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## Introduction,

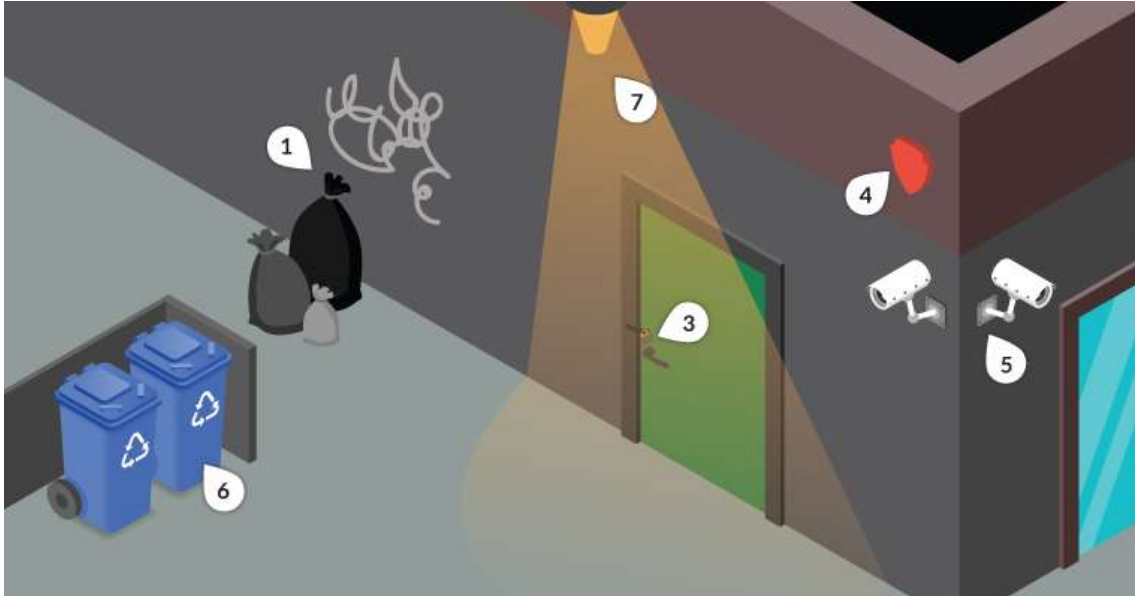
When considering the impact of a commercial burglary, it's tempting to focus solely on the items stolen. However, the true cost of this type of crime is far-reaching and includes property damage and repair, loss of trade, customer dissatisfaction, staff time in dealing with the issue, and colleague time in labour or call out. Then there are the non-monetary issues to consider, such as reputational damage and employee confidence, perhaps feeling unsafe when carrying out their duties.

## The Definition of Burglary

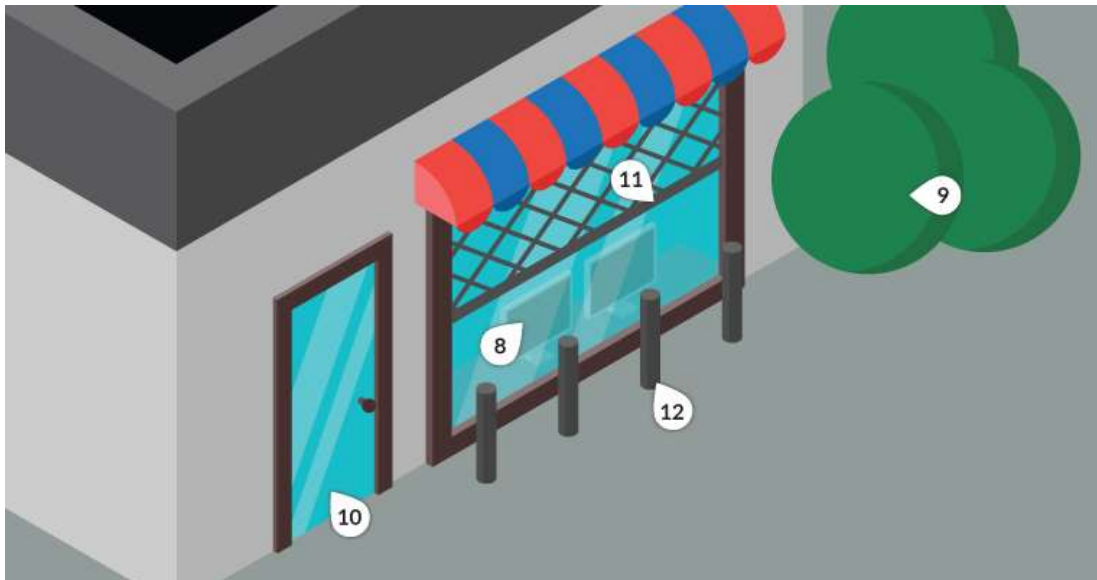
A person is guilty of burglary if they enter any building or part of a building as a trespasser intending to do any one of three things: steal, cause damage or inflict grievous bodily harm.

## Forced Entry

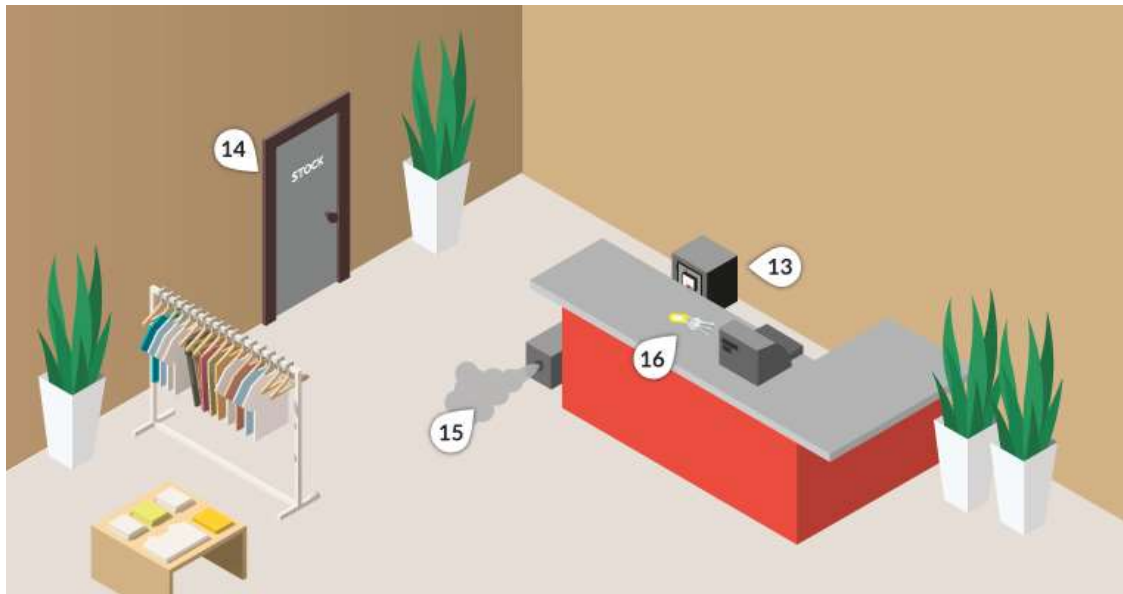
You may have invested a great deal of time, energy and money in your business premises, but burglars make it their business to break in. Follow our advice below to make the property more secure, deterring them from targeting your premises.



- 1.** A well-maintained exterior free of rubbish and graffiti will reduce the likelihood of your business being targeted by criminals. Try to remove any graffiti. If any appears on a nearby wall or structure, call the local council who will send their specialist team.
- 2.** Complete a security review of your premises to identify areas that may be vulnerable to entry and have them made more secure.
- 3.** Make sure any service doors are locked and secure when not in use. Additional steel plating can be added to prevent levering of door frames.
- 4.** Make sure you have a monitored alarm and that it's fully operational. For advice and approved suppliers of alarms and CCTV, visit the [National Security Inspectorate](#) and the [Security Systems Alarms Inspection Board](#).
- 5.** Make sure your CCTV is operational, provides facial recognition as well as good quality images and covers vulnerable areas. 24-hour digital CCTV is also highly recommended. You'll find useful advice on buying surveillance equipment, from the [Surveillance Camera Commissioner](#).
- 6.** Make sure that bins are stored away as these can be climbed on to gain access to the building, especially via upper levels.
- 7.** Make sure there is sufficient lighting around the premises, that compliments your CCTV coverage and especially loading areas.



- 8.** Consider moving high-value goods away from display windows overnight.
- 9.** Prune any overgrown bushes or nearby trees, as they can provide cover for anyone trying to hide from view.
- 10.** Doors and windows are particularly vulnerable – use security-rated products to make them more burglar-resistant. For more details visit [Secure by Design](#).
- 11.** External shutters, although effective, may require planning approval. Use attack-resistant laminated glass in sturdy frames where possible. Alternatively, film can be applied to glass to make it more resilient.
- 12.** Anti-ram raider bollards mounted externally can be used to protect frontages but may require planning approval.



**13.** Try not to keep cash on the premises and always use a bolted-down safe with a time lock and anti-tamper sensors that trigger an alarm.

**14.** Make sure stockrooms are locked and, where possible, keep stock out of sight.

**15.** Smoke-generating devices that activate on unauthorised entry create a smokescreen and foil burglary. They're designed not to damage stock.

**16.** Make sure your keys are not left on the premises and that only designated staff have access. In case of emergency, make sure there's a list of keyholders who can be contacted.

## Further measures consideration

- Ask your alarm engineer if there is a way of having a potential intruder set your alarm off prior to him having free run of your premises i.e., alarm sensors on external shutters, wall vibration sensors and external motion sensor.
- Make sure your alarm automatically alerts a key holder (if not on the police alarm call out system).
- If your alarm signals an intruder by landline, consider alternative back up mobile systems, in the event of telephones wires being cut. If there is only one land line into the shop, consider what would happen if that line was blocked by an incoming call at the time of the break in.
  - Ensure your alarm is regularly serviced and covers all the risk areas.
  - Record details of all valuables and IT equipment. Including serial numbers. Consider keeping a photographic record.
  - Mark your property with the company name and postcode (consider such products as Smart water, Sel.)
  - Change entry and safe combinations when an employee leaves the company

## Train Your Staff

You need full support from your staff. Teach them about the burglary prevention measures you have taken, and the correct use of any equipment you have installed.

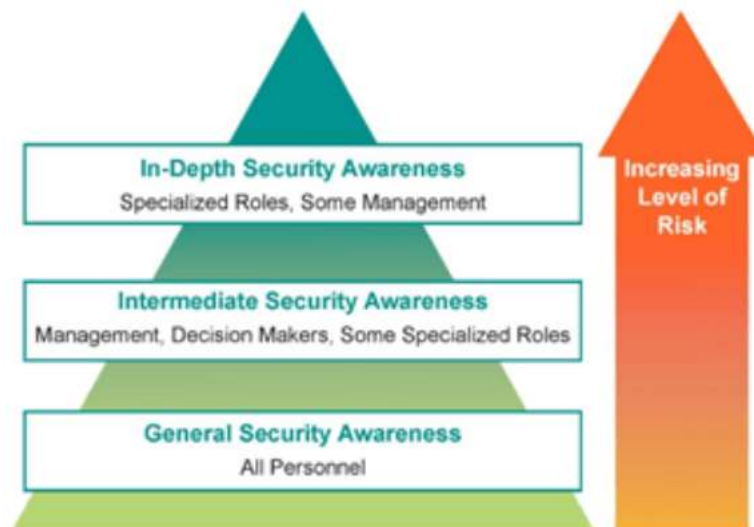
- **Reporting suspicious circumstances**  
Explain to staff the importance, for example, of keeping a watchful eye for suspicious people or vehicles to prevent people 'casing' your premises.
- **Get them involved**  
You can develop their commitment to crime prevention by asking their opinions and ideas about the measures you are taking or propose to take.
- **Key security**  
Above all, you should build key security into your staff training programme. Ensure that only specially selected staff have access to certain keys or combination locks, and that keys to secure areas are not left within the shop/ public areas. Selected staff or managers must thoroughly understand their responsibilities for locking and securing fastenings on windows, doors, cabinets, internal offices where cash may be held, safes, rooflights and any other exits.

## Security strategy

Even with all these options in place it is key to avoid complacency and ensure that you regularly review your security set up. Check that technical equipment is functioning correctly and still suitably located to meet the needs of your site.

You could treat this as you would when running regular fire evacuation testing. Ensure you challenge colleagues found to have breached the security plan and make adjustments immediately where necessary. Ask others in the team for their view on the measures in place and any improvements that they may have to suggest. A fresh set of eyes or perspective can be useful.

Communicate your security strategy with senior staff and provide updates on any changes to be made. Share your general site security with all staff and new entrants, its no use having pass card entry doors for example if doors are propped open form easy access when moving stock or doors held open for unknown individuals without asking them for identification/ purpose of entry.



## How the Business Crime Team can support your organisation

Our team are happy to discuss your organisations existing security measures and make recommendation for additional elements to consider strengthening the premises and workplace environment.

We can offer site visits to talk through the challenges you face, provide bespoke crime prevention advice and offer ongoing support relevant to your company and workforce.

If you would like further advice or assistance, please contact us:

[Business.Crime.Team@essex.police.uk](mailto:Business.Crime.Team@essex.police.uk)

@EpBusinessCrime

[www.essex.police.uk](http://www.essex.police.uk)

### Support Links

National Security Inspectorate [NSI - Certification for security and fire protection companies www.n](http://www.nsi.gov.uk)

Secured by Design [Secured By Design www.securedbydesign.com](http://www.securedbydesign.com)

Security systems Alarms Inspection board [SSAIB | Certification for Security Service Providers www.ssaib.org](http://www.ssaib.org)

Surveillance camera commissioner [Surveillance camera commissioner's buyers' toolkit - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

## Staff training register

It is essential that all current staff members are briefed on the information provided, in order to attempt to reduce the opportunity for any potential attacks. It is important that all staff are refreshed on a regular basis and any new staff are trained.

The register below should be maintained in order to manage the training of staff and demonstrate that regular updates have been completed.

Staff member	Training date	Training date	Training date	Training date	Training date	Training date	Training date