.S. Army Counter Intelligence, Raymond Boyd serves as Director of Security for a major airline. Recognizing an opportunity to provide criminal investigation services for private companies, Ray and Barbara Boyd form Boyd & Associates.

1969
Moving headquarters to North Hollywood, the Company provides 24/7 security services and plans for future growth.

1970's
To support local areas in need of police resources, the Company adds security officers, patrols, and burglar alarms to its offerings.

1980's
Adding staff, services, and technologies, the Company grows while striving to provide its customers with exceptional service.

1990's
Six local alarm firms are acquired, and surveillance technologies are adopted, expanding the Company's service areas and offerings.

2010
Real-time patrol car tracking is implemented, allowing the Central Station to track the location of every vehicle at any time.

2016
Two new fully redundant central stations go live, extending and improving our monitoring capabilities.

2018
Silver Security is acquired, extending our service offerings to Conejo Valley in California.

2020
Boyd SMS© is launched. This text messaging application allows customers to cancel or confirm alarm signals and more.

2021
Lightning Security and Security Network, Inc. are acquired, adding to the Company's portfolio of services.

BOYD IS NOW OFFERING ONLINE BILL PAY!

To set up your account visit www.boydsecurity.com. The portal can be accessed by clicking "Pay My Bill" in the top right hand corner. You will need to use your current email on file and have your subscriber ID handy.

www.boydsecurity.com
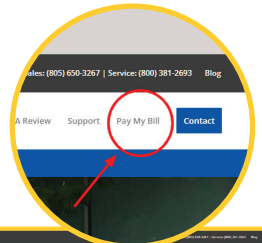
If you have any questions, please contact our billing department at (805) 650-3267.

Better Business Security, Robbery and Theft Prevention

Commercial robbery can take place inside or outside of business hours. Business crime is always difficult to deal with, but a robbery can be especially distressing. While the FBI says that a majority of store robbery cases are simply "crimes of opportunity," and not targeted, it sure doesn't feel that way when you're the victim.

Commercial break-ins most commonly occur overnight when a business is closed. While this seems like common sense, it's not unheard of for theft to occur when a company is open. In rare cases, businesses have been broken into while closed for lunch or in the evening shortly after closing time.

Robberies steal from your bottom line in the most violent way possible, shaking up your employees and scaring off customers. Even in the event of a burglary, when no one is present on-site, there's a feeling of violation and unease that settles over a business.

That's why it's so important to put a robbery prevention and business security plan into place. Here are our best tips for preventing and responding to robberies in the workplace:

ROBBERY PREVENTION BASICS

DON'T
- Don't have less than two employees on staff at any given time.
- Don't leave back entry doors unlocked when not in use.
- Don't keep a lot of cash in the register.
- Don't block the view of the register from outside.
- Don't skip the drug screenings, background and reference checks for new hires.
- Don't balance the cash register out in the open.

DO
- Install a monitored alarm system and video monitoring to deter business crimes.
- Greet all patrons who enter the business, making eye contact with each one.
- Staff should circulate through the store offering assistance to customers.
- Keep all areas well lit, and keep windows clear of displays and signs.
- Trim bushes and trees, which typically serve as hiding places.
- Use markings on the doorway to determine the height of the robber.
- Use a dual key, drop, or delay-action time-lock safe. Post signs alerting would-be criminals of the procedure.

No matter how many security procedures you put in place, your business may still fall victim to a robbery. Be sure your staff knows how to handle these situations by creating clear written procedures and discussing them often.

What should your staff do, and not do, in the event of a business or store robbery?

DON'T
- Don't encourage the use of violence or weapons.
- Don't volunteer additional help (but do follow all demands).
- Don't follow or chase after the robber.

DO
- Make personal safety the top priority.
- Train employees to stay calm and comply with robbers' demands.
- Discreetly activate the panic alarm.
- Lock the doors and call the police once the burglar is gone.
- Note the burglar's method of escape and direction of travel.
- Ask any witnesses to stay for the police report.

A robbery or burglary is more likely to occur when the perceived reward (profit) is greater than the perceived risk (being arrested). By implementing proven robbery prevention strategies, you can decrease the perceived reward and increase the risk, forcing criminals to look for other "targets of opportunity."

Boyd & Associates can help design a crime prevention strategy for your business. Contact us for a free evaluation of your business' security!