



Service Alberta

Commerce Place
10155 - 102 Street
Edmonton, Alberta
Canada T5J 4L4

Telephone (780) 427 5210
Fax (780) 427 3033

DIRECTOR'S ORDER UNDER SECTION 157 OF THE FAIR TRADING ACT

TO

A AB. LOCK SURGEON LTD.

and MR. KEITH CURTIS BOOTH,

and ANY EMPLOYEE, REPRESENTATIVE, OR AGENT OF A AB. LOCK SURGEON LTD.

ISSUE

The Consumer Investigations Unit of Service Alberta conducted a proactive investigative operation to determine whether specific locksmiths are engaging in unfair trading practices in the city of Edmonton. Investigators from the Law Enforcement & Oversight Branch of Justice and Solicitor General, the department responsible for the licensing of locksmiths in the province of Alberta, participated in the operation.

The same lock was used as a control during the operation so that contacted locksmiths would be attempting to open the same lock. The lock was installed by an experienced and licensed locksmith. This lock was also picked by the locksmith to show the speed and technique that would be used by locksmiths to gain entry into this lock.

A AB. Lock Surgeon Ltd. was contacted to attend a residential premises for a lock-out. The employee dispatched by the company was Mr. Keith Curtis Booth. Unlike the speed and technique of the experienced and locksmith, Mr. Booth was unable to pick the lock to open the door and after 30 minutes resorted to more aggressive means by forcibly twisting the knob and lock mechanism until it broke off. After gaining access to the home, Mr. Booth proceeded to use tools to try to straighten out the damaged inner mechanism of the lock. He then re-installed the damaged lock on the home.

Mr. Booth told the investigator he was properly trained as a locksmith and that "all locksmiths in Alberta have to be licensed" and undergo a "criminal record check". This statement by Mr. Booth to the investigator (who he believed to be a consumer) would cause any reasonable consumer to believe that he therefore was licensed and had undergone a criminal record check. Law Enforcement & Oversight Branch of Alberta Justice and Solicitor General confirm that Mr. Booth did not obtain the required locksmith license and therefore did not have the authority to be working as a locksmith in the province of Alberta.