rethinQ
SOLUTIONS

Physical Security Services

Securing People & Spaces.

Client Intake Questionnaire

Question. Qualify. Quantify.

Instructions

Please complete this questionnaire as thoroughly as possible prior to your Discovery Session. Your responses help us understand your current landscape and tailor our assessment to your specific needs.

If a question does not apply, please write "N/A". If you are unsure, provide your best estimate — we will validate all data during our assessment phase.

Estimated completion time: 45–60 minutes

Building smarter, more resilient systems by aligning technology, people and strategy. Unleashing potential at every level.

CONFIDENTIAL

Section A: Organization Information

Organization Name:

Primary Contact: **Title / Role:**

Email: **Phone:**

Industry / Vertical: **Organization Size:**

Headquarters: **Website:**

Annual Revenue: **Security Budget:**

Describe your organization and what prompted this engagement:

■ PROPERTY PROFILING — Classification & Overview

Property Type:

■ Corporate Office ■ Industrial / Warehouse ■ Manufacturing

■ Retail / Storefront ■ Data Centre ■ Healthcare

■ Educational Campus ■ Multi-Tenant Building ■ Residential / Mixed-Use

■ Construction Site ■ Event Venue ■ Government / Civic

■ Hospitality / Hotel ■ Religious / Worship ■ Other

If Other, specify: **# Properties to Assess:**

 # Buildings Per Property: **Property Age (Yrs):**

Primary Property Address: **Total Sq. Footage:**

 # Floors / Stories: **Basement Levels:**

Construction Type: **Ownership (Own / Lease):**

Construction Material:

■ Steel Frame ■ Concrete / Block ■ Wood Frame

■ Brick / Masonry ■ Glass Curtain Wall ■ Pre-Fab / Modular

■ Mixed / Other

Operating Hours: **After-Hours Activity:**

 # Employees On-Site: **# Daily Visitors:**

Shifts (Single/Multiple): **Shift Times:**

Multi-Tenant? (Y/N): **# of Tenants:**

Neighbourhood, surrounding area, environmental risks (flood, crime, hazards, critical infrastructure):

■ STRUCTURAL INVENTORY — Entry Points, Doors & Openings

Entry & Exit Points (count and notes for each):

Element	#	Notes / Details
Main / Front Entrances		
Side / Secondary Entrances		
Rear / Back Entrances		
Emergency Exits (Fire Exits)		
Loading Docks / Receiving		
Service / Utility Entrances		
Garage / Parking Entries		
Pedestrian Gates (Perimeter)		
Roof Access Points		

Doors Inventory:

Element	#	Notes
Exterior Doors — Steel/Metal		
Exterior Doors — Wood/Solid		
Exterior Doors — Glass/Storefront		
Overhead / Roll-Up (Garage)		
Roll-Up Doors (Loading Dock)		
Interior Secure / Controlled		
Stairwell Doors (Per Stairwell)		
Elevator Count		
Vault / Safe Room Doors		

Windows & Openings:

Element	#	Notes
Ground Floor — Operable		
Ground Floor — Fixed		
Upper Floor — Operable		

Upper Floor — Fixed		
Basement / Below-Grade		
Skylights / Roof Openings		
Storefront / Display (Linear Ft)		
Drive-Through / Service		
Ventilation Openings / Louvers		

Glass Types Present:

■ Standard ■ Tempered ■ Laminated ■ Security Film

■ Bullet-Resistant ■ Wire-Reinforced ■ Unknown

Known structural vulnerabilities, aging concerns, or areas needing repair:

■ PERIMETER, PARKING & GROUNDS

Perimeter Fencing:

■ Chain-Link ■ Ornamental / Iron ■ Concrete / Block Wall

■ Anti-Climb / Razor Wire ■ Wooden Fence ■ Bollards

■ Natural Barrier ■ No Fencing ■ Other

Fence Height: **Fence Condition:**

 # Vehicle Gates: **# Pedestrian Gates:**

Gate Type: **Gate Access Method:**

Perimeter Detection?

Parking & Vehicle Access:

Parking Type:

■ Surface (Open) ■ Surface (Gated) ■ Covered Structure ■ Underground

■ Street Only ■ Valet / Controlled ■ No Parking

 # Parking Levels: **Total Spaces:**

Parking Gated? (Y/N): **Gate/Barrier Type:**

Parking Lighting: **# Parking Cameras:**

Emergency Call Stations?

Parking security concerns (break-ins, safety, lighting, blind spots):

Grounds & Environment:

Exterior Lighting Type: **Motion-Activated?**

Dark Zones / Problems: **Landscaping Concealment?**

Adjacent properties, shared boundaries, sight-line concerns:

Section E: Current Access Control Systems

Access Control Methods:

- ■ Key Cards / Fobs
- ■ Biometric (Fingerprint)
- ■ Biometric (Facial)
- ■ PIN / Keypad
- ■ Traditional Keys
- ■ Mobile Credentials
- ■ Turnstiles / Mantraps
- ■ Intercom / Buzzer
- ■ Visitor Mgmt System
- ■ No Formal Control

AC Vendor: **System Age (Yrs):**

 # Controlled Doors: **# Uncontrolled Entry Pts:**

Key / Credential Mgmt:

Master Key System? (Y/N):

Visitor Check-In: **Visitor Badge System:**

After-Hours Access Protocol:

Known access control gaps, concerns, or incidents:

Section F: Surveillance & Monitoring Systems

Surveillance Systems:

- ■ CCTV / IP Cameras
- ■ Analog Cameras
- ■ Intrusion Alarm
- ■ Motion Sensors
- ■ Glass Break Sensors
- ■ Door/Window Contacts
- ■ Central Monitoring
- ■ On-Site Guards
- ■ Contract Guards
- ■ AI / Analytics
- ■ License Plate Recog.
- ■ No Surveillance

 # Interior Cameras: **# Exterior Cameras:**

Camera Vendor: **System Age:**

Video Retention: **Storage (Local/Cloud/Hybrid):**

Monitoring Schedule:

Alarm Provider: **Alarm Response Protocol:**

Known surveillance gaps, blind spots, or coverage concerns:

Section G: Workplace Safety & Emergency Preparedness

Emergency Response Plan?

Evacuation Procedures?

Last Emergency Drill: **Drill Frequency:**

Assembly Point? **# Fire Wardens:**

Emergency Equipment:

- ■ Fire Alarm
- ■ Sprinkler (Wet)
- ■ Sprinkler (Dry)
- ■ AED
- ■ First Aid Kits
- ■ Emergency Lighting
- ■ Generator
- ■ UPS
- ■ Mass Notification
- ■ PA / Intercom
- ■ Safe Room
- ■ Panic Buttons
- ■ Active Threat Protocol
- ■ Crisis Comms Plan
- ■ Weather Alert

Fire Suppression Vendor: **Last Fire Inspection:**

Active Threat Training?

Safety incidents, near-misses, or emergency concerns (past 24 months):

Section H: Security Personnel & Operations

Security Team Size: **Security Lead:**

Reports To: **Security Budget:**

Guard Service:

- ■ In-House
- ■ Contract
- ■ Both
- ■ None

Guard Provider: **Contract Expiry:**

Guard Hours: _____ **# Guard Posts:** _____

Guard KPIs Monitored? _____

Background Checks? _____

Security Awareness Training? _____

Workplace Violence Prevention? _____

Executive Protection Needs? _____

Overall security culture description:

Section I: Security Goals & Priorities

Top 3 Physical Security Priorities (Next 12 Months):

What does success look like for this engagement?

Specific concerns, incidents, or regulatory pressures driving engagement?

Urgency Assessment — Rate 1 (Not Urgent) to 5 (Critical):

	1	2	3	4	5
Physical Risk Assessment & Strategy	■	■	■	■	■
Access Control & Perimeter Security	■	■	■	■	■
Surveillance & Monitoring	■	■	■	■	■
Workplace Safety & Emergency Prep	■	■	■	■	■
Executive & Personnel Protection	■	■	■	■	■
Security Operations & Governance	■	■	■	■	■

Authorization & Sign-Off

By signing below, I confirm that the information provided is accurate to the best of my knowledge. I authorize rethinQ Solutions to use the information and access the platforms referenced in this document for the purposes of our engagement.

Signature:		**Date:**	
Printed Name:		**Title:**	