



Managing the Risks within the Distribution environment

Best Practices to minimize the exposures associated with Theft of Customer Product (Theft of Mail After Delivery)

1. In order to minimize the 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 neighborhood.
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 a 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 resume. This will prevent unauthorized individuals within your place of business.
5. Businesses should speak with their financial institutions about implementing “*Positive Pay*” 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 Canada Post sponsored customer care initiative aimed at maintaining the integrity of the distribution channel through networking venues; information-sharing and best practises. For additional information, contact Canada Post Corporate Security.