



Counter Terrorism Protective Security Advice

for Shopping Centres



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NaCTSO

National Counter Terrorism Security Office

Doors and windows

Good quality doors and windows are essential to ensure building security. External doors should be strong, well-lit and fitted with good quality locks. Consideration should also be given to alarms. Remember that glazed doors are only as strong as their weakest point, which may be the glazing.

Doors that are not often used should be internally secured ensuring compliance with relevant fire safety regulations and their security monitored within an alarm system. As a minimum accessible windows should be secured with good quality key operated locks. The police may provide further advice on improving the security of glazed doors and accessible windows.

Many injuries in urban terrorist attacks are caused by flying glass, especially in modern buildings and glazing protection is an important casualty reduction measure. Extensive research has been carried out on the effects of blast on glass. There are technologies that minimise shattering and casualties, as well as the costs of re-occupation. Anti-shatter film, which holds fragmented pieces of glass together, offers a relatively cheap and rapid improvement to existing glazing. If you are installing new windows, consider laminated glass, but before undertaking any improvements seek specialist advice through your police CTSA.

Integrated security systems

Intruder alarms, CCTV and lighting are commonly used to deter crime, detect offenders and delay their actions. All these systems must be integrated so that they work together in an effective and co-ordinated manner.

Intrusion detection technology can play an important role in an integrated security system; it is as much a deterrent as a means of protection. If police response to any alarm is required, your system must be compliant with the Association of Chief Police Officers' (ACPO) security systems policy (www.acpo.police.uk). For further information, contact the Alarms Administration Office at your local police headquarters.

Using CCTV can help clarify whether a security alert is real and is often vital in post-incident investigations, but only if the images are good enough to identify what happened and be used in court.

External lighting provides an obvious means of deterrence as well as detection, but take into account the impact of additional lighting on neighbours. If it is carefully designed and used, external lighting will help security staff and improve the capabilities of CCTV systems.

Remember that CCTV is only effective if it is properly monitored and maintained.

See CCTV guidance on page 23.