



ONTARIO RESTAURANT HOTEL & MOTEL ASSOCIATION PRESENTS

ONTARIO HOSPITALITY CONFERENCE 2025

Speaker Session Spotlight

CRIME, COSTS & COMMUNITY:

SAFEGUARDING ONTARIO'S HOSPITALITY INDUSTRY



Dean Correia
Correia Security Resources

Sheraton Parkway Toronto North | October 20 & 21, 2025

www.ontariohospitalityconference.com



About Me...



1991-1995



1995-2008



2008-2011



2011- Present



Hospitality is a key target for criminals

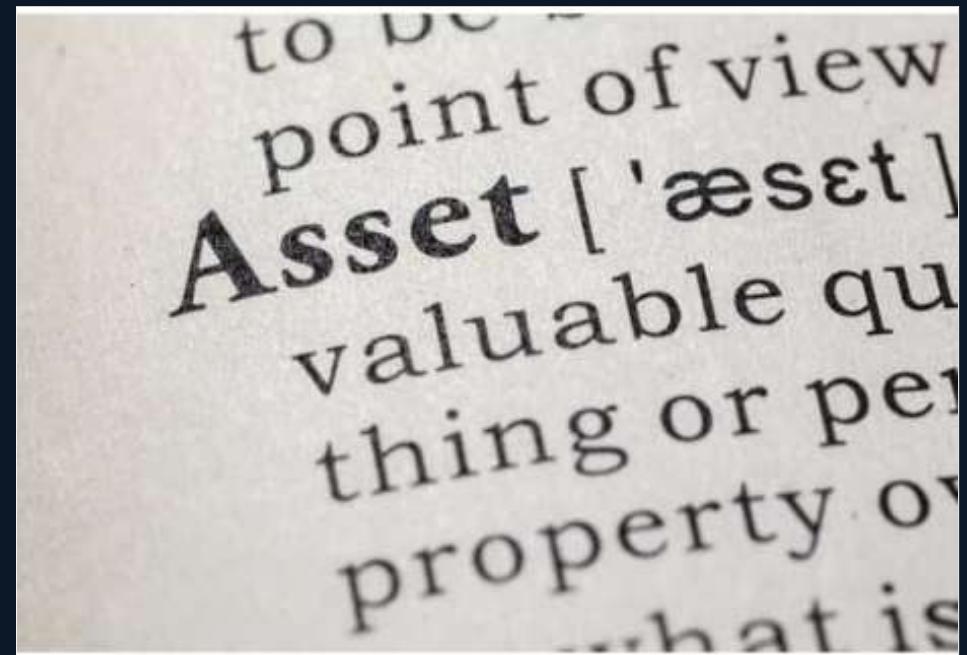
OBJECTIVES

By the end of this session, you will:

- Recognize potential for violence & learn how to minimize exposure and manage such interactions
- Increase awareness of risks to your business and how to mitigate such to protect yourself
- Learn more about how to optimize profit and minimize being victimized by scammers

ASSETS:

- People
- Product
- Buildings
- Equipment
- Supplies
- Cash
- Information
- Time
- Reputation



PROTECTING PEOPLE



WORKPLACE VIOLENCE

DEFINED AS:

The implied or actual exercise by any person of any physical force to cause injury including any threatening statement or behaviour giving a person reasonable cause to believe they are at risk of injury.

CANADIAN INCIVILITY

- 1. Politics** - 2025 Canadian Municipal Barometer survey of elected officials, about 63% of respondents said they had experienced some form of harassment during their term or campaign. Quebec 2024, enacted a law fining up to \$1,500 anyone who harasses or threatens an elected official. 800 local officials have resigned since 2021.
- 2. School Teachers** – 39% (Elementary) and 33% in (High School) mentioned that incivility from students occurs 5 times a day or more. From parents monthly - 41% (Pre-school and Elementary) and 30% (High School). Impairs learning/concentration.
- 3. Workplace – UCalgary study** - Virtually 100% of employees have experienced incivility at some point in their career. “Fight or flight”

CANADA STATS

2022 Workplace Violence Survey - \$56B

- 7 in 10 workers have experienced harassment/violence
- Third-parties (customers, vendors, suppliers, etc.) and co-workers were the most commonly reported perpetrators.
- 70% of workers who experienced harassment and violence had to miss work.
- 88% of workers who experienced harassment and violence were “transferred or lost a shift” due to the harassment and violence.

2024 Theft and Crime Survey – Average of 1.4% of top line sales

- \$2500 – Average employee amount before being caught.
- 1 in 10 employees
- \$1.2 Billion – Annual employee theft cost

HUMAN TRAFFICKING

- 4500 incidents last 10 years. 2023 =570
- Top Cities - Toronto, Ottawa, Halifax, Montréal, and London
- Victims - 93% = women/girls; 23% =children/youth; 7% = men/boys
- Accused – 39% = 18 to 24 years; 36% = 25 to 34 years (36%)
- 58% = Unsolved
- Migrant workers, International students, and Temporary foreign workers

3 STAGES OF VIOLENCE

STAGE 1

- Objectifying/dehumanizing others
- Challenging authority
- Alienating customers
- Originating /spreading lies
- Swearing excessively; using sexually explicit language
- Abusing others verbally
- Sexually harassing others

STAGE 2

- Arguing frequently and intensely
- Blatantly disregarding organizational policies and procedures
- Making verbal threats
- Conveying unwanted sexual attention or violent intentions by letter, voicemail, e-mail, or text

STAGE 3

- The violent act



EXPOSURE TO VIOLENCE



Minimize While at Work

- ✓ Follow policies
- ✓ Call a neighbouring business, friend or family member while walking into work at open or when leaving the location at close
- ✓ Call 911 if you are threatened or afraid
- ✓ Never open the door outside posted business hours

IRATE PEOPLE

If you feel threatened

- Give the subject your full attention
- Modulate your tone, stay civil, act calm
- Do not say “*Calm down, take it easy, relax*”.
- *I’m offering to help you. How can I help you? ...This is the solution I can offer to you right now.*”
- Do not touch or push the person unless you are defending yourself.
- Keep your hands chest high, gesture with open palms. This puts you in a position to block a blow
- Create/use your code phrase
- Conversation should take place under a camera view
- If violence appears to be imminent, notify the police immediately
- *Stick to the facts*



Warning
Signs!

Other key safety/security areas to focus on in your business...



Cybercrime.. the fastest growing crime impacting us all..

There is a misconception that these crimes are attempted by independent lone scammers or a relatively disorganized small groups



These are highly organized criminal organizations operating similarly to other businesses and processing fraudulent transactions at a dramatic pace and volume

ROBBERY & SHOPLIFTING MITIGATION

- ✓ Provide exceptional service to each customer.
- ✓ Shoplifter? Be 100% certain.
- ✓ Adopt a consistent code phrase to alert other staff
- ✓ Use a communication log
- ✓ Comply with all cash handling and banking procedures
- ✓ Build relationships with local law enforcement and businesses
- ✓ Riskiest times of day - First/last 30 minutes of each day

ROBBERY

If it happens to you

Listen and act carefully

- Stay as calm as possible, handle like a sales transaction
- Obey **reasonable** demands, give up the money
- **Observe distinguishing details**
 - Age, height, weight, skin/eye colour, length of hair, scars, teeth, tattoos
- ✓ **DON'T BE A HERO. DON'T CHASE**
- ✓ Lock the door after the robber leaves
- ✓ Call 911 for police, then contact your Manager, in this order
- ✓ Protect the crime scene. **Don't touch evidence**
- ✓ Witnesses complete Incident Report, including suspect(s) description(s)



**NOT ALL SCAMMERS
LOOK THIS OBVIOUS.**



Often the best criminals, look like your regular
guests

IDENTIFY DISTINGUISHING DETAILS

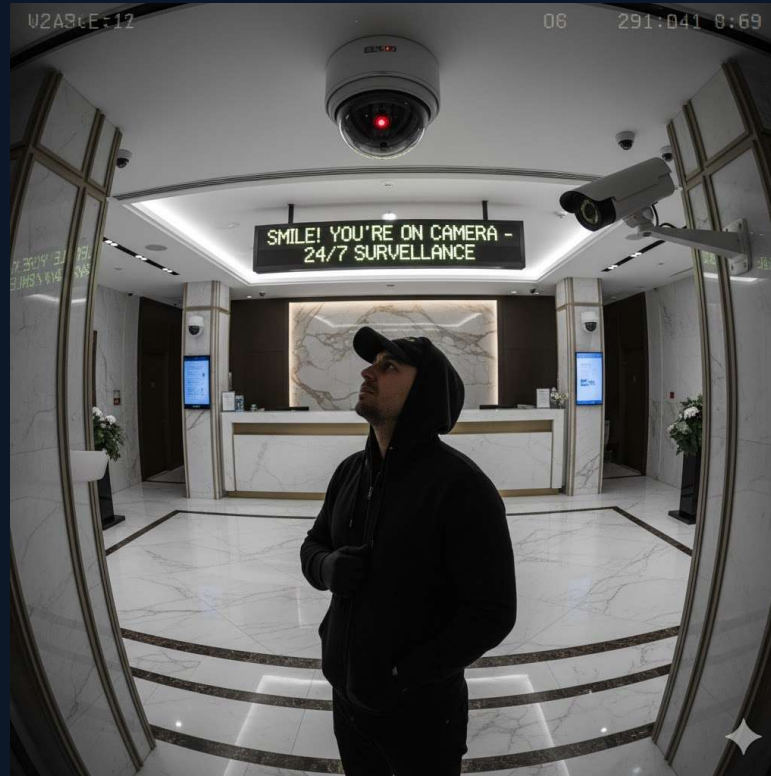
Grab a pen and paper!



**What descriptions could you offer which
would identify this suspect?**

How did you do?





Visible camera coverage of areas and effective lighting can be your best deterrent to crime including violent ones

OPTIMIZING PROFIT

UNDERGROUND ECONOMY

- \$68.5 billion, or 2.7% of total GDP, in 2021
- Top industries:
 - Construction (35%) , Real Estate (12.7%), Retail (10.5%), Food Services (7.3%)
- Top products and services:
 - Undeclared tips and wages (\$30.6B – 44.6%)
 - Renovations
 - Food and beverage; clothing
 - Illegal tobacco, wine, liquor
- Top provinces – Ontario (\$26.9B); Quebec (\$15.5B)



LOSS FORMULA

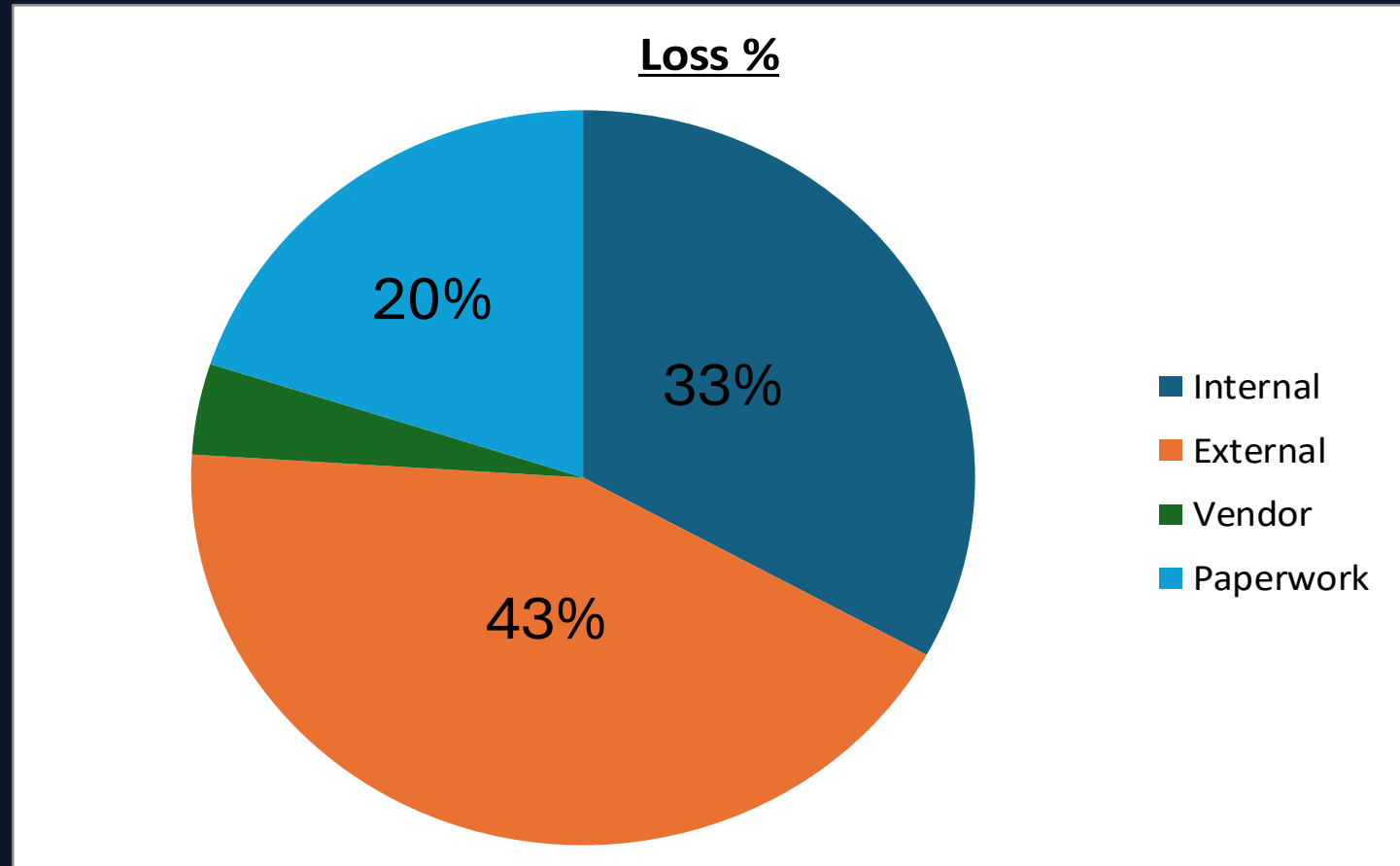
OPENING INVENTORY + UNITS RECEIVED
+ RETURNS + TRANSFERS IN

UNITS SOLD + TRANSFERS OUT
+ UNITS MARKED OUT

CLOSING BOOK INVENTORY

***Closing Book Inventory – Actual Inventory
Count = LOSS***

LOSS BREAKDOWN



LOOKS LIKE.....

- 3% Loss
- \$1M Sales per year
- Shrink = \$30,000
- Internal = \$19,500
- External = \$5,700
- Data Integrity = \$4,800
- Time Theft = 15 minutes/day



TOTAL SALES IMPACT

- Break Even Point = Loss / Profit Margin
- $\$35,400 / .10$

\$20/hr =
4 labour hours/day

\$354,000 Sales

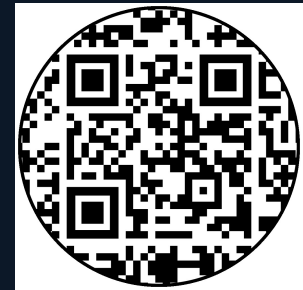
WHAT YOU CAN DO.....

- Hire and train to standard
- Physical security 100%
- Follow all policies/procedures
- Never take shortcuts on secure transactions
- Tell the customer what you can do, not what you can't do.
- Know the risks & threats around your location
- Report and document all incidents before the end of your shift. Each huddle, talk about incidents
- Ensure all staff are comfortable in addressing concerns with management and feel they will be supported.
- Build police/security/business relationships



ORHMA MEMBER SPECIAL OFFER

- ❑ ORHMA will send this deck to all attendees.
- ❑ Post and share the deck with your team.
- ❑ Online course offering, \$49 USD for 1 course;
\$5 USD for each course thereafter
- ❑ Sale November 25 to December 2!



[Dean Correia | LinkedIn](#)