

Premises security



Vehicle theft, burglary, assault, pilferage and vandalism are significant problems. When employees, customers, vehicles and other property are at risk, the importance of effective premises security can't be overemphasized. All aspects of physical security must be assessed including lot protection, key control, vehicle security, inventory control and building security.

Lot Protection

- Install a six foot chain link fence topped with three strands of barbed wire to enclose property.
- Close or secure unused entrances to channel traffic through controlled points.
- Install three to six inch diameter posts four to ten feet apart with chain or cable between posts.
- Use landscaping and natural terrain – ditches and embankments – to enclose storage lots and display areas, if aesthetics are a concern.
- Consider installation of intrusion alarm systems on fences and gates.
- Illuminate all areas with exterior lighting, leaving no shadows or dark areas.
- Hire a contract security service to patrol the facilities during non-working hours.
- Request the local police or sheriff's department to increase patrols of the premises.
- Consider installation of closed-circuit surveillance cameras. Active Video Monitoring systems are preferred.
- Stop and question any person who enters restricted areas and assist them to the proper area. Confirm any story.

Key Control

- Written responsibilities for those accountable for the keys – both inventory and facility
- Key security that assures that keys will be tracked by some method
- Daily key inventory
- Keys must be removed from all unattended vehicles and lock boxes at close of business
- Secure vehicle test drives
- Secured customer vehicle keys
- Limited access to key cutting apparatus, keep a log of the serial number and who requests it.
- Program audits

Vehicle Security

- Park vehicles closely together and bumper to bumper.
- Remove keys from all unattended vehicles, including customer cars in the service drive.
- Park target vehicles inside or within the most secure area available, whenever possible.
- Remove and store spare tires, wheels and wheel covers until the vehicle is delivered.
- Remove CD players, mobile phones, antennas and C/B equipment when not built in.
- Install wheel locks and sell them with the vehicle.
- Install vehicle marking, tracking or anti-theft systems and sell them as options.
- Keep gas tanks almost empty.

Inventory Control

- Account for every vehicle every other week by conducting a “hands-on” inventory.
- Assign one trusted employee responsibility for inventory control and record keeping.
- Know your inventory and maintain consistent display patterns (open spaces indicate missing vehicles).
- Maintain a demonstration log and make a copy of the customer’s drivers license.

Building Security

- Illuminate all exterior areas of the building.
- Equip exterior doors with double-cylinder deadbolt locks.
- Weld or otherwise secure pins on exterior doors to prevent removal.
- Install heavy metal doors and door frames.
- Protect exterior windows with security (wired) glass or “burglar bars.”
- Protect skylights and other roof openings against forcible entry.
- Post signs stating the premises is protected by burglar alarms, surveillance cameras, etc.
- Consider installation of burglar alarm systems, monitored by an Underwriters Laboratories (UL) approved central station monitoring service, in all buildings.
- Adding cellular back-ups to the burglar alarm system improves reliability – thieves cannot defeat the alarms by cutting the phone lines.

If you have any questions or comments, contact your Zurich account executive or the Loss Prevention Department at 800-821-7803.

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Zurich Resilience Solutions | Risk Engineering

1299 Zurich Way, Schaumburg, IL 60196-1056

800 982-5964 www.zurichna.com

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