

▶ *Hanover Risk Solutions*

## Showcase Protection

Your showcases display your goods and entice your customers to browse and buy. They also protect your goods from theft and should be designed and maintained to do this while keeping the focus on the merchandise.

The first issue to consider is the locks on the showcases. To be effective they must be locked! Many thefts occur when a showcase or window is left unlocked and an opportunistic thief simply opens the door.

The locks that are on the cases should be pick-resistant locks. The standard four or five pin showcase locks that are stock items from manufacturers have limited security and can be easily defeated. Upgrading these to pick-resistant locks is a minor expense, but a major improvement in security.

The glass on your showcase should be secured in place. If a thief can lift or move the glass, the locking mechanisms are not effective. Most glass is secured with adhesives or clips. The adhesive is subject to failure from age, sunlight, and cleaning chemicals. Checking to make sure the seal is tight is a no cost security check. Adding mechanical clips to the glass reinforces the adhesive and serves as a visual indicator of tampering.

Consider the type of glass when buying new cases or upgrading or replacing glass. Burglar resistant glazing materials can be

used that resist smash and grab thefts. The glass is not impossible to break, but the attack time is measured in minutes and that will deter many thieves.

The labeling of the glass with the UL 972 listing also communicates to thieves casing your store that a higher level of security is present.

Managing the keys to your showcases is a critical security issue. Hanging keys on a hook behind a counter defeats the purpose of locking the cases. Keep the keys on your person. Account for keys at the end of the day and lock them in the safe at night. This keeps a burglar from being able to unlock your cases.

The best defense against after hours burglaries is your safe or vault. However, if you keep merchandise in the cases, consider covering the cases with a cloth at closing. This will help prevent a burglar from casing your store from the outside.

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