

Loss prevention standards

Pandemic and a community based approach to security

The Coronavirus pandemic has led to many business locations standing empty. The additional security risks of this can be minimised if effectively managed and impact further reduced if shared within the community rather than in isolation.



Pandemic and a community based approach to security



Introduction

As the ongoing pandemic situation closes buildings, businesses and other spaces, there is a need to review the security, malicious damage and arson risks of our premises. These are unprecedented times and entire industrial estates, entire high streets, whole shopping centres, etc. are all closing simultaneously and for an unknown period of time.

As a result, rather than consider your security risk in isolation, at this time Aviva are suggesting you reach out to your neighbours and local business communities to share the security burden and help minimise your property, business and liability risks.



Actions to Consider

Below are some suggestions that may assist you with this approach:

- Speak with your neighbours, your adjacent businesses, your local communities and your trade bodies
- Consider how you can share the security burden and associated costs, to help reduce your risks and assure yourselves your buildings and businesses are being looked after
- Consider the provision of a shared 'community' roving or permanent guard service, that patrols the external areas of all the buildings in your community in periodic visits or continually
- If you or your employees live in the locality of your property/business, in accordance with Public Health guidance and only if safe to do so:
 - Consider using your daily pandemic exercise routine/walk or bike ride to check the outside of your premises and all the properties in the vicinity
 - Ideally this should be at least daily, but at the very minimum it should be at least once per week
 - Stagger these, so visits to the property are at different times of the day and night
 - Encourage your neighbours, commercial partners and local community to do the same, so the properties are visited more often
 - Visually check for any waste accumulations against the building(s) and take remedial action as necessary
 - Visually check for signs of tampering or malicious damage, etc. and take remedial action as necessary
- Create a 'secure' social media group and stay in touch with each other via these platforms
- Use photographic evidence and share this with your employees and community groups, etc.

Summary

The overall aim with this approach is to look after our businesses, communities and neighbourhoods in a joined-up and collective low cost way, so maintaining the security of our commercial and business activities.



Sources and Useful Links

- **National Business Response Network**

If your business can offer support to save and change lives during COVID-19 please visit the [National Business Response Network platform](#). If you can offer professional support, lend/donate resources or logistics then here's your way to help the coronavirus response. Businesses can also request support through this platform as well (e.g. for professional support).

Additional Information

Relevant Aviva Loss Prevention Standards:

- [Managing Change During Lockdown and the Coronavirus](#)
- [Arson Prevention](#)

To find out more, please visit [Aviva Risk Management Solutions](#) or speak to one of our advisors.

Email us at riskadvice@aviva.com or call 0345 366 6666.*

*Calls may be recorded and/or monitored for our joint protection.

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