

Best Practices associated with Theft After Delivery

1. In order to minimize potential exposure, mail should be collected as soon as it is delivered.
2. An established "*Community Watch Program*" is an excellent crime deterrent, and can minimize criminal activities within a neighbourhood.
3. Unattended delivered mail within an organization's reception area can be vulnerable. Make a point to lock up delivered mail or remove it from the open area.
4. If your business does not have dedicated staff within the reception area, consider posting a sign on the front door entrance advising potential applicants to mail their resumé. This will prevent unauthorized individuals within your place of business.
5. Businesses should speak with their financial institutions about implementing a "*Positive Play*" system, which is designed to enhance verification processes.
6. Ensure commercial cheques contain industry standard security features to minimize opportunities for fraudulent activity.
7. Business organizations should ensure that account reconciliation processes are fast and reliable to quickly detect criminal activity.
8. Never publish authorized signatories within annual reports or media announcements.
9. Theft of customer property should be reported to local law enforcement immediately.
10. Facilitate a periodic Threat and Risk Assessment (which includes mail delivery) to identify potential risks.
11. Participate in the Risk Management Network, a customer-care initiative sponsored by Canada Post and aimed at maintaining the integrity of the distribution channel through networking venues, information sharing and best practices. For additional information, contact rita.estwick@canadapost.ca