



# SECURITY RISK MANAGEMENT



Crimes committed against businesses can not only result in loss of valuable assets and stock, property damage and in worst cases bodily injury to employees, they can have subsequent detrimental affects on business operations, customer relations and staff morale. There is also the added hassle and time spent on consequent involvement with police investigations, replacement of lost assets, property repair etc.

Health and Safety legislation requires employers to provide a safe place of work at all times. Between 2002 and 2005 there were over 1 million robberies, burglaries and incidents of criminal damage to business properties in England and Wales.\* Security Risk Management is therefore an essential part of any business strategy.

\*Source: Research Development and Statistics (CRCSG) Home Office

## Your challenges:

- Evaluating physical security threats that may threaten your business
- Recovery from business interruption
- Ensuring employees know how and where to access policies and procedures that breed a safe working environment
- Procurement of physical and electronic security devices and systems that correspond with, rather than amplify security threats
- Identifying and assessing potential weaknesses and/or threats to the security of a new building
- Adherence to ongoing monitoring and evaluation of security measures and procedures.

## Our key capabilities:

- Security risk assessments
- Development and integration of top-down approaches to security management
- Advising on suitability of vendors and products
- Ability to work with designers and architects to ensure the incorporation of suitable security measures
- Security reviews that check employees adherence to your security strategy as well as your adherence to security standards and codes of practice.

## Tips to minimise your risk:

- Ensure that you communicate that security is the responsibility of all staff
- Assess security measures against the 'four 'D's' to:-
  - Deter entry/theft
  - Defend against entry/theft
  - Detect intruders
  - Delay entry/removal of property.

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A building's physical security is often the first line of defence against attack – ensure that all external doors and locking mechanisms are of good quality and capable of providing a high degree of resistance against attack. Review protection to windows and all other access points such as roof lights.

Intruder alarm protection with remote signalling should be considered as an essential back up to good physical security.

Good access control reduces the ability of a criminal to obtain knowledge of a building and its contents.

You should:

- Restrict access to one entrance
- Ensure all visitors are accompanied past reception

### Case/claim scenarios:

Following two theft losses in quick succession one of our consultants met with the client and worked through a number of improvements to the physical protection of the buildings. The additions proved to be very effective – thieves attempted a further raid on the premises but were unsuccessful in their efforts and left empty handed.

Thieves entered the building during business hours. Although seen by employees it was assumed they had a legitimate reason to be on site and therefore were not challenged. The following day over 30 laptops, numerous Blackberry devices and cash were found to have been removed, some containing sensitive business information, in addition to an employee's personal possessions. One of our consultants met with the insured and provided guidance on employee awareness training, access control management and systems plus specific security for portable target items such as cables and asset marking. Improvements were made and there has been no repetition of any such incidents.

As part of a review of the location by one of our consultants it was noted that external patrols by the on site guard created a vulnerability to site security. Appropriate discussions and guidance were provided, however no immediate action was taken. Before this could be taken further there was an aggravated burglary involving the guard during one of these external patrols. The subsequent property loss of stock and equipment was close to £100,000 not including the interruption element to business operations. A further visit was undertaken by our consultant and subsequent improvements made to security risk management procedures and controls with no external patrols now carried out. Had the initial advice been acted upon immediately it is unlikely this business would have suffered a loss.



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