

Price-Langevin continues to have increased reporting levels of security incidents from our client base in 2018 and into 2019. In fact, this past year has been the busiest ever for our security operations group. Recent events evaluated by our risk assessment group include: multiple bombing events involving both a municipal government building; the robbery of armored guard services; robbery involving home invasion; substantial vandalism events; economic crime from business and individuals; as well as both fraud and cybercrime incidents. Cybercrime involving financial fraud, banking fraud and invoice fraud continue to be key areas being targeted by criminal groups. Computer networks continue to be targeted on an expanding basis. Increasingly violent incidents are occurring creating elevated risk to public safety. With these things in mind, organizations should continue as part of an on-going agenda the evaluation of security controls and risk potential.

Price-Langevin continues to see incidents of commercial break and enter events at locations where no alarm system was being utilized and no security video systems were installed. In these situations, the culprits had a prolonged period within the business areas and created substantial losses and damage, including the theft of customer property and substantial business disruption. The lack of detection and surveillance equipment not only eliminates the deterrent value these systems provide, but increases the time culprits will remain on site, which definitively and exponentially increases losses and damage. The installation of security hardware, good lighting, security procedures and training are proven to reduce incidents. A primary concern is that staff may enter a commercial property, or family members may enter a home unaware of criminal activity currently under way, thereby increasing the risk of a violent interaction. Alarm systems decrease the risk of this occurring and should be considered a necessary item within an effective security plan. Approaching individuals involved in criminal activity should be left to trained law enforcement personnel whenever possible.

Recent security events involving electronic compromises should also be considered by organizations and individuals in evaluating their current security posture and ensuring their information and privacy



are protected. The article below posted January 16th, 2019 by Chris Glover at CBC News is particularly concerning as we are increasingly having our security and privacy compromised by enhanced electronic surveillance capabilities being made available in the retail and online marketplace. Organizations need to take concrete action to implement policies and controls that reduce the potential for electronic compromises to occur; please contact our office to discuss an effective Technical Security Countermeasures program.

Talkative homebuyers beware, the seller might be listening

Real estate agent says clients used audio, video surveillance to eavesdrop on potential buyers

Chris Glover · CBC News · Posted: Jan 16, 2019 4:00 AM ET | Last Updated: 5 hours ago



Because surveillance devices are increasingly common inside homes, the Real Estate Council of Ontario says buyers and brokers should be cautious during home viewings. (Caolan Brennan/CBC)

Homebuyers should watch what they say during home viewings, according to an Ontario real estate agent who says two of her clients recently used cameras and microphones to eavesdrop on potential buyers.



Juliana Webster says the rules should be changed to force sellers to say if homes are under surveillance.

"When you go into a private home you don't naturally expect [surveillance]," said Webster, who works in Hamilton.

The wrong sort of comment, she warns, "could be used against the buyer, like, if they said, 'Oh, we would totally pay much more for the house.'"

Webster said she was unaware of the surveillance until her clients mentioned it. One offered to help a potential buyer who had been observed trying to use an appliance in the home. The other heard something that assured them the sale would go through.

You don't want to use it, but it could be tempting for some people.- *Juliana Webster, real estate agent*

Neither seller had installed the surveillance devices specifically to monitor potential buyers, said Webster, and it's not clear if they were hidden, or had simply gone unnoticed.

The sellers did not use the information to their advantage in negotiations. But Webster says it could be "tempting."

"You can see how somebody could listen in and get some very interesting information. And then, when it's in your lap, you don't want to use it, but it could be tempting for some people. It could be tempting for anybody."

"If your comments and their comments were being recorded certainly that puts the ball in the other person's court doesn't it?"

Webster has been a real estate agent since the 1980s. She likens the possibility of surveillance to a previous issue in the industry, when, unlike today, it was common for sellers to be in the home during viewings.



The question... is whether people looking at the house have a reasonable expectation of privacy.-

Kirsten Thompson, lawyer

"Once upon a time, when I started in real estate, the sellers were always there in the house and people were much more careful about what they said," she said.

She wants listing agreements to say if there's audio or video surveillance onsite, and for a warning sign to be posted on the site.

In Ontario, the ministry of government and consumer services set the rules for the industry, which are enforced by the Real Estate Council of Ontario (RECO).

In a statement, the minister's press secretary David Woolley said realtors are subject to federal privacy law and could not use this sort of surveillance material "for commercial purposes... without the consent of an individual involved in the transaction."

The council agrees buyers and brokers should be cautious.

"Because recording devices are becoming more and more popular, we advise salespeople and brokers to caution the homebuyers... that there may be a recording device in the home," said deputy registrar of regulatory compliance Kelvin Kucey, in a statement.



Real estate agent Juliana Webster says the rules should be changed to force sellers to say if their homes are under surveillance. (Alex Choi)

Price-Langevin Technical Security experts are available to assist you or your business or organization with the development and implementation of an effective security plan.

Organizations and citizens should take extra precautions and be aware of any suspicious activity. Do not approach suspicious vehicles or persons and not to intervene if you see criminal activity taking place but to call 911 and provide descriptions and detail to law enforcement if safe to do so.

Please feel free to call our office at 780-490-6744 or info@pricelangevin.com to discuss ways to minimize your risks for both personal safety and property security. We are here to assist with your security requirements.

Security Risk Alerts are provided on an on-going basis to our clients based on occurrences reported and observation evaluated by our assessment group. Organizations and individuals should continuously evaluate risk levels and implement policies, procedures and countermeasures as required to mitigate risk.