

February 25, 2015

## Surprise Cash Handling Audit at Development and Building Services Centre, West Annex

### Background

As part of the 2015 audit plan Internal Audit conducted a surprise cash handling audit at the Development and Building Services Centre of the West Annex building on February 23, 2015. The audit included a review of the processes, an analysis of risk exposure, and an examination of selected sample transactions.

### Scope

The audit objectives were to determine the extent of compliance to applicable policies, procedures and the effectiveness of internal controls relating to safeguarding of assets, physical security, as well as elements of sustainable business practices in the office area.

### Conclusion

Findings and recommendations have been discussed with management which has committed to improve internal controls as noted.

The more significant findings and recommendations include:

- **Robbery Prevention Awareness training:** All concierge staff will receive Robbery Prevention Awareness Training. This will be in addition to Risk Assessment's requirements for Violence Prevention training.
- **Point of Sales terminals:** Point of Sale terminals will be regularly inventoried and labelled for ease of verification.