



Intruder & Break-In Advice

You've spotted signs of a break-in at your home/workplace, it could be a shattered window, damaged door/lock, you have hundreds of thoughts rushing through your head and you are now starting to panic. What do you do now?

The chances are you are viewing this on your phone, so take a screen or download our PDF step by step guide on what to do next, in case you lose signal or run out of data/mobile credit this will also help to save your battery level which you will need.

Step #1: Stay Safe & Get Help

- If you're the first person on the scene and you spot signs of a break-in, the priority is to keep yourself safe and stay out of the building. There's always the risk that whoever caused the damage may still be inside the premises.
 - Find a safe location with a clear view of the property and contact the police. If you believe the intruder could still be there, or has only just left, it should be dealt with as an emergency call **999** immediately.
 - Secondly call us on **02393 593 113** at Stag Security Services Ltd we offer an emergency call out service for people in desperate need of help, to secure your property and bring you peace of mind as quickly as possible.
 - If you're not the business owner, call a senior company official and make sure they are alerted and are kept up to date with what's happening. This could be the owner or any kind of site manager or supervisor.
- (If you call us for an emergency call out we will help you safely go through all the steps on arrival at your premises).**

Step #2: Keep the site clear and preserve evidence

- If the police are attending the scene, make sure the location where the break-in has taken place is kept secure. You don't want any employees or colleagues disturbing or moving anything that could potentially disrupt the police investigation and hamper any forensic evidence left by the intruder.
- If you interfere with anything, either by accident or before realising a crime had taken place, make sure to make a note of it and tell the police as quickly as possible.
- The police will confirm once they have surveyed the site that it is safe to enter and is clear from intruders. When the police have all the relevant information needed, they will give you a police reference number you will need to record and then they will vacate the premises leaving you to start the tidy up and documenting process necessary.

Step #3: Document Everything and take inventory of loss or damage

- Before tidying up we suggest calling a local lock smith and glassier to repair or replace any locks and windows you can clearly see that have been damaged so they can fix this as soon as possible, this is something we can help you with to get you back to normality as soon as possible.
- Make sure you take plenty of photos on your mobile phone of the scene and any items or areas that you suspect may have been damaged. Check for any items and possessions that may have gone missing and take a note of what they are using your mobile phone.
- Check that any safes on site are secure and cancel any bank/credit cards you think have been stolen.
- Try to compile as much information as possible on missing or damaged items

i.e. exact model, serial/product numbers if known and any associated receipts

or proof of purchase you may have.

- Once a detailed list of damages and losses has been compiled, contact your insurer provider to start the claims process, you will most likely need to give them the police reference number.

Step #4: Review and Improve

- Once the dust has settled, it's time to review what steps can be taken to improve your current level of security and reduce any future risks.
- If you have called us we will be on site with you by this time and a threat assessment of your premises will be carried out highlighting any improvements needed.
- We will help to identify how the intruder gained access and look at what security measures would have prevented it.

This is now a good time to make sure you have accurate lists of equipment missing and that these items are properly covered by your insurance policy. All documentation should be accurate and up-to-date, once this has been done take a moment to reflect on the situation and see what you can learn from this.

- Take a look at how yourself/staff responded to the incident - did they know what to do and who to contact?
- If not, make sure that's addressed and made a part of future staff training.



Stag Security Services Limited

Emergency Call Out Service

Call: 02393 593 113