

KEEP YOUR BUSINESS IN BUSINESS

INTRODUCTION TO KYBIB

YOUR FIRE RISK ASSESSMENT

GUIDE FOR YOUR INITIAL
FIRE RISK ASSESSMENT

GUIDE FOR FIRE RISK
ASSESSMENT REVIEWS

FIRE RISK ASSESSMENT FORMS

MAINTENANCE & TESTING/
COMPLIANCE

BUSINESS BEST PRACTICE
FIRE REDUCTION • CRIME REDUCTION

CONTINGENCY PLANNING
AND DISASTER RECOVERY

YOUR FIRE RISK ASSESSMENT
RESULTS

UPDATES & ADDITIONAL SECTIONS:

www.wmarsontaskforce.gov.uk/kybib

VERSION 4: 1/2007

LEGAL

The information contained in this Handbook is for general guidance on matters of fire safety only. The application and impact of laws can vary widely based on the specific facts involved and you are advised to seek further specialist advice if you are at all uncertain as to their application in relation to your business. Given the changing nature of laws, rules and regulations, and the inherent hazards of electronic communication, there may be delays, omissions or inaccuracies in the information contained in this Handbook.

While we have made every attempt to ensure that the information contained in this Handbook has been obtained from reliable sources, The West Midlands Arson Task Force is not responsible for any errors or omissions, or for the results obtained from the use of this information. All information in this Handbook is provided "as is", with no guarantee of completeness, accuracy, timeliness or of the results which will be obtained from the use of this information.

Under no circumstances will The West Midlands Arson Task Force, its related partnerships or partners, agents or employees thereof be liable to you or anyone else for any decision made or action taken in reliance on the information in this Handbook or for any consequential, special or similar damages, even if advised of the possibility of such damages.

Information contained in this document is correct at time of going to publication.

© West Midlands Fire Service Creative Services 2006

Photographs © West Midlands Fire Service Photographic 2006

BUSINESS BEST PRACTICE – CRIME REDUCTION

SAFE AND SECURE?

Every year the Police deal with businesses that have been affected by crime, from the independent shop owner to the multinational company. Business crime is not a victimless crime; it can have long-term effects on the organisation and its staff.

The British Chamber of Commerce Survey states that the average cost of crime to every business is £8,000 per year.

Security considerations should be an integral part of your business plan and not something done as a reaction after the event. Once a commercial property has been attacked, it is **five** times more likely to be targeted again. The successful criminal will have identified where the weaknesses are, it is therefore important to upgrade the security at that point. For example, merely replacing a broken window at a point of entry with another similar window is inviting a reoccurrence. You have not tackled the root of the problem.

Take a few minutes to run through the Risk Assessment checklist on the following pages, this should help you to establish the effectiveness of your existing security measures and identify any areas for improvement.

It is important to remember that fire and personal safety must come before security issues; therefore fire regulations must not be breached. Before deciding on any new security measures, it is paramount that fire regulations are adhered to.

Crimes against businesses are not usually planned – they usually happen when someone spots an opportunity. Look at your business through the eyes of a criminal. How easy would it be for someone to break into your premises or even to walk into an office and take your property? How vulnerable are your employees' vehicles in your car park? What procedures have you employed to stop fraud or theft by your employees? These considerations should be regularly reviewed and, when dealt with, will support the long-term success of your business.

In an ideal world, any security you decide to put into place should cover all the risks posed to your organisation by the location, building and the business you are in. In reality your budget may not stretch that far, and so a good risk assessment is required in the early stages of planning to help the management decide what risks are priorities. By following the advice contained within this section you can greatly reduce the risk of becoming a victim of crime. The Police cannot work alone. We need to work together if we are to reduce business crime.

By taking a few minutes to read through the Risk Assessment you will be able to identify those areas, if any, where your defences need to be strengthened. This is not meant as a comprehensive listing but it will serve as an indicator of the appropriate measures that should be considered. Where you require detailed or comprehensive

BUSINESS BEST PRACTICE – CRIME REDUCTION

SAFE AND SECURE?

security advice, it is recommended that you seek the help of your local Police crime reduction officer.

As an organisation the Police cannot recommend one individual company. But what we do is suggest you look on the Secured by Design Web site. They can be contacted on either 0207 227 3423 or www.securedbydesign.com. They will give details of all approved suppliers and installers who have met the police preferred specification. The final choice will always be yours.

Please take a few minutes to go through this risk assessment and if you cannot answer yes to all the questions, you may need to consider taking steps to rectify the issues.

Risk Assessment for your business

General Security:	YES	NO
▶ Has a full risk evaluation survey of your premises been undertaken in the last two years?	<input type="checkbox"/>	<input type="checkbox"/>
▶ Have you been in contact with your local police sources or with approved installers from the security industry on any security measures that you may require?	<input type="checkbox"/>	<input type="checkbox"/>
▶ Have you sought professional advice on the siting, quality, and capacity of security equipment necessary to meet the risk level?	<input type="checkbox"/>	<input type="checkbox"/>
▶ Have you identified all areas that are particularly vulnerable to vandalism or forced entry?	<input type="checkbox"/>	<input type="checkbox"/>
▶ Do you allocate a specific budget to be put aside each for crime reduction measures?	<input type="checkbox"/>	<input type="checkbox"/>
▶ Are acts of vandalism recorded and reported immediately on discovery including full details of the nature, time, place, and cost, to a central recording point?	<input type="checkbox"/>	<input type="checkbox"/>
▶ Are all staff warned to note and report any suspicious activities and when strangers are seen on the premises?	<input type="checkbox"/>	<input type="checkbox"/>
▶ Do you provide training and safety advice to your staff?	<input type="checkbox"/>	<input type="checkbox"/>
▶ Do you carry out refresher training for this at least once a year?	<input type="checkbox"/>	<input type="checkbox"/>
▶ Do you have a current business contingency plan? (Please refer to the contingency planning section)	<input type="checkbox"/>	<input type="checkbox"/>

BUSINESS BEST PRACTICE – CRIME REDUCTION

SAFE AND SECURE?

External Security:

- | | YES | NO |
|--|--------------------------|--------------------------|
| ▶ Are your boundary walls, fences and gates regularly inspected to ensure that they have not been damaged and that their security capacity has not been compromised? | <input type="checkbox"/> | <input type="checkbox"/> |
| ▶ Have you installed security lights on your premises and do you make regular inspections of the lighting to ensure that it is in good working order? | <input type="checkbox"/> | <input type="checkbox"/> |
| ▶ Are the premises in good general repair? | <input type="checkbox"/> | <input type="checkbox"/> |
| ▶ Has consideration been given to protecting or eliminating recessed doorways, concealed yards, shrubs, planted areas and similar features that can give cover to intruders? | <input type="checkbox"/> | <input type="checkbox"/> |
| ▶ Are the premises regularly checked for neglect and kept clear of rubbish? | <input type="checkbox"/> | <input type="checkbox"/> |
| ▶ Have you checked that the siting of outbuildings, bin shelters and other potential climbing aids do not offer a means of access? | <input type="checkbox"/> | <input type="checkbox"/> |
| ▶ Are all tools and ladders securely locked away? | <input type="checkbox"/> | <input type="checkbox"/> |

Building Security:

- | | YES | NO |
|---|--------------------------|--------------------------|
| ▶ Are all doors of a sufficiently solid nature and adequately secured against potential break-in? | <input type="checkbox"/> | <input type="checkbox"/> |
| ▶ Do all the locks, bolts and other door furniture meet the necessary security standards for the level of risk? | <input type="checkbox"/> | <input type="checkbox"/> |
| ▶ Are all of the locks frequently inspected to ensure that they are in full working order? | <input type="checkbox"/> | <input type="checkbox"/> |
| ▶ Is the locking up procedure of the premises under the control of competent officials? | <input type="checkbox"/> | <input type="checkbox"/> |
| ▶ When external doors are closed are all keys removed from the premises or adequately supervised and protected? | <input type="checkbox"/> | <input type="checkbox"/> |
| ▶ Do you limit keyholding to specific people and record the issue and return of keys? | <input type="checkbox"/> | <input type="checkbox"/> |

BUSINESS BEST PRACTICE – CRIME REDUCTION

SAFE AND SECURE?

Building Security:

- | | YES | NO |
|---|--------------------------|--------------------------|
| ▶ Have all key holders been briefed to check that requests to attend the premises are genuine? | <input type="checkbox"/> | <input type="checkbox"/> |
| ▶ Are the frame structures of all windows fully secure and fitted with quality locks or limiters and do they meet the security standards? | <input type="checkbox"/> | <input type="checkbox"/> |
| ▶ Does the glass in all windows meet security standards? | <input type="checkbox"/> | <input type="checkbox"/> |
| ▶ Have you considered security bars or grilles particularly for the most vulnerable? windows? | <input type="checkbox"/> | <input type="checkbox"/> |
| ▶ Do you regularly check the bars, grilles, and surrounding masonry for weaknesses? and deterioration? | <input type="checkbox"/> | <input type="checkbox"/> |

Alarms and Alarm Communication:

- | | YES | NO |
|---|--------------------------|--------------------------|
| ▶ Are all areas of the main buildings included in the alarm coverage? | <input type="checkbox"/> | <input type="checkbox"/> |
| ▶ Does your alarms' performance meet police requirements and minimise the incidents of false alarms? | <input type="checkbox"/> | <input type="checkbox"/> |
| ▶ Is your alarm system fitted with sequential monitoring? | <input type="checkbox"/> | <input type="checkbox"/> |
| ▶ Are the names and details of keyholders to be contacted in case of emergency logged? | <input type="checkbox"/> | <input type="checkbox"/> |
| ▶ Is the alarm system set and un-set solely by designated personnel, trained for this task? | <input type="checkbox"/> | <input type="checkbox"/> |
| ▶ Is the alarm system inspected and maintained regularly? | <input type="checkbox"/> | <input type="checkbox"/> |
| ▶ Have you considered the use of a central alarm monitoring station? | <input type="checkbox"/> | <input type="checkbox"/> |
| ▶ If you are about to purchase an alarm system, have you obtained more than one quote from reputable dealers and asked whether the installers are members of a recognised independent inspectorate? | <input type="checkbox"/> | <input type="checkbox"/> |

BUSINESS BEST PRACTICE – CRIME REDUCTION

SAFE AND SECURE?

CCTV:	YES	NO
▶ Have you considered the use of CCTV?	<input type="checkbox"/>	<input type="checkbox"/>
▶ Does your system suit the existing level of risk and lighting conditions?	<input type="checkbox"/>	<input type="checkbox"/>
▶ Are all cameras regularly checked to ensure that they are in good working order?	<input type="checkbox"/>	<input type="checkbox"/>
▶ Have you sought professional advice on the siting of cameras, remote monitoring, and the latest technology?	<input type="checkbox"/>	<input type="checkbox"/>
▶ Do you adhere to the police and data protection requirements for recordings to be used in court?	<input type="checkbox"/>	<input type="checkbox"/>
▶ Have you registered your CCTV system with the Information Commissioner?	<input type="checkbox"/>	<input type="checkbox"/>
Internal Environment:	YES	NO
▶ Do all visitors entering the premises have to pass through a fully supervised reception area?	<input type="checkbox"/>	<input type="checkbox"/>
▶ Do you have an identity badge system? If so, is a thorough record kept of all visitors and are badges only released against signatures?	<input type="checkbox"/>	<input type="checkbox"/>
▶ Does their host, both on entering and leaving the premises, always accompany visitors?	<input type="checkbox"/>	<input type="checkbox"/>
▶ Are staff and employees fully trained in security awareness, especially those on reception?	<input type="checkbox"/>	<input type="checkbox"/>

BUSINESS BEST PRACTICE – CRIME REDUCTION

SAFE AND SECURE?

Fraud:

- | | YES | NO |
|--|--------------------------|--------------------------|
| ▶ Do you shred all confidential waste? | <input type="checkbox"/> | <input type="checkbox"/> |
| ▶ Do you have password protection and restricted access to confidential documents? | <input type="checkbox"/> | <input type="checkbox"/> |
| ▶ Do you have delegated limits on some categories of expenditure? | <input type="checkbox"/> | <input type="checkbox"/> |
| ▶ Do you conduct audit exercise on a regular basis? | <input type="checkbox"/> | <input type="checkbox"/> |

Property Marking:

- | | YES | NO |
|--|--------------------------|--------------------------|
| ▶ Have you clearly publicised the security measures that have been taken at all points of access? | <input type="checkbox"/> | <input type="checkbox"/> |
| ▶ Have you recorded all details of electronic/computer equipment e.g. make, model and serial number, and kept this record in a safe place? | <input type="checkbox"/> | <input type="checkbox"/> |
| ▶ Have you considered electronic tagging or chemical marking of valuable items of property? | <input type="checkbox"/> | <input type="checkbox"/> |

BUSINESS BEST PRACTICE – CRIME REDUCTION

SAFE AND SECURE?

General Security

Security is a business risk that needs to be managed as an integral part of any organisation. Before purchasing any such measures, it is imperative to identify precisely what needs to be achieved and how it will impact on the rest of your business.

The problem is frequently compounded by the fact that the decision to safeguard the premises is often as a result of victimisation. **It is tempting therefore to rush into decisions rather than selecting the most appropriate measures following serious and rational consultation.** Prior to commencing a search for the correct security products or systems it is advisable to allocate a specific budget and devise a rolling programme to combat crime and vandalism.

Selecting your security measures

You should always seek direction from your insurance company to ascertain their requirements, the nature and quality of protection that they demand. They may also provide a list of companies that they consider being of good standing in any particular sector. Always use reputable companies who are members of trade organisations or on verbal recommendation by satisfied customers.

Sourcing a supplier:

The following should be considered:

- ▶ How long has the company been trading?
- ▶ Can it provide an on-going service?
- ▶ Is it a member of a recognised industry body or association?
- ▶ What is the level of training and qualifications of the staff?
- ▶ Can the company carry out all of the work itself or is some sub-contracted?
- ▶ Does the company specialise in any particular field?
- ▶ Is it adequately covered by insurance?
- ▶ Can it provide a list of references in the form of satisfied customers?

Draw up accurate guidelines

Having drawn up a shortlist of companies, clearly communicate the exact nature of your problems – they are the experts; let them provide the specialist knowledge as to how best to solve these problems. There are often several options that could satisfactorily meet your needs. Have all of the advantages and disadvantages of each clearly explained.

BUSINESS BEST PRACTICE – CRIME REDUCTION

SAFE AND SECURE?

A written guarantee of provision

Always get a specification, written in layman's terms, of precisely what the supplier is agreeing to provide, e.g. How many cameras will be installed, how many guards will be employed (and the hours they will work) and of course, the costs. Having spoken to at least three companies, set out the specifications and obtained quotes, you can then make an informed choice.

Security consultants

Large companies should consider the use of specialist security consultants. Your local police crime reduction officer will be able to give you free, comprehensive and impartial advice of a more general, rather than technical, nature.

Business premises do not have to look like fortresses. Good design, landscaping and lighting, along with careful management and the appropriate use of security technology will do much to create a good impression whilst generating safety and security for the building, staff and visitors. The design and layout of a building's external environment can influence the way a potential offender behaves. No perimeter protection can always be guaranteed impregnable, but it can delay or deter criminals and assist in their interception. By restricting vehicle access, you can minimise the quantity of goods that can be stolen.

Surveillance

Whilst there is the tendency to build high barriers to keep potential criminals out and to minimise the sight of valuables, the same barriers can provide a protective screen behind which the criminals can carry on their activity with no threat of being seen and making escape easy. The area around the outside of the premises should offer good surveillance to detect offenders, ensure staff and visitor safety, and to allow early detection of fire and other emergencies. This may be achieved in three ways:

- ▶ Natural surveillance by people on-site, passing by or in nearby buildings.
- ▶ Formal surveillance by security patrols or electronic surveillance. i.e. CCTV, movement detectors etc.
- ▶ Informal surveillance, i.e. Business Watch schemes, employee participation etc.

The Boundary

A perimeter fence or wall is a defining boundary of your premises and should restrict entry to a limited number of locations - it should always be under your control.

BUSINESS BEST PRACTICE – CRIME REDUCTION

SAFE AND SECURE?

Other barriers such as Ditches, earth mounds, rock and water features can all make adequate boundaries, dependent on the site and risk assessment. They may be particularly useful at preventing vehicles being used to ram buildings to gain entry ('ram raiding'). Such robust defences can also deter trespassing by 'travellers' vehicles.

Fencing

The height of the fence should be appropriate to the risk and site geography. In general, the minimum acceptable height for industrial estates is 2.4 metres - these will require planning permission. A variety of fencing systems is available on the market. A mesh construction that allows natural surveillance - both in and out (but with mesh small enough to prevent finger or toe holds) should be used. Welded mesh is the most suitable. Chain link is no more than a boundary demarcation and is and is not intended to offer any degree of security.

A range of toppings from barbed wire to revolving spikes is available. For high security applications or in large-scale and/or isolated premises, consideration can be given to electric fencing. Whilst this may seem an extreme form of protection, it is in fact lawful when correctly installed by specialists and is extremely effective in deterring even the most determined of criminals. In addition, fences can be linked to alarm monitoring and CCTV systems which allow a small number of security staff (even if they are off site) to observe large areas of perimeter fencing and arrange for an appropriate response. They can also be linked to speakers through which the remote security officer can address and deter an intruder. These systems are also very reliable, and where fitted, have dramatically cut crime. Installations should comply with British and European standard BSEN60335.

Walls

Solid walls do provide a strong and durable line of defence providing they are of sufficient height. But walls also have disadvantages in that they can hide criminal activity and muffle sound. They are also much easier to climb than fences. Greater protection can be afforded by the use of anti-climb paint. Walls can also be topped with rotating cacti, razor wire etc. These can look less attractive and can give a more negative impression than well-installed security fencing. If used, it must be at least 6 feet (1.8 metres) from ground level on the Public side of your fence and not hidden from sight along the top of the fence. To fully comply with the Occupier's Liability Act 1984, signage must be clearly visible on the Public side of the fence, warning that anti-climb paint and/or barbed/razor wire is present. Such signs can be obtained from DIY outlets. It is also important that gates and any other route to the rear of the property are effectively protected to prevent access by an intruder.

Please note other legislation may also affect your decision

BUSINESS BEST PRACTICE – CRIME REDUCTION

SAFE AND SECURE?

Gates

These should be constructed to the same height and standard as the fencing or walls. They should be fitted close to the ground to prevent burrowing under, with anti-lift hinges and good quality close shackle padlocks. Security padlocks should conform to European standard, EN12320.

Boxed steel gates are the best security option, provided they are designed with no crossbars to aid climbing. They also allow for good natural surveillance.

Landscaping

Some thorny species of shrubs create very good perimeter protection and can supplement fencing in environmentally acceptable ways. They can also be used around windows to make access very painful. Ground cover should be kept below one metre in height and tree canopies kept above 2.5 metres from the ground so that passing pedestrians can have a clear line of vision. The temptation to hide car parking or unsightly structures should be resisted. Ensure that taller shrubs and trees do not create climbing aids to gain access to building roofs, upper windows or overhead phone lines etc. Remember also that telegraph poles make good climbing aids. These should be re-sited or made impossible to climb.

Using Prickly Plants as a Defence

The range of plants listed below are an attractive means of protecting your property, and are readily available from garden centres and nurseries.

Consider planting a selection of these specially chosen plants as an alternative or addition to fencing.

As well as improving security they will add colour and variety to your garden or business premises.

Prickly planting is a visual deterrent and a physical barrier intended to complement and not replace traditional crime prevention measures such as locks, alarms and lighting.

Home grown security can be adopted to protect all perimeters of your property and form a barrier around drainpipes and ground floor windows, making forced entry more difficult.

BUSINESS BEST PRACTICE – CRIME REDUCTION

SAFE AND SECURE?

Good hedging plants:

- ▶ *Berberis x ottawensis* Medium-sized deciduous shrub. Up to 1.8 metres high. Red berries in autumn.
- ▶ *Berberis x stenophylla* Medium-sized evergreen shrub. Up to 1.8 metres high. Golden-yellow flowers in spring; black berries in autumn.
- ▶ *Crataegus monogyna* (Common Hawthorn)
Used extensively throughout UK as hedging. White flowers in spring; red 'haws' in autumn. Plant as an impenetrable hedge.
- ▶ *Ilex x aquifolium* (Common Holly)
Excellent hedging plant; usually grown as tree or bush. Up to 15 metres high.
- ▶ *Prunus spinosa* (Blackthorn or Sloe)
Large dense shrub, good for hedging. White flowers in spring; blue-black fruits in autumn.
- ▶ *Rosa rugosa* (Rubra)
Dense shrub, good for hedging. Up to 1.8 metres high. Perpetual flowering wine crimson flowers; red 'heps' or berries.

Plants to be trained up a wall:

- ▶ *Chaenomeles x superba* (Pink Lady)
Small to medium sized deciduous shrub. Up to 1.8 metres high. Grow trained against a wall. Rose-pink flowers in spring; yellow quinces in autumn.
- ▶ *Pyracantha* (Orange Glow – Firethorn)
Evergreen Shrub. Up to 5 metres high when trained up wall. White flowers in spring; orange – red berries in autumn/winter.
- ▶ *Pyracantha* (Golden Charmer – Firethorn)
Evergreen Shrub. Up to 5 metres high when trained up wall. White flowers in spring; orange – yellow berries in autumn.

Shrubs:

- ▶ *Mahonia x media* (Winter Sun)
Tall evergreen shrub. Up to 3 metres high. Yellow flowers in autumn; blue-black berries in winter.
- ▶ *Hippophae rhamnoides* (Sea Buckthorn)
Tall deciduous shrub. Up to 3 metres high. Grows on any soil, providing a good windbreak. Silver, willow-like leaves in summer; orange berries in autumn.
- ▶ *Ulex europaeus* (Common Gorse)
Dense, evergreen, spiny shrub, Up to 1.5 metres high. Golden yellow flowers. Good on poor soil.

BUSINESS BEST PRACTICE – CRIME REDUCTION

SAFE AND SECURE?

Security lighting

Good lighting is essential not only as a security measure but also as a valuable aid to reducing fear in your staff and visitors and by creating a safe environment. The type of lighting you require will depend on the level of risk, the geography of the area and the type of surveillance in place. Your supplier should advise you. There are many different types of lighting systems available for particular purposes - from those which provide excellent colour rendition (e.g. metal halide) to those which provide low running costs (e.g. low pressure sodium) and a whole host in between. Poorly sited lighting can assist intruders but can cause a nuisance to neighbours; therefore care must be taken to ensure they are positioned properly. Clause 102 of The Clean Neighbourhood and Environmental Act 2005 makes it a criminal offence to cause a nuisance from your lighting. It is advisable to seek specialist advice before purchasing and installing your lighting. It is preferable to have low cost, permanent lighting rather than being linked to a movement detector. External lighting must be carefully designed and installed to work with other security equipment such as CCTV. Lights should be regularly checked to ensure that they are operating effectively.

Maintenance

Care of the area around the premises is vital. It is the first impression that visitors get when they arrive at the site and can give criminals many clues to the attitude and preparedness of the company to deter crime. Neglect is infectious, a broken window or a daubed wall will soon encourage more. Litter, vandalism and graffiti should be dealt with immediately. Regular checks should be made to ensure that the premises remain in good condition. To prevent arson, waste should be properly stored prior to collection. Care should be taken when disposing of packaging such as computer boxes - empty boxes announce that there are expensive new items in the building as well as fuel for an arsonist.

Confidential waste should be shredded before disposal and receipts and papers, which can be used by criminals to commit identity fraud, should not be left in accessible bins. Bins should be shackled away from the main building to prevent movement for use as climbing aids or to start fires in.

Signage

Clear signs should be used to display the company name, directing visitors, specifying 'no parking areas' or indicating access routes. They help bona fide visitors and allow staff to challenge people found in private areas of the site. It is imperative that you ensure that all visitors are clearly warned that security measures are in operation.

BUSINESS BEST PRACTICE – CRIME REDUCTION

SAFE AND SECURE?

Car parks

Car crime accounts for a high percentage of business crime costs and lost time. Car parks should be in good view; well lit and safe to access from the buildings they serve. Staff who are fearful about leaving a safe building for a poorly maintained and badly lit car park are unlikely to be motivated to 'get the job finished' on winter afternoons. Remember you have a duty of care to provide safe and secure environments for your staff. You could be held liable for injury or an attack on a staff member if the correct prohibitive measures have not been installed.

Well installed CCTV systems and guard patrols are ideal for car park security. Apply for a 'Safer parking 'Parkmark' award to indicate that acceptable levels of safety and security for the users are in place. Your local Police Architectural Liaison Officer will be pleased to give you more information about this or visit their website **www.britishparking.co.uk**

BUSINESS BEST PRACTICE – CRIME REDUCTION

SAFE AND SECURE?

Buildings

Every building is different by virtue of its location, construction and by its contents; therefore the crime risk created varies accordingly. The best time to address the security of a building is during its original design (your local Architectural Liaison Officer can be consulted at this stage – details on www.securedbydesign.com they will offer free and impartial advice). Many modern business buildings are built speculatively for rent; the developers therefore do not know what the end use is going to be. It is vital when assessing the viability of a building as to its suitability for business that the in-built security measures are adequate to protect that business. The building shell includes all roofs, walls, doors and windows and any other area where intruders can gain access. Although doors and windows are the usual entry points for burglars, insulation and metal foil construction or even single skin brick walls used in some modern commercial buildings can easily be cut through with saws or disc cutters. When carrying out your crime risk assessment the entire shell structure should be examined closely.

Flat roofs with roof lights, cellars with party walls to adjoining cellar space or access hatches, and even sewer tunnels can be exploited by criminals if the perceived gain is high enough.

Doors

Some general points for all external doors:

- ▶ Doors should be flush with the building line, avoiding recesses.
- ▶ The door should fit the frame well enough to prevent it from being forced open with jemmys or crowbars.
- ▶ Frames should be as strong and as securely fixed as the door itself.
- ▶ Wooden doors should be at least 44mm thick.
- ▶ Be aware that materials such as UPVC and certain aluminium sections can have less strength and durability.
- ▶ External hinges should be protected and hinge pins made non-removable.
- ▶ All glazing in doors should be of laminated glass to prevent accidents and to deny entry by breaking the glass.
- ▶ External and security doors should be fitted with a closer. These should always be on the inside face of the door.
- ▶ Security doors must meet relevant security standard.

Fire doors and emergency exits

The fire escape door outside which the smokers gather, or which is propped open in hot weather, is an area where business security is often compromised.

BUSINESS BEST PRACTICE – CRIME REDUCTION

SAFE AND SECURE?

External doors should be covered by the building alarm and have a 'door open' warning, even when the alarm is not set. Fire doors require particular attention. Security must not impede escape. You must consider how does this effect the Fire Risk Assessment before any alteration is made to external doors. Failure to up date your Fire Risk Assessment may result in contravention of the fire regulations.

Letterboxes

Letter box openings should be considered a point of potential weakness. Letter cages should be used. Commercial premises that deal with hire or repair of vehicles should ensure that keys deposited out of hours, drop into a secure receptacle. If the risk assessment indicates any possibility of arson or threats such as letter bombs, you must consider fire suppressing, anti-arson and blast-containing letterboxes.

Windows

Windows are often the most vulnerable part of any building especially those on the ground floor and most particularly at the rear of the building:

- ▶ It is advisable to reduce the amount of opening panes.
- ▶ All ground floor windows should have substantial window locks. Advice should be sought on the correct type.
- ▶ For health and safety reasons, any low-level glazing (windows and doors) requires safety glass. These should be glazed with laminated glass or have a suitable security film applied to the inner face.
- ▶ Appropriate window films are available to address risks of terrorism, vandalism, and accidental breakage and the risk of injury from flying glass fragments.
- ▶ Security windows must conform to BS 7950, which are attack tested as an entire unit, i.e. the frame, glazing and locking mechanisms are considered together rather than independently, making these windows highly resistant to a criminal.
- ▶ Window bars can be fixed to deny unwanted access but should only be considered where emergency exit in the case of fire would not be affected.
- ▶ Particularly vulnerable windows can be fitted with grilles or shutters, this may require planning permission if external work is required
- ▶ The use of blinds or reflective film to enhance privacy and prevent viewing of high value equipment or stock inside ground floor rooms should be considered.

Specialist products are available which unobtrusively protect vulnerable windows by providing a durable metal screen in front of, or behind, existing windows. They are designed to let light in and out giving the appearance of tinted glass. These are a very effective way of protecting windows without the need for roller shutters or bars.

BUSINESS BEST PRACTICE – CRIME REDUCTION

SAFE AND SECURE?

Grilles, shutters and bars

Can be used to effectively protect windows, doors and emergency exits in most commercial premises. Grilles can be folded to the side of the door or window when the building is occupied. They can be made of expanded metal, galvanised steel or welded mesh and can be coated in a variety of colours to give a pleasing finish without reducing natural light or ventilation. Shutters can be fitted either externally or internally and can be manually or electronically operated. Consider how this will affect your Fire Risk Assessment in cases of emergency exit protection.

In retail premises shuttering should be of the open form that allows surveillance from the street into the premises (enabling 'window shopping') and deters the use of graffiti that can be left on a solid shutter.

Keys and key management

Where keys are used, they should be allocated to specific keyholders. Regular checks should be made to ensure that none have been mislaid. It is advisable to use keys that are registered to a company or organisation that will demand detailed information before they will produce duplicates. Nominated staff members need to be appointed as keyholders to attend out of hours in the event of fire, crime or other emergency.

Many alarm and security companies provide a keyholding service. In addition, some will organise urgent repairs, boarding up etc. on your behalf. This will usually be done in conjunction with your alarm company, to comply with police alarm response policy. Care should be taken to ensure that keyholders are not compromised or called to the building under a false pretence only to be threatened and forced to allow access to the building and switch off alarms.

Electronic access control is becoming more common. Door entry phones, many with visual verification by small video cameras, swipe cards or tags, which are 'read' by computer operated detectors are all readily available. If the main entry door or staff door is locked during the day only with a single rim latch, consider upgrading to a mortice latch. Many thefts occur after normal working hours but with some staff still in the building. A mortice type lock will help improve the security of these doors and stop it being overcome by an opportunistic thief.

Alarms and Alarm Communications

Technology in alarm design is continually improving - the incidents of false alarms are being reduced whilst higher degrees of security are being provided. Few properties with properly installed alarm systems are burgled. Alarms can be audible only or monitored remotely by a monitoring station arranged by your installer. For the business user, a monitored system is strongly recommended.

BUSINESS BEST PRACTICE – CRIME REDUCTION

SAFE AND SECURE?

Alarms can now produce not only audible warnings but also provide verification that an intruder is on the premises via additional signals to the monitoring station. Verified alarm activation improves the chances of apprehension and minimises the inconvenience of false alarms.

Selecting an alarm installer

Many insurance companies now require their customers to use approved installers if they wish to benefit from the lower premiums. Check with your insurance company as to their requirements prior to selecting your alarm installer.

In order to get a balanced view of what is on offer you should obtain more than one quote from installers who are subject to an independent inspection by a police recognised approval body. These regulatory bodies include:

NSI (National Security Inspectorate) <http://www.nsi.org.uk/>

SSAIB (Security Systems and Alarms Inspection Board) <http://www.ssaib.org/>

Whilst all independently inspected alarm companies will have to ensure they meet stringent standards on installation and equipment which includes fitting to British Standard 4737, you should ensure that you have asked the following questions:

- ▶ Are there any maintenance and/or monitoring contracts or additional hidden extras, such as call-out charges?
- ▶ Do you own or rent the system?
- ▶ How long does the guarantee last for and what happens if there is a problem after that?
- ▶ Is there a 24-hour call-out service and emergency attendance within four hours?

Monitoring stations are now required to provide additional information regarding alarm activation. More recent alarm equipment can provide confirmation of an intruder actually being in the premises. This is designed to increase the chance of apprehension and to reduce false alarms. Three types of confirmation are available:

- ▶ Sequential verification. This is based on a signal confirmation that more than one detector has been activated.
- ▶ Audio verification. This can enable a central monitoring station to ‘listen’ to the noise of forced entry or sounds of a person on the premises via strategically located microphones.
- ▶ Visual verification. On-site confirmation is provided to monitoring stations via strategically located cameras.

Communication

Any alarm, however advanced, is only effective if it is responded to. There are a number of methods of communication between the alarm and the monitoring centre. The West Midlands Police Security Systems Policy (Alarm policy) can be downloaded from www.west-midlands.police.uk/general/a-to-z-index.asp - S

BUSINESS BEST PRACTICE – CRIME REDUCTION

SAFE AND SECURE?

CCTV

Used in conjunction with other methods and strategies, CCTV can be very effective, but beware, as a stand-alone crime prevention tool, it is of limited use.

Whilst all external areas of business premises should ideally be under surveillance, CCTV is not automatically the best answer to every security risk. Advice can be obtained from a range of sources. A competent installation company will provide you with a comprehensive survey.

Operational Requirement

Before installing a CCTV system you should have a clear idea of what you want the system to do and how it should perform. This should include exactly what you want to see and where, e.g. recognise the face of someone walking through a doorway, read a vehicle registration number or record a particular type of activity such as walking across a room, exchange of money or an assault. More detailed guidance on the ACPO CCTV policy can be found at www.preventcrime.co.uk/redcare

Types of CCTV systems

A wide variety of systems are available. These can range from the very simple to the highly sophisticated. Systems can be fitted with facilities to pan, tilt and zoom (PTZ), random and fixed movement patterns that allow customer requirement to be built in. Modern technology all so allows camera to operate even when low lighting levels exist. It is also possible for CCTV to interface with alarm systems – upon activation of an alarm the CCTV will record all visible activity. Alternatively, CCTV systems may relay information to an observer, who can then respond appropriately. Remote monitoring is now practical and cost-effective. This substantially reduces the required level of guarding and saves costs. Real-time visual verification, which is digitally stored for later review, allows for police response and minimises false alarms.

Selecting the appropriate system:

- ▶ Assess the objectives of the scheme.
- ▶ Identify the expectations of the surveillance.
- ▶ How will the desired results be achieved?
- ▶ Confirm what you actually hope the system will see.
- ▶ Identify the prevailing lighting conditions and other environmental constraints, e.g. obstruction by buildings, furniture (inside and out), trees and signs.
- ▶ Is there a need for fixed cameras or fully functional pan, tilt and zoom?

BUSINESS BEST PRACTICE – CRIME REDUCTION

SAFE AND SECURE?

- ▶ Is it anticipated that the camera operator would need to track a person walking, a cyclist, a car etc. or is the camera to survey a static site only?
- ▶ Do the cameras need to be colour or monochrome?
- ▶ How will the CCTV be monitored and recorded?
- ▶ Consider the means by which communication links will be achieved between the scheme and the police.
- ▶ Is there a need for a purpose designed monitoring room or will you be connected to a remote centre?
- ▶ If a control centre is to be established, what equipment will be required?
- ▶ Are the cameras to be operated and monitored from a CCTV control centre on a regular basis?
- ▶ Where a dedicated monitoring room is not to be established suitable protocols need to be established over the treatment of information gained from the system.
- ▶ Will the system be monitored, left to record only or maybe a mixture of both? Either way the need for equipment to enable tape erasure and tape review needs to be considered.
- ▶ Is the video footage obtained expected to be of evidential quality?
- ▶ Consideration must be given to the right to privacy of individuals.

The Data Protection Act demands that all CCTV systems (both internal and external) be registered and comply with the requirements of the Information Commissioner.

Personal data

This must be processed fairly and lawfully, e.g. with the subject's consent or for a lawful purpose.

Most commonly CCTV is used for prevention, investigation and detection of crime plus public and employee safety. This is known as an operational requirement (OR) and forms the basis of all CCTV systems.

Having established why you need a CCTV system, all subsequent actions and requirements must be relevant to that purpose. Only monitor intended areas and for the purpose stated in your OR. Signs must be placed in a prominent position in the area being monitored displaying the organisation responsible, purpose of scheme and contact details.

From October 2001 all commercial CCTV systems (every system other than private houses), which record data in areas to which the public have free and unrestricted access must notify the Information Commissioner. The CCTV owner, known as the Data Controller, is responsible for registration and compliance. To register, contact the Commissioner on 01625 545745 or via their website www.dataprotection.gov.uk you may be liable to a fine if the registration of your system is not done correctly.

BUSINESS BEST PRACTICE – CRIME REDUCTION

SAFE AND SECURE?

Staff training

The recruitment and training of staff is crucial. No matter how much time and money is spent on the design and implementation of a scheme, if the information gained i.e. the information on each videotape, is not handled properly and in accordance with the rules of evidence, the whole scheme will rapidly become discredited. Specific guidelines must be followed to ensure that taped evidence is acceptable and it must comply with data protection.

Usage of CCTV as evidence

The Home Office and ACPO have produced a guidance document outlining the UK police requirements for Digital CCTV Systems. The document has four main headings:

Quality: What resolution? What compression? How many pictures per second?

Storage: What should I keep? How should I keep it?

Export: How much video should the system export and in what format?

Playback: Can the pictures be easily viewed?

Data should be adequate, relevant and not excessive. The system must fulfil its stated purpose. The equipment must be up to the task you've stated in your Operational Requirement. Data shall be accurate and maintained e.g. data recording period shall be fit for purpose.

Processing the images

Data shall not be kept for longer than necessary. Handling data shall be efficient and recorded (a logbook must be kept which covers all data movements). Access to monitors and recorded images must be restricted. For evidential purposes there must be a clear audit trail of any tapes/data.

Access and disclosure

Access to monitors and data will be permitted to third parties that have previously been identified and are compatible with the purpose, e.g. a local authority scheme would provide data to the emergency services and the courts. Individuals whose images have been captured have a right to a copy of that data.

BUSINESS BEST PRACTICE – CRIME REDUCTION

SAFE AND SECURE?

This must be relevant, fair and linked to the reason why the system is operating. A seven-day period may be sufficient for licensed premises. General town centres require a 31 day period. Surveillance of banks, ATM and fraud inquiries may necessitate three months. Again this period must fit the stated purpose of your system. Tapes must be retained securely.

Failure to comply with the above guidelines may result in any evidence obtained by the CCTV being rejected by the courts.

Quality of images

Quality of images must be adequate and relevant to your stated purpose; the system installed must reach the required standard it was installed to achieve.



Only for use if an operator is viewing a monitor continuously and can zoom in. This would never be of value in court or aid a prosecution.



This would support witnesses to an offence confirming that somebody did something. It is not good enough to recognise or identify an offender. Would not generally be acceptable in court and is of very little evidential value.



Recognition is not identification. To take an offender to court would require some other form of evidence i.e. witnesses or property recovered. With no other evidence it is of very little value even with a confession if later retracted.



Only this quality of picture can be used alone for identification purposes in court. This is the only standard for identification purposes.

BUSINESS BEST PRACTICE – CRIME REDUCTION

SAFE AND SECURE?

Internal Environment

Despite comprehensive security measures, determined intruders do sometimes gain access. It is therefore important to restrict their ability to move around the building during office hours.

Reception area

The reception area should be the first line of defence against intruders during normal business hours. It should be considered as one of the most important parts of company security and it should always be the first point of contact when anyone enters the building.

The reception area must never be left unattended and each visitor entering the building should be signed in and out and should be issued with identification against a signature. There are many good quality visitor pass products on the market ranging from simple paper-based systems to more advanced computer-produced versions, which can include the photograph of the wearer. All visitors should always be picked up from, and escorted back to, the reception by an authorised member of staff and not permitted to find their own way back. They must never be permitted to wander around the building alone.

Thieves commonly ‘case the joint’ by visiting the reception area and often gain access by tailgating legitimate visitors. It is therefore essential that the receptionist/s are given basic security training so that they can recognise suspicious behaviour and are made aware of such techniques. If reception staff are used to control access from a public reception area into more secure parts of the building, care should be taken to ensure that they couldn’t be threatened or placed under duress to allow unauthorised entry. The reception area should always be equipped with a method of raising the alarm.

Access control

To prevent unwanted intruders entering the reception area of a building, or passing beyond that area if someone is in constant attendance, mechanical or electronic access control systems should be fitted. These can range from keypads and swipe cards to proximity readers. Where greater security is required, biometric systems, which read fingerprints or other biometrics features i.e., iris or palm print or even a combination can be installed. For safety considerations, internal ‘press to exit’ buttons and green ‘break glass’ exit buttons need to be installed.

BUSINESS BEST PRACTICE – CRIME REDUCTION

SAFE AND SECURE?

Card access and tags

The use of smart cards, tokens or fobs is easier to control than keys. Lost cards or fobs can simply be deleted from the system and a new one issued to a legitimate user. These systems should have an anti pass-back facility to ensure that the same card, token or fob cannot be used twice to enter a building unless it has been used to exit the building first. These cards can be used to control or restrict access to and movement around, a building (including gates, barriers, lift controls and doors).

Management and security

Some staff may need to be able to access all parts of the building; other staff may only need access to parts of the building deemed appropriate to their work. Evening cleaning staff can be given an exit-only card that will not allow them back into the building. Visitors or outside contractors can be issued with a card or token valid only for given areas and for limited times. Entry to the building can also be controlled via an audio entry system with door release mechanisms at all access points. For greater security a video entry system can be installed allowing those inside the building to view any visitor and request identification to be shown prior to being granted access.

These cards, tags and fob control systems can be integrated into intruder, fire and CCTV systems, which can be used to activate them. Computer control of these systems potentially offers far wider applications than security. Staff may be located more easily and their times of entering and leaving particular buildings may be recorded. The whole system may be expanded to the control of automatic locks, alarms, smoke and fire detectors, building up a complete management-reporting package. By tagging all equipment, a computerised inventory of the entire business is simple to set up and manage.

Doors

Doors still play an important part in any office complex. As a general guideline, although most internal doors should be closed to stop the spread of fire, they should not necessarily be locked. Burglars can cause damage to doors and frames just to find out if a room contains property worth stealing.

High Security Rooms

For rooms requiring high security - such as strong rooms for computer servers or cash offices -specialist advice should be sought. In certain circumstances a safe may be more appropriate for storing valuable items or documents. Seek the advice of a

BUSINESS BEST PRACTICE – CRIME REDUCTION

SAFE AND SECURE?

specialist, such as a member of the Master Locksmiths Association. There are a number of approved Smoke-generating devices now available, which are linked to the Intruder Alarm. These products rapidly fill the premises with a water-based smoke upon activation of the Intruder Alarm. They work on the principle that “you cannot steal what you cannot see” and also cause the intruders to become extremely disorientated.

You can also consider Forensic DNA spray that is linked to the alarm system in the same way. But spray the intruder with a liquid, which is visible under ultra-violet light.

For further advice as to suitability and a demonstration if required, consult www.securedbydesign.com

Locks

Although most new large-scale premises will have installed some form of access control system, there are still a significant number of buildings that use keys. The simplest form involves a mechanical lock that uses a key to control one door. The principle of suites of locks, allowing senior staff to access a range of doors throughout the building with a single key, but limiting others to their zones of responsibility only, is a more sophisticated use of key locking. This does have disadvantages in that stringent key management is vital and any lost keys place the security of the whole building at risk. It is important that these keys are closely controlled and accounted for. Only trusted members of staff should have access to master and sub-master sets of keys.

In low security areas a good lock with a simple key may be adequate. In areas with frequently used doors and several points of access more convenient methods are advisable. Digital code locks, mechanical or electronic may be more appropriate but the locking mechanisms may provide poor security. Care should be taken to change the codes regularly so that they do not become known to potential offenders and to ensure that passers-by cannot see the numbers being keyed in when used externally.

Safes

Unless of appreciable weight - exceeding 0.5 tonnes – safes should be anchored to the floor as recommended by the manufacturers or encased in reinforced concrete and placed on a floor that is designed to carry its weight. It is bad practice to stand a safe on a pedestal within easy reach of a lift, hoist or ramp etc. Despite its weight, a safe can be dragged over a floor on a piece of carpet. Good housekeeping concerning key issue and combinations should be restricted to those who need access or need to know. Consideration should be given to having some type of time-delay system on the safe, either when purchasing the safe or as a retrospective fit to an existing safe.

BUSINESS BEST PRACTICE – CRIME REDUCTION

SAFE AND SECURE?

Property Marking

Every year lost or stolen property worth hundreds of thousands of pounds is recovered by the police but cannot be returned to its rightful owner simply because it can't be properly identified. The thieves are immune from prosecution and instead get to keep the stolen property.

Often a thief will not steal well-marked property or break into premises where the property is marked because, not only does it increase the likelihood of getting caught, but also they cannot dispose of it easily.

It is strongly recommended that you make your property unique. Compile a full list of make, model and serial number of all equipment. Use your postcode and company initials or logo on each item of property. It should be clearly and indelibly marked.

Covert systems can be broadly divided into two types:

- ▶ A code is etched directly onto the equipment or chip, attached with powerful adhesive. Total removal is virtually impossible. The ownership details of each unique reference number are recorded on a register.
- ▶ Covert Marking systems - These provide a chemical solution, which are unique. They can be applied in a variety of ways providing a permanent mark. The solution glows under low wave ultra-violet light and even the slightest trace of the substance will provide irrefutable proof of ownership. Similarly, a solution containing microscopic dots, each printed with individual serial numbers can be painted onto almost any surface.

Deterrent Signage

Where intruders have gained access only to find their target has been protected they may vandalise the equipment. This can cause you as much distress as the theft itself. Where covert marking is in operation this fact should be clearly advertised, warning stickers should be attached to all equipment and appropriately worded signage mounted on external walls and doors.

Haulage Crime

Haulage crime represents a small proportion of crime reported to the Police, but has a large impact on the industry in terms of value of losses and disruption caused. The last few years have also seen a rise in more aggressive tactics used by haulage crime offenders.

BUSINESS BEST PRACTICE – CRIME REDUCTION

SAFE AND SECURE?

Advice to drivers

- ▶ **Be alert to the threat.** Your lorry is your livelihood. Plan your route in advance wherever possible and avoid regular routes and stopping places. Organised criminals will observe drivers and vehicles for a period of time to build up information about routes, lorry movements and drivers prior to carrying out their crimes. Avoid discussing what you are carrying with other drivers and customers.
- ▶ **Do not leave keys in the ignition.** Nearly half of stolen vehicles are stolen when keys are left in them. Always lock the vehicle and take the keys with you, even if you are only away for a short time. It takes seconds for a thief to drive your vehicle away and if keys are left in the ignition, your insurance may be invalidated.
- ▶ **Lock your cab when driving and when you leave it.** The most commonly stolen item is drivers' personal kit, including telephones, wallets and other personal effects from unattended unlocked cabs. Lock your doors when out on the road to stop thieves from simply climbing up into the cab from the passenger door.
- ▶ **Protect your identity,** including documents and company issued clothing. Thieves use shipping orders, consignment notes and company paperwork along with high visibility clothing to impersonate you and collect loads.

Advice to Operators

- ▶ **Work with your staff and be alert to the threat.** Your staff are a crucial element in reducing crime. Make security awareness a part of the working day and ensure that your staff don't discuss information about loads, routes and drivers on the telephone. Criminals will call transport offices and pretend to be a customer to acquire specific information about load movements. This information is then used to steal from you. **Don't be fooled!**
- ▶ **Do not leave keys in the ignition.** Nearly half of stolen vehicles are stolen when keys are left in them. Make sure your staff always lock the vehicle and take the keys with them as a matter of policy. It takes a few seconds for a thief to drive your vehicle away and if keys are left in the ignition, your insurance may be invalidated.
- ▶ **Protect your identity,** including documents and company issued clothing. Thieves use shipping orders, consignment notes and company paperwork along with high visibility clothing to impersonate your staff and collect loads. Ensure that company clothing is handed back in when staff leave. For more specialist advice please **visit www.truckpol.com/drivers**

Crime Reduction Policy

All staff should be actively encouraged to think 'security' at all times. Staff should operate a 'clean desk' policy to ensure sensitive information is kept locked away and

BUSINESS BEST PRACTICE – CRIME REDUCTION

SAFE AND SECURE?

protected should a fire break out or water leak occur. Company car drivers should operate a 'clean car' policy (i.e. leave nothing on view in the car and the glove box empty and open). Especially equipment such as 'SAT NAVS' that are left in vehicles. Staff should be reminded to remove not only the object but to wipe away the sucker marks that are left by the bracket. Strict rules on claims against thefts from vehicles where the employee is blameworthy (e.g. stereo fascia left in situ or laptop left on back seat) should be put in place and widely circulated. Where possible, lockers should be provided and individuals encouraged to lock their personal possessions away from opportunist thieves.

By linking this awareness into a comprehensive access control system a balance can be struck where crime is kept to a minimum and staff feel safe and secure without feeling they are restricted in going about their work.

BUSINESS BEST PRACTICE – CRIME REDUCTION

TERRORISM

Terrorism and Other Threats

What are threat levels?

A new system has been created by The Security Service (MI5) and the Joint Terrorism Analysis Centre who work together to keep the public informed about the level of threat to the UK from terrorism.

The system also helps the police and other law enforcement agencies determine how they should respond to, and prepare for a terrorist incident.

The threat levels are:

- ▶ **critical** - an attack is expected imminently
- ▶ **severe** - an attack is highly likely
- ▶ **substantial** - an attack is a strong possibility
- ▶ **moderate** - an attack is possible but not likely
- ▶ **low** - an attack is unlikely

What should the public do?

You should always remain alert to the danger of terrorism and report any suspicious behaviour:

- ▶ if you have information about terrorist activities contact the anti-terrorist hotline on 0800 789 321 'Terrorism if you Suspect it Report it'
- ▶ call 999 if there is an immediate threat to life
- ▶ if you know of a threat to national security please visit the MI5 website and send a secure message www.mi5.gov.uk/output/Page6

Bombs – be alert: what you can do to help Police fight terrorism

- ▶ If you are responsible for any building make sure you have checked your security arrangements
- ▶ Check your contingency plans and make sure that everyone is aware of what to do in the event of an emergency
- ▶ Keep a careful check on garages and underground car parks so that you know whose vehicles are on your premises
- ▶ If you have security cameras, make sure they are working properly and retain the tapes for up to 31 days in case they might be of use to Police
- ▶ Use good quality tapes for a maximum of 12 recordings and test the tapes by replaying them on other machines.
- ▶ On a personal level, look out for anything you think is suspicious and tell the police or someone in authority

BUSINESS BEST PRACTICE – CRIME REDUCTION

TERRORISM

Postal Bombs – be alert

If you have any suspicions, or if your parcel has any of the following characteristics, put it down gently and walk away from it. Ask everyone to leave the area, sound the alarm and dial 999.

Be alert for:

- ▶ Any unusual smell
- ▶ Uneven distribution of weight
- ▶ Visible wire or tinfoil
- ▶ Poor handwriting, spelling or typing
- ▶ Wrongly addressed items
- ▶ Items that are heavy for their size
- ▶ Items from an unexpected source
- ▶ Too many stamps for the weight
- ▶ Excessive wrapping, tape or staples
- ▶ Deliveries by hand
- ▶ Grease marks on the envelope or wrapping

Top ten security guidelines

The following is a summary of ten protective security tips presently issued by the Centre for the Protection of National Infrastructure:

- ▶ assess the risks to your business
- ▶ consider security first when planning building works
- ▶ establish a security culture in your business
- ▶ keep premises clear and tidy
- ▶ control access points and use staff and visitor passes
- ▶ install physical measures e.g. locks, alarms, CCTV, lighting etc
- ▶ establish good mail handling procedures
- ▶ recruit carefully, checking identities and following up references
- ▶ take proper IT security precautions
- ▶ test your business continuity plans regularly

Clearly as you would expect much of the advice is similar to our crime prevention advice. Further more detailed information can be obtained from **www.cpni.gov.uk**

Business Continuity

All companies however large or small should have a continuity plan. The plan is vital to assist business to continue when affected by a natural or man-made disaster. The plan should consider the risks to your business, i.e. people, physical assets or

BUSINESS BEST PRACTICE – CRIME REDUCTION

SAFE AND SECURE?

systems and the negative impact on the business if any or all of them are affected. Further information is provided in our Contingency Planning and Disaster Recovery section.

Further information can be obtained from:

UK Resilience; www.ukresilience.info

Home Office; www.homeoffice.gov.uk

Are You a Victim of Business Crime?

The first thing to do is report the crime. If you believe that someone is still in the building or that there is immediate danger to you or your staff, please call 999. If you arrive at your business and find that a crime has occurred but there is no indication that the offenders are still present, call your local Police force.

You will need to give the operator as much detail as possible so they can be prepared when you call.

- ▶ Is there any CCTV that could contain evidence?
- ▶ Were there any witnesses?
- ▶ Is there any other evidence? Has property been moved? Has there been anything left by the offenders?
- ▶ Has anything been stolen?
- ▶ Can you provide details? Serial numbers? Value of property? Details of property marking?

This information will help the investigation process; could enable us to catch the offender; can link this crime with other crimes and also prevents against false reporting.

You will then be given a unique **Crime Reference Number**. When you have this unique crime reference number, you should contact your insurance company. Your insurance company will need the crime number to process your claim. If you need to contact us about this crime, then the crime reference number will also help us to ensure your enquiry is dealt with promptly.

In some cases of burglary the offender may have left behind some valuable evidence in or around your building such as fingerprints, blood, hair and cigarette ends. If there is a chance of us recovering any evidence we will tell you what to do to help preserve such evidence. For example, we may ask you and your colleagues not to touch an item or to carefully move an item into a dry secure place. You should keep any CCTV recording of the incident, as this could be a vital part of the evidence at Court.

BUSINESS BEST PRACTICE – CRIME REDUCTION

ROBBERY – SAFE AND SECURE?

These pages are designed to help you protect your business from robbery. Whether a high street bank or a mobile fast food outlet, you will know that robbery is a possibility and how costly it could be.

In law, robbery is distinguishable from a theft of property (such as shoplifting) by the use, or the threatened use, of force at the time of stealing or when trying to steal.

Manager's DIY survey

As a manager or owner of the business, do you:

- ▶ Train staff in security procedures and the operation of any security equipment?
- ▶ Train staff to be courteous and alert? Thieves are less likely to bother if they think they are being watched.
- ▶ Encourage staff to keep an eye out for the unusual?
- ▶ Watch out for anything suspicious occurring at neighboring shops and ask them to do the same for you?
- ▶ Belong to or co-ordinate a 'Business Watch' scheme? (Contact your local police station for information)
- ▶ Try to make sure at least two staff are in the premises at any time - in particular when opening and closing?
- ▶ Vary your banking times and methods?
- ▶ Always count cash out of view?
- ▶ Keep only a minimum amount of cash in your tills?
- ▶ Have a secure area to count and hold cash?
- ▶ Employ uniformed guards full time, or during vulnerable times such as evenings or your busiest hours?
- ▶ Use vetting procedures for both full time and contract or temporary staff?
- ▶ Carry out periodic security checks of premises during business hours?
- ▶ Make a security check on all doors, windows and alarms before leaving the premises at the end of the day?
- ▶ Pay your staff by cheque or cash transfer?

How many times did you answer 'No'?

0-4

You are obviously security conscious and this should pay off. Use the information provided to further improve your security, concentrating on the options where you ticked the 'No' box, and then start to take a look at your premises. Take care not to be complacent; encourage daily routines.

5-8

You are taking some good security measures but improvements can be made. Start by focusing on the options where you ticked the 'No' box. Most of these are low cost and quick solutions and it makes sense to do these things immediately. Following that, take a look at your business premises. There are several effective measures that you can take without incurring a great deal of cost.

BUSINESS BEST PRACTICE – CRIME REDUCTION

ROBBERY – SAFE AND SECURE?

9+

You need to make security more of a priority. A lot of the suggestions in this booklet will cost you nothing and can significantly reduce the risk of crime at your business. Start to carry out the suggestions overleaf and you can quickly and cheaply make significant improvements. The next big step is to look at your premises. Some security methods are more expensive than others, but could help in the long term.

Advice

If you need any help or advice on how to make yourself, your staff and your premises more secure, or if there is anything you have read here that you would like to know more about, don't hesitate to contact the crime reduction specialist at your local police station.

Also, if you are either refurbishing your premises, or at the design stage of a new building, please consult one of our crime reduction officers (CRO's). They can offer valuable advice on how to help 'design out' crime and build in security. West Midlands Police CRO's can be contacted through your local police station on 0845 113 5000.

Remember, call 999 if you feel threatened. Police do not mind attending false calls if they are made with good reason.

Employee's DIY survey

As an employee at the business, do you:

- ▶ Greet customers when they come in and leave so that any potential criminals will know they are being watched?
- ▶ Keep an eye out for the unusual?
- ▶ Watch out for anything suspicious occurring at neighbouring shops and ask them to do the same for you?
- ▶ Always count cash out of view?
- ▶ Vary your banking procedures?
- ▶ Demand proof of identity from anyone entering the business to fulfil a service? (e.g., gas, water, electricity etc)
- ▶ Ask motorcyclists to remove their crash helmets before entering your premises?
- ▶ Say 'Can I help you?' to anyone suspicious? This eye contact could be enough to deter a potential thief.

How did you score?

Mostly Yes

You are obviously a security conscious person and this should pay off. Any crime caused to the business can have a negative effect on your work conditions so it is worth continuing to take these small precautions.

BUSINESS BEST PRACTICE – CRIME REDUCTION

ROBBERY – SAFE AND SECURE?

Mostly No

Any crime caused to the business can have a negative effect on your work conditions, so it is well worth taking these small precautions to reduce the risks. Ask your manager to train you to use any security equipment that you do have, or to provide extra help for you when the business is particularly busy.

Remember, call 999 if you feel threatened. Police do not mind attending false calls if they are made with good reason.

Advice / Steps you can take

Banking Procedures

- ▶ If large amounts of cash need to be banked or collected on a regular basis, the safest method is to employ a recognised cash carrying company.
- ▶ If you do undertake your own banking, be especially careful. Remember you are most vulnerable at the start or finish of your journey.
- ▶ Choose the right staff for the job.
- ▶ Always use a secure container for carrying cash, but don't draw attention to it.
- ▶ Don't be predictable. Vary the times and routes taken.
- ▶ Try and use the busiest roads and walk in the centre of the pavement, towards oncoming traffic.
- ▶ Never use public transport.
- ▶ If you use a car, try not to use the same one each time. If possible, use a decoy vehicle as well.
- ▶ Make sure all vehicles are well maintained. Keep all doors locked and don't make unnecessary stops or leave the vehicle before you reach your destination.
- ▶ If you are attacked - surrender the cash. NEVER RESIST.

Cash carrying equipment

- ▶ Use a security briefcase, bag or product designed for the movement of cash. These may include smoke and dye devices or alarms.
- ▶ Car safes can be fitted in the boot of the car or ring bolts can be fitted to secure equipment.

Equipment

Think about using:

- ▶ Personal attack alarms connected to a central service.
- ▶ Cash transit safes for cash waiting to be collected.
- ▶ A pneumatic cash transfer tube system which is air powered to move cash from tills to a secure place.
- ▶ Counter caches, lockable metal containers for the temporary holding of bank notes.
- ▶ Securely fitted safes with time delays, which only open after a certain time.

BUSINESS BEST PRACTICE – CRIME REDUCTION

ROBBERY – SAFE AND SECURE?

- ▶ CCTV video recording and camera equipment. (Consider remote monitoring or recording - this provides evidence, assists the police and can alert backroom staff to what's going on at the front of the premises)
- ▶ Ensure video tapes are changed regularly and equipment is serviced and in good working order.
- ▶ Advertising to promote your security systems throughout your premises and on the outside.

In the event of a robbery ...

- ▶ Take no risks. Make no sudden movements or noises and do exactly as you're told.
- ▶ If you are not directly involved in the robbery, keep away. If you are out of sight, stay out of sight.
- ▶ If your premises have silent alarms use it, but don't take any risks to do so. Also, if you have the opportunity, dial 999 and inform the police.
- ▶ Never risk your personal safety; comply with the demands made.
- ▶ Have a prearranged signal with your staff to indicate a robbery is taking place. Do not use it if the robber can see you.
- ▶ Take note of the offenders' appearance - a tattoo, scar, accent or vehicle registration number could help police identify them. Try and remember as much as possible.

Help the police

Even if the robber gets away with your property, there are a number of things you can do to help us catch them:

- ▶ First, stop trading, close the premises and ask any witnesses to wait for the arrival of the police, or obtain their names and addresses.
- ▶ Do not touch or move anything and try to make a note of any item the robbers may have touched, leaving fingerprints, or any items dropped by the robbers during the robbery.
- ▶ Remember all you can about the robbery and the robbers: age, height, build, hair, clothing, accents etc.
- ▶ Pay particular attention to any distinguishing features such as tattoos, scars, warts or other blemishes.
- ▶ Note the details of any weapons or vehicles used and the direction in which the robbers fled.
- ▶ Consider any unusual incidents that may have occurred prior to the robbery.
- ▶ Finally, every detail you can remember, no matter how small, could help the police to arrest them.

Being involved in a robbery can be a traumatic experience. Different people cope with it in different ways but it is impossible for anyone to remain totally unaffected.

Referral to professional counsellors can be arranged by your local Victim Support scheme, personnel department (if available) or your own GP.

BUSINESS BEST PRACTICE – CRIME REDUCTION

ROBBERY – SAFE AND SECURE?

Information for specialist businesses

Suggested extra protection for financial services

Consider:

- ▶ Smoke and dye money pack systems, designed to discharge coloured smoke and spoil cash which has been stolen.
- ▶ An externally monitored alarm system.
- ▶ Bullet-resistant glass and fast-rising screens.
- ▶ Electronically or magnetically controlled door entry systems.
- ▶ Cash pedestals and safes fitted with time delay systems so they will only open at certain times.
- ▶ Spy-hole viewers or CCTV monitoring at non-public entrances.
- ▶ Intruder verification systems for preventing hostage incidents.

Suggested extra protection for mobile businesses

- ▶ Avoid lonely, dark locations.
- ▶ If possible, site your business near similar businesses.
- ▶ If there is any doubt about a customer or delivery address, choose a busy location to carry out business.
- ▶ To avoid carrying large amounts of cash, arrange for regular customers to hold accounts.
- ▶ Carry the minimum amount of cash and bank it regularly.
- ▶ Use protection screens at driver or serving positions.
- ▶ Use personal and/or vehicle attack alarms.
- ▶ Consider using two-way radios or mobile phones.
- ▶ Install metal caches fitted with time delay facilities for temporarily holding bank notes. If threatened, drive to a busy location, if possible a police station.

Suggested extra protection for late business hours

- ▶ Improve security at pay kiosks with bullet-resistant glass or fast-rising screens.
- ▶ Use a service hatch rather than the main door.
- ▶ Install magnetic door lock controls for late night service.
- ▶ Fit panic alarms.
- ▶ Use uniformed guards for vulnerable periods.

BUSINESS BEST PRACTICE – CRIME REDUCTION

CRIME SCENE PRESERVATION

Crime Scene Preservation

A Police Scenes of Crime Officer (SOCO) is likely to attend to examine the scene for fingerprint and forensic evidence and will work closely with Fire Investigation Officers.

Following any arson attack on a business premises, there is a great possibility that evidence may be left at the scene, which could lead to the apprehension and prosecution of the perpetrator(s). To afford the best possible chance of detection by investigators, it is absolutely essential that any such crime scene is 'secured' to preserve evidence.

It goes without saying that the safety of staff should be considered to be the main priority in these circumstances.

**Your actions on finding a fire that may be arson are of vital importance.
Think “Scenes of Crime.”**

The following guidance should be adhered to where practicable...

Scene Preservation

- ▶ Protect the Point Of Entry (P.O.E.) to keep staff away so that they don't damage evidence - consider a cordon.
- ▶ If you have to tidy up, retain any pieces of broken glass from the P.O.E., especially any found outside. Handle the glass carefully by picking it up by the edges and if wet stand it up indoors.
- ▶ Find the access point to the grounds and protect it.
- ▶ Preserve any item foreign to the scene - in situ if possible.
- ▶ Consider inclement weather and cover items that can't be taken inside. A dustbin lid, waste paper bin, or bucket may be ideal.
- ▶ Avoid disturbance of the fire debris, or at least keep it to a minimum.

Evidence Types

- ▶ Fingerprints - on broken glass, window frames, bottles, torn paper, matchboxes, etc.
- ▶ DNA - blood, cigarette ends, chewing gum, drinking vessels.
- ▶ Footwear impressions - outside the P.O.E., or at the access point to the grounds.
- ▶ Instrument marks - where a screwdriver or jemmy has been used to force a door or window.
- ▶ Accelerants - used to speed up the fire (i.e. traces of petrol etc).

Fire and smoke might damage some evidence but may not destroy it all.

Please think scene preservation - help to maximise available evidence.

BUSINESS BEST PRACTICE – CRIME REDUCTION

INSURANCE

Insurance

Keep in regular contact with your insurance brokers/insurance company. Ask if they want a copy of your fire risk assessment. It is better to give them too much information than too little.

Your insurers will expect you to be aware and comply with current legislation and often place warranties under your policy such as:

- ▶ All pallets should be 8 meters from your buildings
- ▶ 5 lever mortise locks on all external doors
- ▶ All windows to be secured with a key operated security lock
- ▶ Your external waste bin to be locked out of trade hours
- ▶ Undergrowth grass and weed to be removed from all perimeter fence lines and buildings, not to be removed by burning or weed killer which will aid combustion

If you have not disclosed something to them the worst case is that you may end up with a refund on your premium instead of a settlement of your claim. You cannot afford to wait until the event to find out.

BUSINESS BEST PRACTICE – CRIME REDUCTION

USEFUL CONTACTS

Useful Contacts

Action Against Business Crime (AABC)

www.businesscrime.org.uk

Association of British Insurers

Tel: 020 7600 3333 www.abi.org.uk

BRE Certification

Tel: 01923 664100
www.redbooklive.com

British Chamber of Commerce

www.chamberonline.co.uk

A national network of quality-accredited Chambers of Commerce, representing more than 100,000 businesses of all sizes in all sectors of the economy.

BSi (British Standards)

www.bsi-global.com

This website holds information on British Standards.

Business Link

Tel: 0845 600 9006
www.businesslink.gov.uk

Practical advice for businesses, including a link to your local Business Link operator for support, advice and information.

Card Watch

Tel: 020 7711 6356
www.cardwatch.org.uk

A website run by the payments industry which provides information about fraud for retailers and cardholders.

Chip and Pin

www.chipandpin.co.uk

Crime Concern

Tel: 01793 863 500
www.crimeconcern.org.uk

Working with local people, community groups and crime and disorder agencies to reduce crime and create environments where everyone can lead their lives free from fear and intimidation.

BUSINESS BEST PRACTICE – CRIME REDUCTION

USEFUL CONTACTS

Crimestoppers Trust

Tel: 0800 555 111

www.crimestoppers-uk.org

Crime Reduction Website

www.crimereduction.gov.uk

This provides people involved in community safety and crime prevention, with information and advice to reduce crime and disorder in their local area.

Department of Trade and Industry (DTI)

www.dti.gov.uk

Helping people and companies to become more productive. You can download or order a full range of information security publications from this website.

EEF, the Manufactures Organisation

Tel: 020 7222 7777

www.eef.org.uk/UK

Fraud Prevention Website

www.uk-fraud.info

Advice for people and businesses on how to recognise fraud, how to avoid it through preventative measures, and how to respond to suspected frauds.

Home Office

Tel: 0870 000 1585

www.homeoffice.gov.uk

The government department responsible for policing and reducing crime and disorder.

Health and Safety Executive

Tel: 08701 545500

www.hse.gov.uk

Protecting people's health and safety by making sure risks in the workplace are properly controlled.

Identity Fraud

www.stop-idfraud.co.uk

Secured by Design

Tel: 020 7227 3423

www.securedbydesign.com

The UK police initiative supporting the principles of 'designing out crime' by using effective crime prevention and security standards.

BUSINESS BEST PRACTICE – CRIME REDUCTION

USEFUL CONTACTS

Suzy Lamplugh Trust

Tel: 020 8876 0305

www.suzylamplugh.org

Working to reduce the damage caused to people by physical, verbal and psychological aggression.

Trading Standards

www.tradingstandards.gov.uk

Victim Support

Tel: 0845 3030 900

www.victimsupport.com

Providing emotional support, practical help and information for victims and witnesses.

Reporting minor incidents of crime online

www.police.uk

To report minor crime online. The link will highlight types of crime which can be reported in this manner.

Do not use this service for emergency situations