



Retail Security - Best Practices in a High Crime Environment



Best Practices

- ▶ Monitored video surveillance
 - ▶ Used to deter, detect and summons appropriate response force to a crime or suspicious activity
 - ▶ Used to detect surveillance (look outs) by bad actors
 - ▶ Provide authorities with video evidence for criminal proceedings



Best Practices

- ▶ Lock doors at all times – Access controlled doors preferred
 - ▶ If crime trends decrease you can always unlock doors
- ▶ Utilize a door chime to alert workers
 - ▶ Prior to allowing customer entry
 - ▶ Conduct visual scan for weapons or hammers
 - ▶ Scan for additional persons who may “bum rush” store

Best practices

- ▶ Intrusion detection system (burglar alarm)
 - ▶ Doors / windows with shock sensors
 - ▶ Glass breakage sensors (acoustic)
 - ▶ Near windows
 - ▶ Motion detection (overlapping coverage through the store beginning at doorway)
 - ▶ Panic buttons for employees
 - ▶ Object alarms for high value items





Best practices Window and door glass protection

01

Utilize 3m window security film or Riot Glass (or similar product)

02

Ensure caulk is used to anchor the film to the frame

03

This will prevent the glass from shattering quickly allowing for quick intruder access



Best practices

Window and door glass protection

Side note: The glass can still be defeated, however it will take the intruder approximately 1-2 minutes, the glass will not fragment, so it will still slow down the intruder



Best practices
Window and door glass protection

Security window and door shutters



Anti theft devices (walkthrough)





Best practices



- ▶ Trained Security personnel
 - ▶ Armed / unarmed or
- ▶ Trained staff in basic security measures
- ▶ Communication with other security personnel / businesses / information exchange

- ▶ Instant communication b/t businesses & security
 - ▶ Instant messaging apps (Whatsapp, Signal, Threema)
 - ▶ Push to talk radios (PTT)
 - ▶ App based PTT (Zello, Voxer)

- ▶ Relationships with local police





Best Practices

- ▶ Critical assets or high value assets
 - ▶ Spot or object alarm sensors (cases, safes etc...)
 - ▶ Monitored video surveillance
 - ▶ Guard(s) posted on critical / high value assets
 - ▶ Guards ensuring at the end of the business day all critical / high value assets are accounted for and secured



Door Vulnerabilities – Outward Opening Doors

Alleyways / rear of buildings / service doors

- ▶ Hinge pins exposed partially sticking out of hinge

SIDE NOTE: A criminal can easily tap out hinge pins with a hammer and screw driver, then they would remove the door from the hinge side and open the door

Solution / countermeasure

- ▶ Tap pin back into position
- ▶ **Tak weld** the top of pin to the top of the hinge

This will allow the door to move freely keep the pin welded to the top hinge



Exterior Alley / Service Doors

- ▶ Exposed hinge pins sticking out of hinge
- ▶ Solution / Countermeasure
 - ▶ Tap pin back into hinge
 - ▶ Tak weld pin to hinge





Secure Options Consulting, LLC

444 W. Lake St. – 17th Floor
Chicago, IL 60606

SECUREOPTIONSCONSULTING.COM

INFO@SECUREOPTIONSCONSULTING.COM

866.850.6863