



# Counter Terrorism Protective Security Advice

*for Commercial Centres*



produced by

**NaCTSO**

National Counter Terrorism Security Office

## Access control

An efficient reception area is essential to controlling access, with side and rear entrances denied to all but authorised people

Keep access points to a minimum and make sure the boundary between public and private areas of your building is secure and clearly signed. Ensure there are appropriately trained and briefed staff to manage access control points or alternatively invest in good quality access control systems operated by magnetic swipe or contact proximity cards supported by PIN verification.

See Access Control Guidance on page 29.

## Security passes

Consider introducing a pass system if you do not already have one. If a staff pass system is in place, insist that staff wear their passes at all times and that the issuing is strictly controlled and regularly reviewed. Visitors to private areas should be escorted and should wear clearly marked temporary passes, which must be returned on leaving. Anyone not displaying security passes in private areas should either be challenged or reported immediately to security or management.

## Screening and Patrolling

Random screening of hand baggage is a significant deterrent that may be a suitable protective security consideration for your premises.

The routine searching and patrolling of your premises represents another level of vigilance covering both internal and external areas. Keep patrols regular, though not too predictable (i.e. every hour on the hour). See Search Planning on page 37.

## Traffic and parking controls

If you believe you might be at risk from a vehicle bomb, the basic principle is to keep all vehicles at a safe distance. Those requiring essential access should be identified in advance and checked before being allowed through. If possible, you should ensure that you have proper access control, careful landscaping, traffic-calming measures and robust, well-lit barriers or bollards. Ideally, keep non-essential vehicles at least 30 metres from your building.

For site specific advice and guidance you should contact your local Police Counter Terrorism Security Adviser (CTSA).

See also Vehicle Borne Improvised Explosive Devices on page 47.

## 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. It should also be remembered that glazed doors are only as strong as their weakest point - which may be the glass itself. Doors that are not often used should be internally secured ensuring compliance with relevant fire safety regulations and their security monitored with an alarm system. **This is particularly important where an external search / screening operation is present in order to prevent unauthorised entry and bypassing any search regime.**

- 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 casualties 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 therefore casualties as well as the cost 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 building a new structure and are installing windows, consider laminated glass, but before undertaking any improvements seek specialist advice through your police CTSA or visit [www.cpni.gov.uk](http://www.cpni.gov.uk) for further details.

## 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](http://www.acpo.police.uk) for England, Wales and Northern Ireland, and [www.acpos.police.uk](http://www.acpos.police.uk) in Scotland. 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 your 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 31.