

# your business

## Keep crime out of it

We, the Home Office, have produced this booklet with the business community to reduce crime in small and medium-sized businesses. It provides practical information to help businesses identify any security risks and take measures to reduce crime.

You can download this booklet from  
[www.crimereduction.gov.uk/yourbusiness](http://www.crimereduction.gov.uk/yourbusiness)

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### Keep crime out of it

This booklet will help you carry out a business security survey and gives basic advice on reducing crime. By learning about how to reduce crime and carrying out surveys, you will be able to use a range of techniques to make your business more secure.

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Hazel Blears

## Foreword

The Government is determined to tackle business crime, which can and does affect businesses of all sizes. Businesses are at the heart of our communities, providing

jobs and boosting the economy. But crime can have a major effect – reducing profitability, increasing the fear of crime and, in extreme cases, threatening businesses.

In response to calls from the business community for simple straightforward advice on preventing crime, last year we produced a series of ‘top tips’ postcards for the business community called ‘Putting crime out of business’. This booklet builds on those tips and provides simple but more detailed advice to businesses on how to survey business premises and identify and respond to possible security risks. We have produced it with the business community, in particular the Association of Convenience Stores, the

Association of British Insurers and ACPO-Secured by Design, to whom I am very grateful for their contributions.

I am pleased to recommend this booklet to businesses and encourage you to join us in the fight against business crime.

### Hazel Blears

Minister of State for Crime Reduction, Policing, Community Safety and Counter-Terrorism.

“The simple surveying techniques contained in this booklet are invaluable and will help businesses better protect themselves, their staff and their premises in the fight against crime.”

### David Rae,

Association of Convenience Stores

We thank the many organisations and people who have contributed to this booklet. In particular, Geoff Leigh (Association of British Insurers) and Alan McInnes (Association of Chief Police Officers Crime Prevention Initiatives).

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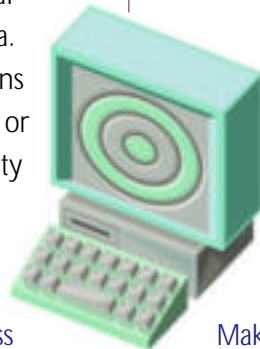
# Introduction

This booklet will help you carry out a security survey. It also gives basic advice on reducing crime. You do not have to turn your business into a fortress, but by taking a few simple steps you will make it more difficult for potential offenders by reducing the opportunities for crime.

By learning about how to reduce crime and carrying out surveys, you will be able to use a range of techniques that will make your business more secure. Business crime is a huge topic and we don't have room in this booklet to cover every part of it, but we will give you some important tips that will help make any business or organisation more secure.

When you carry out a business security survey try to involve other businesses in your area. Working with other businesses, organisations and the police will help to reduce and prevent crime and the fear of crime. Working together will give you a greater chance of finding effective and lasting solutions. Speaking to other businesses and organisations could also give you more information about actual crime and perceived crime in your area. It might also help you in any discussions you may need with insurers, landlords or your local council about putting security measures in place.

This booklet contains good general advice which should help your business reduce the opportunity for crime.



# Why survey?

If you can reduce theft, vandalism and fraud by having an effective security and fraud strategy, you will be able to reduce losses and increase peace of mind for you and your staff. This may lead to happier staff, higher efficiency, more profit and a better image with suppliers, customers and competitors.



You may want to carry out a survey because of crime in the area. Your business may have already been targeted and you want to secure your building and the property within it, or make it safer for people who visit, or work for, your business.

Using a balanced and logical approach will help you make sure that you consider all areas of the business, so that improvements to security are more likely to be effective.



Good security and obvious attention to detail will put off criminals.

You should treat any change to your business as an opportunity to review and improve measures to reduce crime. This might include new or altered premises, new stock, new computer systems or changes in business practice.

Make sure that security is part of your business planning process.

# 'Onion-peeling' principle

The technique used in all security surveying, however large or small, is called the **'onion-peeling' principle**. This simply means starting at the outside and working inwards.

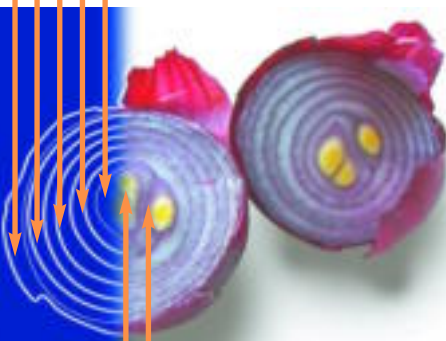
## Preparation

### Environment

### Perimeter

### Shell (the walls, windows and doors)

### Interior



### People

### Procedures

This process can apply to every type and size of business. It splits the business into several layers. The aim at each layer is to delay and put off the criminal and to protect or remove any possible targets. (A **target** is anything a criminal may want to steal or damage.)

Using a logical approach to a security survey will help to make sure that you consider all risks and threats.

Security surveying is all about reducing the opportunity for crime and making possible targets less attractive to criminals. There are three types of physical targets in business.

- **Buildings** – including garages, stores and so on.
- **Property** – cash, stock and equipment.
- **People** – staff, security guards, visitors and so on.

Don't forget about risks such as fraud, violence, graffiti or computer-data theft.

Try to imagine how a potential offender might think. When you survey, look for anything which will make it easier to commit crime. (For example, by making sure a back door is

kept locked, you could reduce the risk of a criminal carrying out a number of crimes.)



There are opportunities for crime and targets in any of the layers. In each layer, you should think how you can **increase the effort** for a criminal and **increase the risks** of being caught. You should also **reduce the rewards** of crime, **reduce provocation** to commit crime

and **remove excuses** for criminal behaviour. (See page 33 for practical examples.)

Take a balanced approach to reducing crime. Don't concentrate on only one area of security or only one target – consider them all.

# Preparation

Preparation will give you an accurate idea of what you will cover in the survey and give you more chance to use effective measures to reduce the opportunities for crime. Your preparation should follow the 'onion-peeling' principle. Start with the general area and work inwards with your business as the focus.

In your preparation you should find out:

- has there been any crime in the area?
- has your business or a business nearby been the victim of crime?
- what type of crime has there been in the area?
- is there a business crime partnership, shop-watch or similar scheme in the area?



You can use maps to find out if there is a railway line or pathway nearby which criminals could use for access or as a getaway.

You may be able to get help and information from local agencies involved in reducing crime, such as the Crime and Disorder Reduction Partnership, the police and other businesses.

Your local council or police Crime Prevention Officer may be able to provide crime statistics or other relevant information. You could also look in the local papers or your local library.

When you consider your business you should ask yourself:

- what are the possible targets in your business?
- what are the threats to each target?
- how high is the risk of a crime being committed against those targets?
- what would be the effect of a crime against those targets?  
(A **threat** is any possible crime against a target.)

Consider the full range of possible effects, not just the financial ones. This includes staff morale, company image and being able to continue in business.

It is always important that you consider any legal implications. You should also take account of health and safety, staff welfare, trading standards and insurance requirements.

Having this information before you do your survey will help you to decide later which measures are:

- **appropriate**;
- **realistic**; and
- **cost-effective**.

**“Don’t take a sledgehammer to crack a nut.”**

When you have collected this information, you’re ready to begin your survey.

# Environment

The environment is the area around the business – the street, industrial estate, retail park, pedestrian area or shopping centre. It is the first part of your survey and it will influence the security of your business.

Some things may only become obvious when you walk around the environment.

In the environment and at every level of the survey, you should think how you can:

- **increase the effort;**
- **increase the risks;**
- **reduce the rewards;**
- **reduce provocation;** and
- **remove excuses.**

If the area around your business is well maintained, it will give customers a good first impression and help to increase the feeling of security. A business in a run-down state will seem easier to break into and a criminal will probably think the business hasn't got any security measures. If rubbish and graffiti aren't removed quickly, it will give the same impression.

You may not have any responsibility for the layout, security or maintenance around your business, but if you get together with other businesses you may be able to influence leaders in organisations that do. New planning strategies will need crime prevention to be dealt with at the planning stage. This will affect the environment and your own planning applications.

Security costs could be shared between several businesses. For example, a fully monitored CCTV (closed-circuit television) system could be used and the cost could be shared. Think about what partnerships can be formed and how businesses can communicate effectively about crime issues and threats.

What might help a criminal (such as trees, bushes or walls to hide behind)? If the area is well maintained, it will increase the effort of committing a crime, increase the risks and remove the criminal's excuses.



# Perimeter

The perimeter is the area between the boundary of the business and the buildings within it. It includes the wall or fence of the boundary. It is anything between the shell and public spaces, and could be a car park, a loading bay, a yard or a path.

Boundaries don't always need to be fences, gates or walls. They can be painted markings or rumble strips, or can even be unmarked.

Starting at the outside, walk round the whole of the boundary, checking for weak areas. Bear in mind that you will probably have to balance accessibility and security, keep potential offenders out but allow customers and staff in.

Make sure that the boundary is built of appropriate material and that it is secure and well maintained, especially in areas that are not clearly visible. Gates, doors and other entrances should provide the same level of protection as the surrounding material and be secured when frequent access is not needed.

Imagine you are a criminal and look for opportunities for crime. These can include:

- climbing up walls or fences;
- bins which can be used to climb over a wall or can be a target for arson;
- tools or materials left out which can be used to break in;
- hiding places; and
- areas of poor lighting at night.

Steel fencing, railings or walls 2.5 metres high make effective boundaries. A criminal could be seen through weld-mesh and palisade fences. Combinations of walls and fences, with well-placed gates and entrances, can be effective. Brick or solid walls are effective but may attract graffiti. Barbed or razor wire, rotating vanes and electric fence alarms at the top of fences and walls will make them harder to climb over. Anti-climb paint can be used above 2.5 metres to make surfaces difficult to climb and mark clothing. Remember that you must follow all legal requirements – for example, the Highways Act 1980 (section 164), the Occupiers Liability Act 1984, the Health and Safety Act 1974 and any other relevant acts.

Secure or remove anything which might be used to break in or cause damage. Improve visibility by cutting back vegetation, moving bins or improving lighting. This will increase the risk to the criminal of being seen or caught.

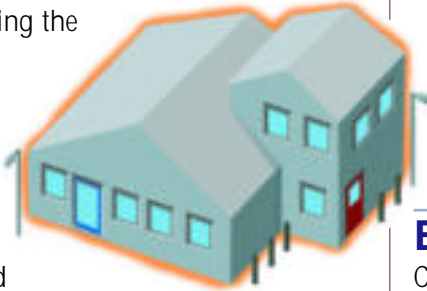


Signs are an effective way to remove a potential offender's excuses. You can use them to set rules for visitors and remind staff to be vigilant.

Crime opportunities may change. For example, a car-parking space with poor lighting becomes a risk when a car is parked in the space, at night when the empty space may be used for drug dealing or as a getaway route.

## Shell

The shell is the main fabric of the building, including the walls, windows, doors, skylights and roof. You should treat sheds, outside storage areas and garages in the same way as the shell of the business.



### Delay Visibility Deter

The basic idea is to introduce measures that will delay and put off potential offenders. The longer a criminal is visible from outside

and the more noise they make, the easier it is for them to be detected. Try to secure any ways a criminal might get into your business, but remember that staff and customers have to be able to get in as well. Don't forget about access from the roof or through a cellar or air vents.

Think about what things might attract a criminal. These may include unsecure doors and windows, or walls and bins which could be vandalised or damaged.

Also think about the methods which might be used for crime. For example, getting in through an unlocked door, using tools to break in or, in exceptional circumstances, ram-raiding. Use appropriate measures to increase security.

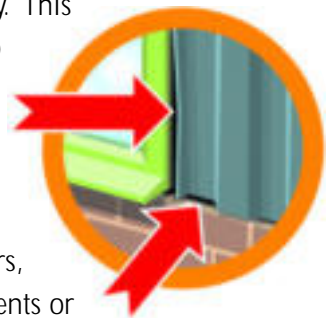
If you have high-value stock, specialist goods or a high level of security risk, you may also need to talk to a security specialist, your insurer or the local police Crime Prevention Officer.

## Building fabric

Check that the building is in good condition and that the material it is made of provides an adequate level of security. Thin-skinned or profile-metal buildings can be vulnerable but adding anti-ram-raid bollards, improving lighting or cutting back bushes will increase security by making a potential offender more visible. (Profile metal is prefabricated corrugated metal panels bolted together to make walls.)

If the building is properly maintained, it will improve security and the overall impression of the business. This would help to put off criminals by increasing their effort, increasing their risks and removing their excuses.

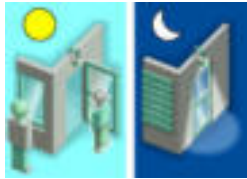
Make sure that there are no gaps where a criminal could use a tool to prise open part of the building to gain entry. This might happen where two types of building fabric join (for example, brick and profile metal, or where the wall meets the roof). Check around doors, windows, skylights, air vents or any other openings to make sure they have been professionally fitted and are secure.





## Openings

All openings are possible weak points. They can include doors, windows, delivery bays, skylights and ventilation grilles. When you check any openings, remember that openings can have different levels of risk. Openings at the front of a business may be more secure because they are overlooked. Openings on upper floors are usually harder to get to, and a delivery bay may be more secure while the business is open and taking deliveries. When the business is shut, security measures should concentrate on security against criminals. When the business is open, security measures shouldn't make it difficult for staff, suppliers or customers to get in or out.



It is preferable and more secure to fit door-sets (frame, door, locks and fittings) tested to British Standard **BS PAS 24**. This is the standard for high-security doors for homes. These are generally adequate for most businesses. Sites that have a medium or high risk should use doors, grilles and shutters tested to Loss Prevention Board Standard **LPS 1175**. This covers six increasing levels of security for commercial premises. It covers building components, doors, shutters, grilles, windows, window mesh and hatch covers.

Doors should be fitted with a five-lever mortise lock tested to British Standard **BS 3621**. You can reinforce existing doors by bolting 1.5-millimetre sheet steel to the door and fitting bar reinforcements to the frame.



Always secure unattended external doors. You should check fire doors to make sure the mechanism works properly.

Door glazing affects the level of security. It should be at least 6.8-millimetre laminated glass. You should choose doors and windows to reflect the level of risk.

Windows in sites that have a low or medium risk should meet British Standard **BS 7950**. Laminated glass should be used on ground-floor windows or accessible upper-floor windows. Window locks that use a key should secure all accessible windows. If a window is easily accessible, it may also be appropriate to limit how wide it can be opened, or to fit bars or a

grille. Windows can be protected by roller shutters. However, slotted shutters are often harder to vandalise. Shutters, bars and grilles can be fitted to the inside but this will leave the window or door vulnerable.

Remember to check with planning and fire regulations before fitting bars, grilles or shutters.

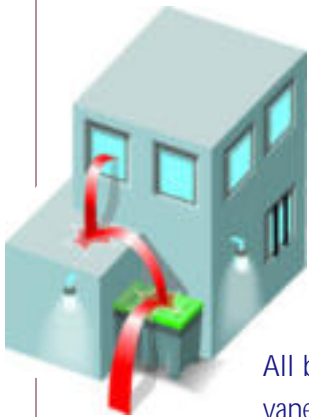


Some openings may be particularly vulnerable. These are often at the back or side of a building. To overcome this, you could introduce more secure locks and bolts, good lighting and possibly CCTV. Consider using tinted glass or film where appropriate to reduce the visibility of valuable goods. Unwanted openings could be bricked up.

## Vulnerable areas

Roofs may be a vulnerable part of the shell. Flat roofs can be a higher risk because they can provide a convenient platform for a criminal to use as a way of getting into the building. Roof coverings should be secure, and skylights and ventilation shafts should be protected to the same standard (or higher) as the windows.

Check that equipment stored near the building does not provide easy access to the roof. If the design of the building allows access to the roof, you should consider using anti-climb paint or physical barriers as a way of preventing access.



All barriers such as rotating vanes or fences should meet health and safety regulations.

Pay particular attention to cellars, loading bays and the sides and back of the business. A cellar might make a good hiding place. Think about how a criminal might view the business at different times of the day (for example, when the business is closed or at night). Simply improving the lighting or cutting back bushes and trees will improve security.

Make sure you regularly check the building and its vulnerable areas. Check for loose bolts, panels or window frames that might affect the security of the building, and make sure that all other security measures are working properly.

## Summary

You should walk around the building and look for weak points. Imagine what a criminal would look for. Secure any ways a criminal could get in. Make sure that there is nothing around the building which could be used to break in or damage the shell. Move any targets which can be seen, or accessed, from outside.

Consider how the business will appear when it is open and when it is closed. Take account of weekends, shift work and out-of-hours deliveries.

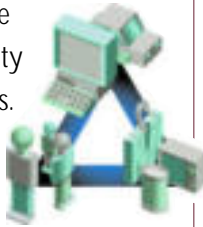
- Is the building well maintained?
- Are all doors and windows professionally fitted?
- Are openings secure?
- Are all storage areas secure?
- If the business has a loading bay or yard, is it monitored and kept secure?
- Are all vulnerable areas properly secured?
- Is the building adequately lit?
- Are there regular checks of the building?

When you are considering security measures, make sure they are **appropriate, realistic** and **cost-effective**.

Remember to consider the needs of your customers, suppliers and staff. You don't need to turn your business into a fortress to make it more secure. You can find some effective ways to reduce the opportunity for crime on page 33.

# Interior

Every business is different and the levels and types of internal security will be different for each business. The main things to consider are assets, stock and alarms.



## Assets

Assets include computers, mobile phones, printers, information stored on computer, vehicles, personal organisers (paper and electronic), specialist equipment and tools. Make sure that there is a note of the make, model and serial number of each piece of equipment. There are many ways to permanently mark equipment. You should find the most appropriate method for the business

and for each piece of equipment. The standards for devices used to mark assets are **LPS1224** and **LPS 1225**. Remember that sometimes equipment may be used off-site, especially mobile phones, laptops and personal organisers. For mobile phones, you can find the unique International Mobile Equipment Identity (IMEI) number by typing \*#06#.

Devices for securing computer equipment are certified by the Loss Prevention Certification Board. (**LPS 1214, categories I and II**.)

High-value equipment or equipment that is essential for your business should be secured in a separate room. Entry points and construction must meet the appropriate security level, and access should be controlled.

Put in place a **security plan** to protect both the equipment and the information stored on it.

This might involve:

- setting up computers protected by passwords;
- carrying equipment in the boot of a car rather than on the passenger seat;
- removing equipment from a vehicle overnight;
- making sure equipment is stored securely;
- making sure doors to rooms containing equipment are locked; and
- encouraging staff to be vigilant.

Remember, it is not just the equipment that has value but also the information stored in it.

To protect information, you should store a copy securely off-site. Sometimes, fitting a fire-resistant safe to store important information or records may be an appropriate and cost-effective solution. If any computers have access to the internet or external e-mail, check that they have firewall and anti-virus software. These must be kept up to date.

Well-placed signs can be a useful way of putting off a criminal. This can include signs such as the following.

- "All property marked and easy to identify."
- "No cash held on premises."
- "Staff have no access to the safe."
- "All tools removed from this vehicle."
- "CCTV in operation."
- "No stock stored overnight."

## Stock

There are a number of simple steps you can take to make stock more secure.

Keep records of your stock and do regular stock checks. Try to keep stock away from doors. Where practical, put goods where it would need a 'noticeable action' to reach them – use mirrors or CCTV to keep an eye on stock. Some items can be easy to take and hide. Keep these where they are more secure – for example, behind the cash desk or in secure containers or display cases.

Make sure that stock is stored in a secure place. Try to limit the number of people who have access to it.



Make sure that each delivery of stock matches the delivery note, invoice or receipt. Store it securely as soon as possible. Add the details to the stock list. This will make it easier to spot if anything is missing. It will identify what has been stolen or damaged, and when. These details will help you to decide where to make security improvements. Your insurers and the police may also need them.

Stock of particularly high value can be stored in a security cage, a secure container or a secure room. These should be professionally fitted. They should not be built against, or be part of, the outside wall. Make sure that the only way in is through a well-constructed and adequately secured door which is kept locked.

## Alarms

If your business has an intruder alarm, make sure that:

- it works;
- it is always used; and
- it is serviced regularly.



Alarms must be fitted to European Standard **EN 50131**.

Check with your insurer for the appropriate grade. Alarms should be monitored by an alarm receiving centre, where calls can be passed to a security company, the police or someone who has a key. The police will only respond to alarms fitted and monitored by companies accredited by the National Security Inspectorate (NSI) or the Security Systems and Alarms Inspection Board (SSAIB).

If you are going to fit or upgrade an alarm, check the standards and policies with an accredited installer, your local police, your insurer or at

**[www.securedbydesign.com/guides](http://www.securedbydesign.com/guides)**

Intruder alarms may need to be supported by other security devices. These can include CCTV, devices that generate smoke (so that the intruder can't see) or chemical marker systems. All technical systems should be professionally fitted. They must be regularly maintained and used responsibly.

Anything you do to secure your assets or your stock must meet all legal requirements, Building Regulations, health and safety guidelines and by-laws. For more information, speak to your local Crime Prevention Officer or an accredited alarm company.

## People

All employees should be aware of their responsibilities for security. They should be trained in using tills, alarms and computer systems.

It may be appropriate to offer staff training in security and safety. For example, staff may benefit from training in 'conflict management' if your business has suffered from aggressive customers. If you get together with other businesses to arrange staff training, you might be able to share the cost.

Make sure that all staff are aware of your emergency and security procedures and that they are reviewed regularly. If you don't have

these procedures, your survey will help to identify what they should be. You should then develop with staff safeguards and systems which become policy. Once a policy is written down, you can give it to all staff.

Personal property should always be kept out of sight and locked away. If the business doesn't have secure lockers, a locked drawer in an area which is never left unattended could be a good alternative.

If your business handles a lot of cash or expensive goods, or if it has suffered high levels of theft or violence to staff, it might be appropriate to use a screen to protect staff, cash and goods. Make sure that this is professionally fitted.



Sometimes staff work alone – for example, on a garage forecourt or at night. You can reduce the risk to them and your business with a few simple steps. Think about using:

- personal alarms;
- radio link schemes;
- controlled access or CCTV (with audio);
- automatic warning devices which are set off if the person doesn't report in at a set time; and
- regular checks either by phone or in person by someone who is responsible for security and safety.

Don't forget that employers have a legal responsibility for the health and safety of employees. If you introduce

measures to improve their safety, you will also improve the security of your business.

Check the identity of visitors and people making deliveries to your business.

Always check the identity of the person you are delivering to and make sure they sign a receipt for goods.

You should make visitors aware of the security measures you have taken to make them feel safer. You could do this with signs. This will have the added benefit of putting off criminals.



# Procedures

Every business should have adequate **security and safety procedures**. These are only useful if **all staff** are aware of them. These procedures can range from the very simple – for example, locking a delivery door immediately after each delivery, to more complicated procedures which might involve security staff, alarms and so on.

It is important to be **vigilant** for any suspicious behaviour and to take appropriate action. Staff should greet all customers, visitors and people making deliveries. They should challenge or report anyone acting suspiciously.



Reduce the amount of **cash** on the premises. Transfer excess cash into a locked tamper-proof unit. Remove cash from each till overnight and leave the drawer open. Safes should be attached to the building and meet appropriate European Safe Standards. Keys should also be kept secure and removed from the business overnight. Cash should be taken to the bank as often as possible, preferably by a firm approved by the National Security Inspectorate.

If your business handles large amounts of cash, or if you are thinking of fitting a cash machine, you will need to get advice from your police Crime Prevention Officer or insurer. You should not pay wages in cash if possible. **Don't get into a routine if you handle cash, and always count the cash out of sight.**

**Fraud** and computer crime can damage the financial health and reputation of every business. You must have procedures for handling **credit and debit cards**. Use the **Chip and Pin** system where possible as it is more secure. If you are not using Chip and Pin, you must check:

- the start and expiry dates;
- for signs that the card has been tampered with;
- that the number on the card matches the one on the till printout; and
- that the customer's signature matches the one on the card.



Look out for any suspicious behaviour. This could include:

- choosing purchases quickly;
- trying to rush the transaction; or
- splitting purchases between different cards.

**If there's any doubt, phone the card issuer for authorisation.**

Many card transactions are carried out over the phone or on the internet. To do this securely, you need to take special precautions. Your bank should be able to give you advice about this. Here are some simple steps to take.

- Get a delivery address and landline phone number.
- Check the details and call or e-mail the customer to confirm the purchase.
- If goods are ordered over the phone or the internet check, the identity of the person who collects them.



Never accept **cheques** without a guarantee card. Make sure that:

- the cheque is written, signed and torn out in front of you;
- the cheque has the correct date and amount;
- the details on the cheque match the card and that it isn't out of date; and
- the amount of the cheque isn't more than the limit on the guarantee card.

Write the card number on the back of the cheque.



Always keep details of all assets and stock (see pages 19 to 22). Keep them in a secure place and store a copy securely off-site. Make sure you regularly back up important **information** from **computers** and store a copy off-site. You

should also use, and regularly change, passwords to log on to computers. **BS 7799** covers good practice in keeping information secure. It describes a set of security controls, deals with legal issues and helps with the requirements of the Data Protection Act 1998.



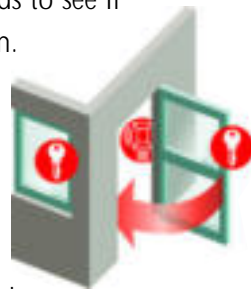
If your business employs a large number of **staff**, they should wear photo identity badges or name badges. When employing staff, always check their references thoroughly. Staff training should include handling cash and stock. If your business is at risk, or in a high-risk area, it might also be appropriate and cost-effective to employ security guards. You can choose a suitable company from the National Security Inspectorate Directory of approved companies.

Try to limit the number of ways people can get into your business or onto your computer system. You should have clearly identified entrances for staff, customers, visitors and deliveries. Visitors should be 'signed in' and asked to wear an identity badge while on-site and 'signed out' when they leave. You should encourage employees to challenge anyone who is not wearing a badge. You can restrict access to certain areas using simple measures such as key pads. For more security, fit an access control system which meets British Standard **BS EN 50133**.

If you are asked to supply goods or services to a customer or company you don't know, it might be appropriate to ask for, and check, references from them. You can check with

local businesses or trading standards to see if they have any information on them.

You should also have a set procedure for securing the business at night, when it closes or when shifts change. The last person to leave should walk through the business, checking that doors and windows are locked, lights and computers are off and the alarm and any other security measures are switched on. In a large organisation it might be better to have a member of staff identified who has this as part of his or her regular duties.



You can reduce the effects of any incident by having a business continuity plan. This will cover how your business will respond to threats and how it will recover from an incident.

## Other issues

If your business is part of a shopping centre or a business park, or is in a larger building, you should check the security of public and shared areas with the agent or landlord.

You should treat **vehicles** in the same way as the shell (see page 13). Use a reflective film on the rear windows. Secure a lockable box in the cargo area. Signs will let criminals know that nothing of value is left in the vehicle (this includes tools, computers, samples and so on).

When you leave the vehicle, even if only for a couple of minutes, you should always lock it. You should never leave anything of value in sight. Cash and cheques collected in the vehicle

should be taken somewhere secure as soon as possible (for example, a safe in a taxi office). Vehicles should be regularly serviced and it might be appropriate to use extra security devices such as a steering lock, an alarm, an immobiliser or a vehicle tracking system. Always use them when you leave the vehicle.

If you are **transporting goods**, you should use secure lorry parks for overnight stops. If you use the post, it might be appropriate to use a more secure service such as recorded delivery.

If you have nowhere secure to store materials (for example, building materials), you should only have delivered what you will use for each day. If that is impossible, you might need to invest in a secure area. ([Lockable containers or fenced areas can sometimes be used.](#))

If a building is left **empty and unused** for any length of time, you should make sure that all the services are switched off (other than those needed for fire protection or security). This includes gas, electricity and water. All doors and windows should be secured professionally.

Your business may have **specialist** or **very high-value stock** (for example, guns, jewellery, drugs or cars). You may need to get specialist advice. Speak to a police Crime Prevention Officer, your trade organisation or your insurer.

If your business has a **waiting area**, try to limit queues as much as possible. You could do this by having more staff available at busy times.

If you work from **home**, or have **outreach** or **home workers**, use the survey process to check security. Speak to insurers to make sure you have the right cover for the purpose. Let someone else know the full details of anyone who comes to the house for business or who you are visiting. Keep these details in a secure place and arrange call-in procedures.

Always take sensible **precautions**. For example, you should make sure that:

- your mobile phone is charged;
- you are wearing appropriate clothes (for example, a high-visibility vest if you are working outside);
- you have a torch with you at night; or
- you carry a personal alarm or take someone with you when you're unsure of an area.

**If a deal sounds too good to be true, it probably is.**



When you have done your survey, you will be able to identify:

- any risk to your business, including theft, vandalism, fraud and computer crimes;
- external and internal threats; and
- the possible targets in your business.

You can then involve all staff and colleagues in making a security plan and putting it into place.

The security plan should include information and guidance on:

- duties and responsibilities set out in legislation, regulations and contracts;
- business continuity planning;
- security awareness and individual responsibilities;
- preventing and detecting crime;
- reporting incidents and dealing with them; and
- a strategy for managing how to prevent, detect, investigate and prosecute any crime.

Identify what security measures would be effective. Think how you can **increase the effort** for a criminal and **increase the risks** of being caught. You should also **reduce the rewards** of crime, **reduce provocation** to commit crime and **remove excuses** for criminal behaviour. Remember that every measure you put in place should be **appropriate, realistic and cost-effective**.

There are some examples on page 33.

When you survey your business, it is always important that you consider all legal implications. You should also take account of safety issues, staff welfare, trading standards and insurance.

Keep notes on your security survey to make sure that you don't forget something important. They will be a useful reminder for you later. *(Make sure you keep them secure.)*

When you review your survey, you will be able to look back at your notes and assess what worked and what didn't. This will help to focus your future security plans and make them more effective.

# 25 techniques

We have already looked at the main five categories of reducing the opportunities for crime. They are:

- **increase the effort;**
- **increase the risks;**
- **reduce the rewards;**
- **reduce provocation;** and
- **remove the excuses.**

These categories are from the **25 techniques for reducing the opportunity for crime.**

The 25 techniques have been developed by **R V Clarke** and **J Eck**. The techniques have developed in response to changes in how we understand crime and theories on reducing crime, and the changes in crime itself. They can be used for a wide range of crimes, some of which will not apply in your business.

Below is a table showing the 25 techniques and some examples based on business crime.

Increase the effort	Increase the risks	Reduce the rewards	Reduce provocation	Remove the excuses
<b>1 Harden targets</b> <ul style="list-style-type: none"> <li>• Secure the perimeter</li> <li>• Secure the building</li> <li>• Anti-robbery screens</li> </ul>	<b>6 Extend guardianship</b> <ul style="list-style-type: none"> <li>• Town centre and shop-watch scheme</li> <li>• Improve communications</li> </ul>	<b>11 Conceal targets</b> <ul style="list-style-type: none"> <li>• Reflective film</li> <li>• Window blinds</li> </ul>	<b>16 Reduce frustration and stress</b> <ul style="list-style-type: none"> <li>• Clear tills regularly</li> <li>• Efficient queuing</li> <li>• Staff training</li> </ul>	<b>21 Set rules</b> <ul style="list-style-type: none"> <li>• Clear rental agreements</li> <li>• Staff security policy</li> </ul>
<b>2 Control access to facilities</b> <ul style="list-style-type: none"> <li>• Gates on alleys</li> <li>• Single entry point</li> <li>• Security cabinets</li> </ul>	<b>7 Assist natural surveillance</b> <ul style="list-style-type: none"> <li>• Control growth of trees and bushes</li> <li>• Improved street lighting</li> </ul>	<b>12 Remove targets</b> <ul style="list-style-type: none"> <li>• Reduce the amount of cash you handle</li> <li>• Secure stock areas</li> <li>• Remove stock</li> </ul>	<b>17 Avoid disputes</b> <ul style="list-style-type: none"> <li>• Fixed cab fares</li> <li>• Reduce crowding in pubs</li> </ul>	<b>22 Post instructions</b> <ul style="list-style-type: none"> <li>• “No parking”</li> <li>• “Private property”</li> </ul>
<b>3 Screen exits</b> <ul style="list-style-type: none"> <li>• Put tills near the exit</li> <li>• Electronic tags for stock</li> <li>• Staffed reception</li> </ul>	<b>8 Reduce anonymity</b> <ul style="list-style-type: none"> <li>• Staff and visitor IDs</li> <li>• “How’s my driving?” signs</li> </ul>	<b>13 Identify property</b> <ul style="list-style-type: none"> <li>• Marking property</li> <li>• Tagging assets</li> <li>• Asset and stock list</li> </ul>	<b>18 Reduce emotional arousal</b> <ul style="list-style-type: none"> <li>• Controls on sexual and violent imagery</li> <li>• Remove fur items from windows</li> </ul>	<b>23 Alert conscience</b> <ul style="list-style-type: none"> <li>• “Shoplifting is stealing”</li> <li>• Log-in screen on computer</li> </ul>
<b>4 Deflect offenders</b> <ul style="list-style-type: none"> <li>• Secure access roads on industrial estates</li> <li>• Town centre patrols</li> </ul>	<b>9 Utilise place managers</b> <ul style="list-style-type: none"> <li>• Train employees to prevent crime</li> <li>• Support whistleblowers</li> </ul>	<b>14 Disrupt markets</b> <ul style="list-style-type: none"> <li>• Identify stock and assets</li> <li>• Communication between traders</li> </ul>	<b>19 Neutralise peer pressure</b> <ul style="list-style-type: none"> <li>• Prosecute shoplifters</li> <li>• “It’s OK to say no!”</li> </ul>	<b>24 Assist compliance</b> <ul style="list-style-type: none"> <li>• Approach all customers</li> <li>• Litter bins</li> <li>• Public lavatories</li> </ul>
<b>5 Control tools/ weapons</b> <ul style="list-style-type: none"> <li>• Secure tools, welding gear and so on</li> <li>• Metal detectors</li> </ul>	<b>10 Strengthen formal surveillance</b> <ul style="list-style-type: none"> <li>• Security guards</li> <li>• Monitored CCTV system</li> </ul>	<b>15 Deny benefits</b> <ul style="list-style-type: none"> <li>• Bank-note staining</li> <li>• Ink-tag merchandise</li> <li>• PIN codes</li> </ul>	<b>20 Discourage imitation</b> <ul style="list-style-type: none"> <li>• Repair vandalism quickly</li> <li>• Security chips in TVs</li> </ul>	<b>25 Control drugs and alcohol</b> <ul style="list-style-type: none"> <li>• Breathalysers in pubs</li> <li>• Alcohol-free events</li> </ul>

The 25 techniques for reducing the opportunity for crime are from ‘Becoming a Problem-Solving Crime Analyst’, R V Clarke and J Eck (2003) Jill Dando Institute of Crime Science. University College London

These examples have been produced especially for this booklet by the authors and contributors.

# Useful contacts

## Business Crime Mini site

Website: [www.crimereduction.gov.uk/businesscrime](http://www.crimereduction.gov.uk/businesscrime)  
Brings together new and existing information and advice on tackling business crime.

## Business Crime Toolkit

Website: [www.crimereduction.gov.uk/toolkits/br00.htm](http://www.crimereduction.gov.uk/toolkits/br00.htm)  
Guidance and advice on reducing business crime.

## Action Against Business Crime (AABC)

Website: [www.businesscrime.org.uk](http://www.businesscrime.org.uk)  
The national organisation for business crime reduction partnerships (BCRPs).

## Association of British Insurers

Phone: 020 7600 3333  
Website: [www.abi.org.uk](http://www.abi.org.uk)  
The trade association for the UK's insurance industry. A wide range of publications dealing with insurance-related issues are available from this website.

## Association of Chief Police Officers Crime Prevention Initiatives Ltd

(See 'Secured by Design'.)

## BRE Certification

Phone: 01923 664100  
Website: [www.redbooklive.com](http://www.redbooklive.com)  
This includes the Loss Prevention Certification Board and WIMLAS (formerly part of Wimpey Laboratories). It provides information on research into the safety, regulation and performance of buildings on behalf of the UK Government.

## British Chamber of Commerce

Website: [www.chamberonline.co.uk](http://www.chamberonline.co.uk)  
A national network of quality-accredited Chambers of Commerce, all at the heart of every business community in the UK and representing more than 100,000 businesses of all sizes in all sectors of the economy.

## Business Crime Reduction Advisers

Website: [www.crimereduction.gov.uk/business33.htm](http://www.crimereduction.gov.uk/business33.htm)  
Providing an essential link between businesses and local crime reduction agencies.

## BSi (British Standards)

Website: [www.bsi-global.com](http://www.bsi-global.com)  
The website includes information on British Standards.

## Business Link

Phone: 0845 600 9006  
Website: [www.businesslink.gov.uk](http://www.businesslink.gov.uk)  
Practical advice for businesses, including a link to your local Business Link operator for support, advice and information.

## Card Watch

Phone: 020 7711 6356  
Website: [www.cardwatch.org.uk](http://www.cardwatch.org.uk)  
A website run by the payments industry which provides information about fraud for retailers and cardholders.

## Chip and Pin

Website: [www.chipandpin.co.uk](http://www.chipandpin.co.uk)  
The more secure way to pay with credit or debit cards in the UK.

## Crime Concern

Phone: 01793 863 500  
Website: [www.crimeconcern.org.uk](http://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.

## Crimestoppers Trust

Phone: 0800 555 111  
Website: [www.crimestoppers-uk.org](http://www.crimestoppers-uk.org)  
An independent UK-wide charity working to stop crime.

## Crime Reduction Website

Website: [www.crimereduction.gov.uk](http://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.

[www.crimereduction.gov.uk](http://www.crimereduction.gov.uk)

# Useful contacts

## Department of Trade and Industry (DTI)

Website: [www.dti.gov.uk](http://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.

## Fraud Advisory Panel

Phone: 020 7920 8721

Website: [www.fraudadvisorypanel.org](http://www.fraudadvisorypanel.org)

Alerting the nation to the social and economic damage caused by fraud and helping public and private sectors to fight back. 'Fighting Fraud - a guide for SMEs' is available from this website.

## Fraud Prevention Website

Website: [www.uk-fraud.info](http://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

Phone: 0870 000 1585

Website: [www.homeoffice.gov.uk](http://www.homeoffice.gov.uk)

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

## Health and Safety Executive

Phone: 08701 545500

Website: [www.hse.gov.uk](http://www.hse.gov.uk)

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

## Police Service

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

This website provides links to official organisations related to the police force.

## Secured by Design

Phone: 020 7227 3423

Website: [www.securedbydesign.com](http://www.securedbydesign.com)

The UK police initiative supporting the principles of 'designing out crime' by using effective crime prevention and security standards. You can find your local police crime prevention contact here.

## Security Industry Authority

Phone: 08702 430 100

Website: [www.the-sia.org.uk](http://www.the-sia.org.uk)

This organisation manages the licensing of the private security industry as set out in the Private Security Industry Act 2001. It also aims to raise standards of professionalism and skills within the private security industry and to promote and spread best practice.

## Suzy Lamplugh Trust

Phone: 020 8876 0305

Website: [www.suzylamplugh.org](http://www.suzylamplugh.org)

Working alongside the Government, police and other agencies to reduce the damage caused to people by physical, verbal and psychological aggression.

## Trading Standards

Website: [www.tradingstandards.gov.uk](http://www.tradingstandards.gov.uk)

Find your nearest trading standards office.

## Victim Support

Phone: 0845 30 30 900 Victim Supportline

Website: [www.victimsupport.com](http://www.victimsupport.com)

Providing emotional support, practical help and information for victims and witnesses. It runs the Witness Service in the courts of England and Wales. It also offers a consultancy service for businesses.



### Internet search tip

If you type in 'business watch' and your town, city or area name, you may be able to find a business watch scheme in your area.

# Your notes and contacts

Dotted lines for notes on page 39.

Dotted lines for notes on page 39.

# Checklist

## Preparation

- What crime has there been?
- Is there a business watch scheme in the area?
- Talk to other businesses and organisations.
- What are the targets and threats?
- What would be the effect of crime?

## Environment

- Walk around the environment.
- Consider roads, footpaths and getaway routes.
- Is the area well maintained?
- Who can you work with to make improvements?

## Perimeter

- Walk around the boundary.
- Check walls and fences.
- Consider climbing risks, visibility and weak points.
- Are access points secure?
- Check the perimeter, car park, loading area and so on.
- Remove anything that will help a criminal.

## Shell

- Walk around the building.
- What would it be like at night?
- Is it well maintained?
- Check walls, roof, doors, windows, air vents, skylights and so on.
- Consider ram-raiding and other crimes.
- Are access points secure?
- Are there vulnerable areas or weak points?
- Consider climbing risks, flat roofs and visibility.
- Brick up unwanted openings.
- Think about damage and vandalism.

## Interior

### Assets

- Keep the asset list up to date.
- Remember, information is an asset.
- Mark property and secure equipment.
- Put a security plan into place.
- Keep virus and firewall software updated.

## Stock

- Keep stock lists up to date.
- Consider where stock is placed.
- Accessibility
- Visibility – CCTV and mirrors
- High-value items
- Storage

## Alarms

- Does it work and is it regularly serviced?
- Is it fitted to British Standard BS EN 50131?
- Consider extra security devices.

## People

- Staff security responsibilities
- Appropriate staff training
- Secure personal property.
- Check identity of suppliers and so on.
- Are staff at risk?
- Security for people who work alone

## Procedures

- Keep security and safety procedures up to date.
- Make staff aware of all procedures.
- Reduce the amount of cash held and bank it regularly.
- Credit and debit card procedures
- Use Chip and Pin.
- Look for suspicious behaviour.
- Enforce the security policy.
- Secure the business at the end of the day.

## Other issues

- Security of public and shared areas
- Vehicles
- Transporting high-value goods
- Empty buildings
- Specialist or high-value stock
- Home workers
- Sensible precautions

## Survey review

- What worked and what didn't?
- How can I do it better next time?