

# OUTSMARTING CRIME A CAP Index Case Study

## Save Time & Money While Enhancing Security at **Critical Infrastructure**

CAP Index Strengthens a Fortune 25 Company's Security Process and Adds Cost-Efficiencies by Delivering Actionable, Accurate, and Timely Crime Risk Data

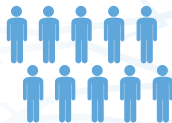
INDUSTRIAL  
COMPANY



“I rely on CAP Index to enhance our organizational ability to objectively measure and project crime risk more efficiently, more economically, and more comprehensively.”

— Manager, Security Policy, Compliance and Assurance for the Americas

**22,000**  
Employees



**100's**  
of facilities  
nationwide



**Refining, Chemical,  
and Lubricant  
Plants, Marketing Terminals,  
Transportation Centers, and Assets**

### The Challenge

North America's leading oil and natural gas producer, gasoline and natural gas marketer, and petrochemical manufacturer partnered with CAP Index to help optimize their risk assessment and resource allocation procedures. The industrial giant has critical energy infrastructure facilities located across the continent, including all fifty states, Canada, and in hundreds of unrelated and geographically separated locations.

Because of this, accessing timely and accurate crime data can be cumbersome, uneconomical, and incomplete.

### The Strategy

The company's security leadership made protecting personnel and material assets a crucial priority. They developed a universal policy to mitigate risk and ensure compliance with best practices. CAP Index became a simple, yet critical, component of their strategy.



The MOST Trusted Source for Crime Risk Intelligence.

## CAP Index Scores

A proven and tangible component of the company's security risk assessment process is the application of CAP Index's conveniently accessible and easily integrated CAP Index Scores. In addition to their inherent value, the scores are also cost-effective. Integrating CAP Scores into their security risk assessment protocol ensures that they have a reliable, accurate, and current crime risk measure for every location in the company's extensive portfolio of properties and assets.

## Data Integration Boosts Results

The company's Manager of Security Policy, Compliance and Assurance for the Americas oversees the security audit program for the company's midstream and downstream operations. He created the audit program and integrated CAP Scores as one of the required metrics in the policy.

"I can say with confidence that our decision to implement CAP Scores has been a great one, and as a result, over a successful ten-year-long relationship, we've thrived."

## Software Program & Data Collection Bettered with CAP Scores

The industrial giant built a custom software program for its internal security risk assessment and enters a range of parameters, including CAP Scores. When the program was originally implemented, the security department attempted to integrate crime risk data collected directly from individual police departments. Unfortunately, the information was hard to gather, often incomplete, and not even available in some jurisdictions. Occasionally, police department policy actually prohibited the dissemination of the requested data. Too often, personnel would be required to make multiple calls to multiple offices to gather data or even had to fly to remote locations to acquire the requisite information and statistics. By contrast, CAPData™ can be downloaded directly from the CAP website and imported effortlessly into the software program.

## Improved Implementation

The company's risk modeling program collates the various data—including CAP Scores—and produces a specific risk level for each facility. They also enacted a universal risk management approach that establishes a set of minimum security requirements for all locations. With mandatory requirements guiding staff at each location and giving them a "how-to" lesson on implementing physical and procedural security requirements at all of their facilities, the major industrial company, with CAP Index's help, has improved security.

## Data Power

By analyzing the objective CAP Scores in conjunction with their own internal data, the company now installs additional security measures beyond the basic requirements in higher risk locations, or, in some cases, may elect to waive certain requirements if they are deemed unnecessary in low risk environments.



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