ProtectUK

Physical Security Measures

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No single security measure or product will prevent crime or terrorism, but a thorough, sustainable approach to site security can help deter both.

It is acknowledged that many business owners will be occupying a premises within a managed site, such as a shopping centre, or leased premises where tenants are unable to make structural changes without prior authorisation. The measures detailed here include a mix of permanent and temporary solutions.

If you decide to make significant changes to the premises, consider consulting your insurance company for guidance and to notify them of changes to the building.

Standards

Any equipment or practice implemented should be proportionate to the risk, fit for purpose and sustainable over time. Completing a risk assessment will assist you in determining what is appropriate for your premises, area and operations.

Should you wish to invest in or replace a piece of security equipment, opting for a product which has been independently tested and meets a recognised security standard, known as Police Preferred Specification, is highly recommended.

To view a list of accredited companies and products, visit the Secured By Design website.

If the premises are leased, consider liaising with the landlord or requesting documentation to determine whether pre-existing equipment is of an acceptable standard.

Maintenance

Ensure that all security equipment (such as lighting) and the building perimeter are kept in good

working order and clean. Elements of your premises which appear badly maintained may convey that you do not value security, which is valuable information to a potential perpetrator.

Defunct equipment and building features should be dealt with swiftly or reported to the building management company or landlord.

Consider regularly checking external areas of your premises that could be accessed by the public, such a bin stores.

Lighting

Good lighting aids identification of suspicious activity and may deter a potential criminal by exposing their identity and actions.

Consider keeping lighting on overnight using timer switches or cost-effective photo-electric cell lighting (sometimes known as dusk to dawn lighting). You may wish to explore fitting a motion detector to a new or existing light which can reduce running costs. However, evidence has shown that lower levels of continual light are a more effective deterrent than sudden, bright lights.

If fitting a new light, ensure that it does not cause undue light pollution or nuisance to neighbours.

External lighting may be provided dependent upon the location of your premises, for example within a shopping centre or larger venue. Where lighting is managed by the council or a property management firm, ensure that any defunct or malfunctioning fixtures are reported quickly. If your premises are fitted with existing CCTV, sufficient light is needed, especially at night, to enable you to capture usable footage.

Consider reviewing whether existing light levels are sufficient enough for your CCTV to function effectively.

Alarms

A working alarm can increase the likelihood of a perpetrator being caught or deterred and may notify individuals nearby of a live incident, allowing them to move to a position of safety.

CCTV can be used alongside alarm systems to determine whether an activation is genuine or a false. If you intend to fit an alarm, ensure that the contractor is registered with an appropriate body, such as the National Security Inspectorate (NSI) or Security Systems and Alarms Inspection Board (SSAIB).

If an alarm was previously installed by a compliant contractor, consider contacting the company to confirm whether they are registered with the police (via a Unique Reference Number) to enable an

immediate response in the event of an activation. DIY alarms, though affordable, will not necessarily receive a police response.

Consider establishing an agreed response process to ensure that a key holder is contactable and able to attend in the event of an activation. This process should include arrangements for when an alarm is activated outside of business hours.

More detail about alarm types and systems can be found on the Secured By Design website.

CCTV

If fitting CCTV cameras, place them in positions across the site that will offer the clearest images to the viewer. If CCTV is already fitted, consider assessing the suitability of its positioning, including any blind spots, and adjust accordingly. Also consider whether day and night lighting levels are sufficient to enable identification of suspects.

You may also wish to increase existing levels of CCTV signage, which is a legal requirement, to act as a deterrent by signalling to potential criminals and terrorists that they are more likely to be caught.

Consider monitoring or reviewing overnight footage for signs of suspicious activity, such as reconnaissance, particularly in times of heightened threat or incidents within the local area. CCTV should be complemented with an awareness of reconnaissance and a willingness to report suspicious activity to the police. Ensure that all employees are aware of what to look out for and empowered to take action.

For advice on purchasing or fitting a CCTV system, consult a professional CCTV installer accredited to one of the recognised CCTV inspectorate bodies, the National Security Inspectorate (NSI) or the Security Systems and Alarms Inspection Board (SSAIB). You can regularly review commercial CCTV requirements via the Information Commissioner's Office (ICO) website to ensure compliance with data protection law, including signage and registration of the system. The website can also be used to check your requirements if CCTV overlooks someone else's private area and for guidance on retention of footage.

CCTV and video surveillance systems play an important role in:

- The early identification of criminal or suspicious activity
- The investigation of crime and incidents, including post-incident evidence gathering and forensic analysis
- Investigating health and safety concerns
- The event of public liability claims

Doors and Locks

Good quality external doors and windows are essential to building security. In the event of a terrorist attack or other crime, locked doors can delay movement of a perpetrator into or through your premises, allowing time for the police respond.

Many newer properties have been fitted with certified doors and windows. For leased premises, consider contacting the building management or landlord to discuss the documented standard of existing fittings. Advice on standards is available through the Secured By Design website.

For doors which do not meet the accepted standard, consider how CCTV, alarm systems and other protective security measures can be utilised to mitigate any vulnerability. Older, unglazed doors can be improved via installation of a door bolt with thumb lock, which removes the requirement of a key for internal locking. This can reduce the time required to lock doors in response to a threat outside the premises.

In the event of an attack, sturdy furniture can also be used as a barricade by filling the space between an inward opening door and an opposite wall. However, you should be mindful that this may generate noise, alerting an attacker that the premises is occupied.

For doors with glass panelling, consult the ‘Windows’ section below for guidance on strengthening glazing via the application of film. This may prevent or delay unlocking of doors from the outside if the panelling is damaged or broken.

Ensure locks fitted to all external doors, windows and internal doors are in good working order and utilised. Consider establishing a routine for checking all doors and windows are secure before leaving the premises.

Key holders should be kept to a minimum and recorded, with keys returned if staff are no longer working at the premises. This can prevent keys falling into the hands of criminals via loss or insider threat. Consult your insurance policy to determine whether lock replacement is included if all keys are not accounted for.

To assist with emergency evacuation from the premises in the event of a terrorist attack, fire or other emergency, make sure all keys required to exit the building are readily accessible but not easily reachable by the public or from the outside.

Windows

Laminated glass, which contains multiple layers of glass either side of a plastic interlay, is preferred. This type of window is more damage resistant and designed specifically to hold shards together

within the frame if broken. Laminated or toughened glass should be distinguishable as such via a Kitemark etched into the corner.

For standard glass windows with any glazing, laminated glass film (sometimes known as ‘anti-shatter film’) can also be purchased at a low cost and applied to existing windows to hold glass in place if shattered. This film is effective but should be replaced every 10–12 years. A laminated glass window or film can increase the difficulty of forced entry, delaying or preventing access by individuals intending to conduct an attack or commit a crime.

In the context of a terrorist attack, this provides more opportunity to respond and contact the emergency services. As shattered glass is held in pace, reduced visibility into your premises and its occupants also supports the Hide phase of Run Hide Tell. Additionally, the film could significantly mitigate the risk of injury from shattered or flying glass if broken and allow for easier clean up post incident.

All openable windows should have key operated locks, unless they are designated fire escape routes. Ideally windows will have multi-point locking, but, if not, additional surface mounted key operated locks can be fitted at a reasonably low cost.

To prevent reconnaissance when the premises are not occupied and assist occupants in hiding from a potential attacker, consider fitting blinds or film to external facing windows to obscure the view from the outside.

Windows and locks should be in good working order. Consider regularly checking your windows for early identification of faulty locks or small cracks, and repair any you find as soon as possible.

Shutters and grilles

Roller shutters or grilles fitted to your premises can be used to prevent access or anyone wishing to hide within sheltered or recessed doorways.

In the event of a marauding terrorist attack within your immediate area, shutters can provide a quick, secure barrier between occupants and the attacker, preventing or delaying their progress. It is particularly advantageous if your shutters can be open and closed from inside the premises.

As with other locks, ensure that any shutter keys are positioned in an easily accessible but secure location. All staff should be familiar with the locking procedures and able to open and close shutters in the event of a quickly unfolding incident.

Contents

Securing the contents of your premises will reduce the chance of items being stolen or utilised as a weapon. Previous terrorist attacks within the UK have utilised purchased or stolen household items, such as knives.

Consider storing potentially harmful items in locked cabinets, secure displays or completely out of reach of customers or visitors. Avoid leaving such items on display through windows overnight by moving them or fitting barriers such as blinds. You may also wish to utilise security tags which can act as a deterrent and notify you if an item is stolen. These actions can reduce the opportunity of items you sell being utilised as a weapon, in addition to deterring thefts.

If you sell or store potentially harmful chemicals onsite, consider your legal obligations under the Poisons Act 1972.

You can find out further information about complying with the Law, including reporting suspicious activity and missing materials on the ProtectUK website.