

# COMMERCE PLACE EDMONTON SECURITY



## **GWLRA SECURITY**

### **SECURITY DESK**

**LOCATION:** 102 Street tower elevator lobby

The Security Desk is our central operations area. General information, alarm monitoring, access control and CCTV monitoring are located at this central point. The Security Desk operates 24 hrs a day to answer your calls for service. The phone number at the desk is 944-0903. Security can also be emailed at [cped-security@gwlra.com](mailto:cped-security@gwlra.com).

### **PATROL SERVICES**

Commerce place Security Services actively patrols the entire complex, tower, parkade, retail and exterior to ensure a safe and secure environment for our tenants and the general public. Our uniformed Security Officers patrol 24 hrs a day, and are easily approachable for assistance ranging from general inquiries about Commerce Place to emergency assistance calls. Each shift has a Senior Officer present and all Officers are trained in First Aid/CPR, Security Polices, Crime Prevention and Emergency Response.

### **SECURITY SYSTEMS**

Commerce Place Security Services operates a variety of security systems such as radio communications systems, which enables constant contact between Security Officers. A dedicated Security phone line is available for emergency calls and there are exterior intercoms that are linked to the Security Desk. In the parkade there are "Panic Alarms" that are directly linked to the Security desk for immediate response from an Officer.

At Commerce Place there is a sophisticated card access system in the Tower (after business hours) to ensure that only authorized personnel can gain access to elevators and specific tenant units. The access control system is managed at the Security Desk. Tied into this system is a perimeter alarm system, which enables Security to monitor remote points and ensure the security of the building during and after business hours.

Commerce Place has an extensive CCTV system that is recorded and monitored at the security desk. The retail, parkade and exterior are under surveillance.

To track, analyze and disseminate the incidents at Commerce Place an extensive Security Information Management System is in place. This system will allow us to identify trends and prevent future incidents.

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## **SECURITY OFFICER TRAINING**

There is a high level of expectation from our tenants and the public and the Security Officers at Commerce Place. To accommodate our tenants and the public needs, Commerce Place Management strives to employ the best possible candidates for the job.

Typically the Security Officers at Commerce Place have a combination of formal Security Education from a recognized Post Secondary institution combined with prior security experience. All officers have a minimum standard of Customer Service Skills, First Aid & CPR, and Non Violent Crises Intervention and Emergency Response. Potential Candidates are trained by Senior Security Officers and have to pass specific criteria before working on their own.

Training and education for Security Officers is encouraged. Further training includes:

Arrest & Control Tactics

Co-operative Policing

Advance First Aid

Computer Skills

Emergency Response (Bomb Threats, Fire, Disaster)

Incident Scene Management

Note Taking & Report Writing

Crime Scene Management

Investigation Skills