

ABi's series of 'Fact Sheets for Retailers' provide concise information on the key topic areas that impact on business success within the retail environment. Each fact sheet highlights the key issues and provides practical advice on the given topic.

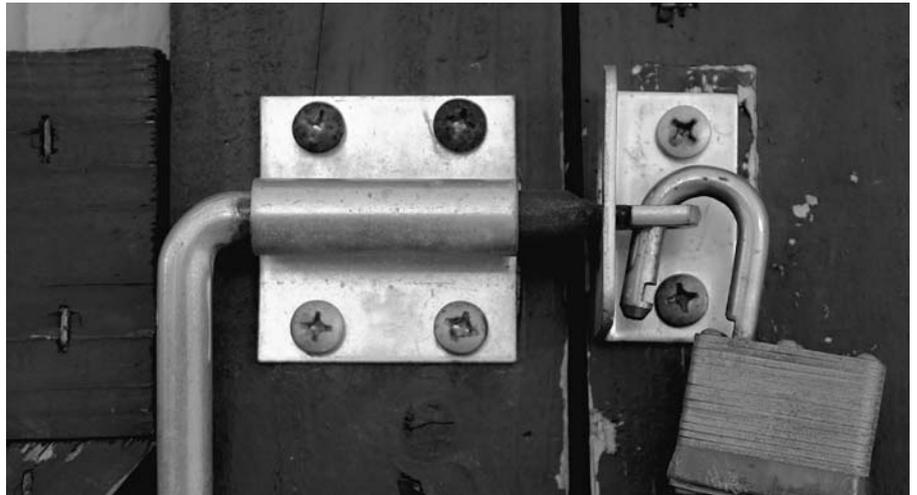
If you would like any further advice on any issues relating to this fact sheet then please contact us. We will be delighted to help.

ABi Associates Limited is recognised by clients, businesses and agencies as one of the country's leading business development companies. We have over ten years of experience and expertise in providing business support to small businesses to succeed and grow.

Today's fast paced, competitive and chaotic consumer world provide a multitude of challenges for retailers. ABi offer a diverse range of unique, innovative and tailored business services to meet these challenges. These services include business diagnostics, training, sign posting, market planning, specialist consultancy and networking events. What ever your business challenge, we will show you a way of meeting it effectively.

**ABi Associates Limited**  
**The Grange**  
**Neasden Lane**  
**London**  
**NW10 1QB**  
**Tel: 020 8438 4550**  
**[info@abi.co.uk](mailto:info@abi.co.uk)**  
**[www.abi.co.uk](http://www.abi.co.uk)**

## Securing Business Premises



**When taking steps to secure your shop, you should make sure that security measures are appropriate, realistic and cost effective. You need to keep criminals out - but let customers, suppliers and employees in.**

Your stock and plant will guide your approach to security. Of course, high value goods might attract more criminals and this might mean that you need higher levels of security.

### Protecting your business premises

This ABi Fact Sheet can only provide a brief introduction to the topic and has been developed from a booklet published by the Home Office Crime Reduction Centre.

Their approach recommends that you should:

- increase the effort for a criminal
- increase the risks of being caught
- reduce the rewards of crime
- reduce provocation to commit crime
- remove excuses for criminal behaviour

Taking a logical approach to securing your business premises will help you to make sure that you don't miss anything that might help to deter crime.

### 1. Perimeter

The perimeter is the area between the boundary of your business and the buildings within it. It includes the wall or fence of the boundary and anything between the shell of the building and public spaces. It 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.

Walk around your perimeter and check for weak spots, particularly in areas that are not clearly visible. Of course, you will check gates and doors but do not neglect things such as:

- fences and walls that can be climbed
- bins and other material that could be used by criminals to scale walls and fences
- tools and materials that could assist a break-in
- hiding places
- areas with poor lighting
- overgrown vegetation which could block visibility of lighting

When considering changes, bear in mind that brick walls attract graffiti. Remember also that you must follow all relevant legal requirements.

## 2. Shell

The shell includes walls, windows, doors, loading bays, skylights, the roof, air vents, sheds, outside storage areas, cellars and garages.

Check that doors, windows, skylights and air vents are well fitted and secure with no gaps where a tool could be used to prise open an entrance. Points where two different building materials meet are particularly vulnerable.

## 3. Interior

Assets: Note the make, model and serial number of each piece of your equipment. There are many ways to permanently mark equipment. Well-placed signs can be a useful way of putting off a criminal:

**“All property marked and easy to identify.”**

Stock: Keep records of your stock and do regular stock checks. Try to keep stock in a secure place away from doors.

Alarms: Alarms must be fitted to European Standard EN 50131. If your business has an intruder alarm, make sure:

- it works
- it is always used
- it is serviced regularly

Check the standards for alarms at:  
[www.securedbydesign.com/guides](http://www.securedbydesign.com/guides)

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

CCTV:

- Change tapes daily
- Use them no more than 12 times
- Keep tapes for at least a month
- Use good quality tapes and check them by playing them on a different machine
- Ensure that the picture is clear - it needs to be clear enough to identify people and vehicles
- Check that the time and date displays are correct
- Check that the picture is covering the right area
- Make sure there is enough light for the camera to give a proper picture

## Insurance

Improved security can save you money on insurance. You should tell your insurance company what measures you propose, and discuss how this may affect your premium. Your insurers should be able to help with technical security specifications.

You should keep your insurers informed about any material changes to your security. Get their approval for proposed security measures before buying or installing new protective measures, including new equipment. Most problems with insurers result from not keeping them up to date with changes to your business.

***If you are unfortunate enough to be a victim of crime, write some notes for yourself so that you can remember all the details when you report it to the police.***

*ABi produces a range of Fact Sheets for businesses. The ‘Retail Crime’ Fact Sheet provides additional information for independent retailers on this topic. You can find more detailed guidance on the Metropolitan Police web site where you can download the ‘Your Business: Keep Crime out of it’ booklet. You can also contact your local Crime Prevention Officer for in-depth guidance.*