# GOOD SECURITY RESPONDS
# GREAT SECURITY ANTICIPATES

Get the security capabilities you need to protect the people, property, and operations at your retail business, while managing regulatory compliance with greater ease.

Honeywell Security for Retail

**Honeywell**

# SIMPLIFY THE COMPLEXITY OF RETAIL SECURITY

For more than 50 years, Honeywell security technologies have helped retailers and other businesses of all size and complexity protect people, property, and operations.

Our technologies provide modular capabilities that integrate into a single straightforward user experience, helping you adapt security to your needs and your daily operations, with the ability to easily scale capabilities as needs change.

## A COMPLEX SET OF CHALLENGES

Retailers face a range of security risks, starting with shoplifting of merchandise, and various forms of internal theft by employees and contractors.

Fraudulent transactions such as credit card fraud and return fraud directly impact financial integrity.

Cyber threats pose significant risks to operations and brand reputation, with data breaches, phishing, and malware attacks targeting company and customer information, as well as ransomware attacks that attempt to extort costly sums.

Physical security breaches such as burglary, robbery, and vandalism also pose risks to safety, assets, and brand reputation.

Legal issues can arise from failing to comply with regulations, potentially leading to consequences such as fines, legal problems, and reputational harm.

To mitigate these risks, retailers often seek strategies such as video surveillance, access control, employee training, cybersecurity, and data policies.

But when each of these approaches requires a separate, isolated system, it can pose a significant drain on resources and time, with gaps in awareness and inconsistent results.

## THE SIMPLE SOLUTION: HONEYWELL

Secure retail establishments with capabilities that adapt to the needs and operations of each site:  Honeywell security technologies are designed to simplify security management, streamline access control, and protect systems and data – all integrated into a single efficient user interface for optimal awareness and efficiency.

This brochure offers insight into the primary security challenges that retailers often face, and how we can help you address them.

# THE GROWTH OF SHRINKAGE

The retail sector has experienced a significant shift in shopping patterns over the past decade, ranging from online shopping to self-checkout and click-and-collect. This added complexity has increased the opportunities for bad actors to commit theft and fraud.

## NEW CAPABILITIES FOR NEW CHALLENGES

Fortunately, the rise in integrated digital technologies has also enabled us to develop more advanced ways of addressing your security challenges.

For example, consider this scenario where integrating video surveillance and access control helps to deter and reduce employee theft:

A chain of small restaurants stores wine in a cellar at each location. Numerous employees must frequently enter this room to bring bottles to customer tables.

To help the restaurants protect their stock, their access control system integrates with video surveillance in the wine cellar to record activity in the room each time it's accessed, logging the event and the name of the employee who enters each time. The manager or owner can also receive a mobile alert each time the room is accessed.

Then in the case of an incident or claim, the manager or owner can run a report of all cellar access with video clips as evidence.

For example, just within the UK retail industry, shrinkage due to theft (including shoplifting, robbery, and burglary) in 2023 cost £7.9 billion[1]. Most shrinkage occurs through customer shoplifting and employee theft.

1:  Howkins, T.

"The future of 'shrink': the increase of shoplifting," Deloitte United Kingdom, 22 April 2024. (Accessed: 21 may 2024)

Https://www2.Deloitte.Com/uk/en/blog/consumer-business/2024/the-future-of-shrink-the-increase-of-shoplifting.Html

# INTEGRATE CAPABILITES FOR
# OPTIMAL EFFICIENCY,
# OPTIMAL CUSTOMER EXPERIENCES
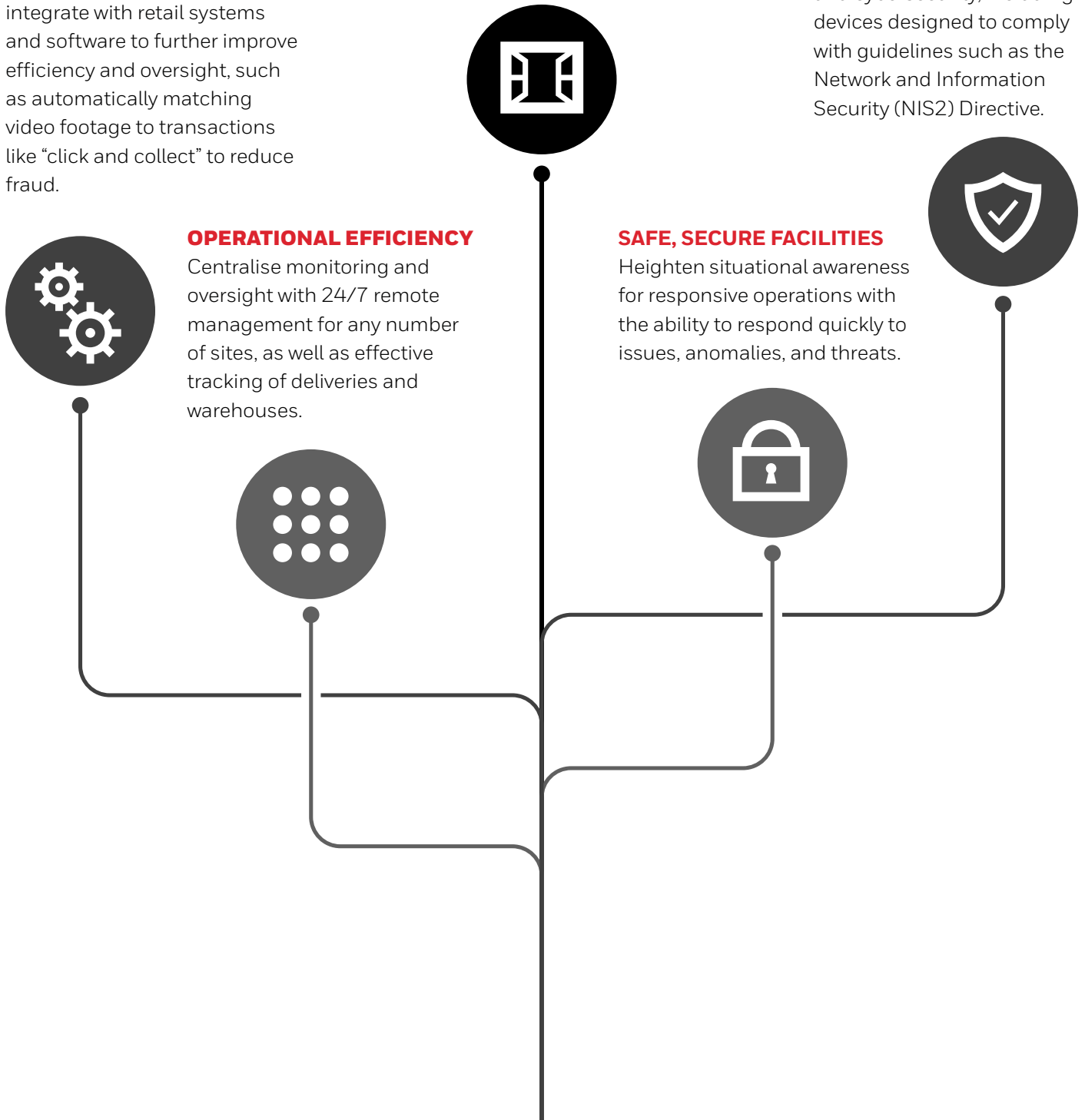
## FRICTIONLESS EXPERIENCES

Provide welcoming, memorable experiences from door to floor for both customers and employees, with secured yet convenient access at all necessary points such as doors, elevators, stock rooms.

## CYBERSECURITY & COMPLIANCE

Protect data and networks with technologies that follow best practices for encryption and cybersecurity, including devices designed to comply with guidelines such as the Network and Information Security (NIS2) Directive.

## THIRD-PARTY INTEGRATION

Honeywell security systems can integrate with retail systems and software to further improve efficiency and oversight, such as automatically matching video footage to transactions like "click and collect" to reduce fraud.

## OPERATIONAL EFFICIENCY

Centralise monitoring and oversight with 24/7 remote management for any number of sites, as well as effective tracking of deliveries and warehouses.
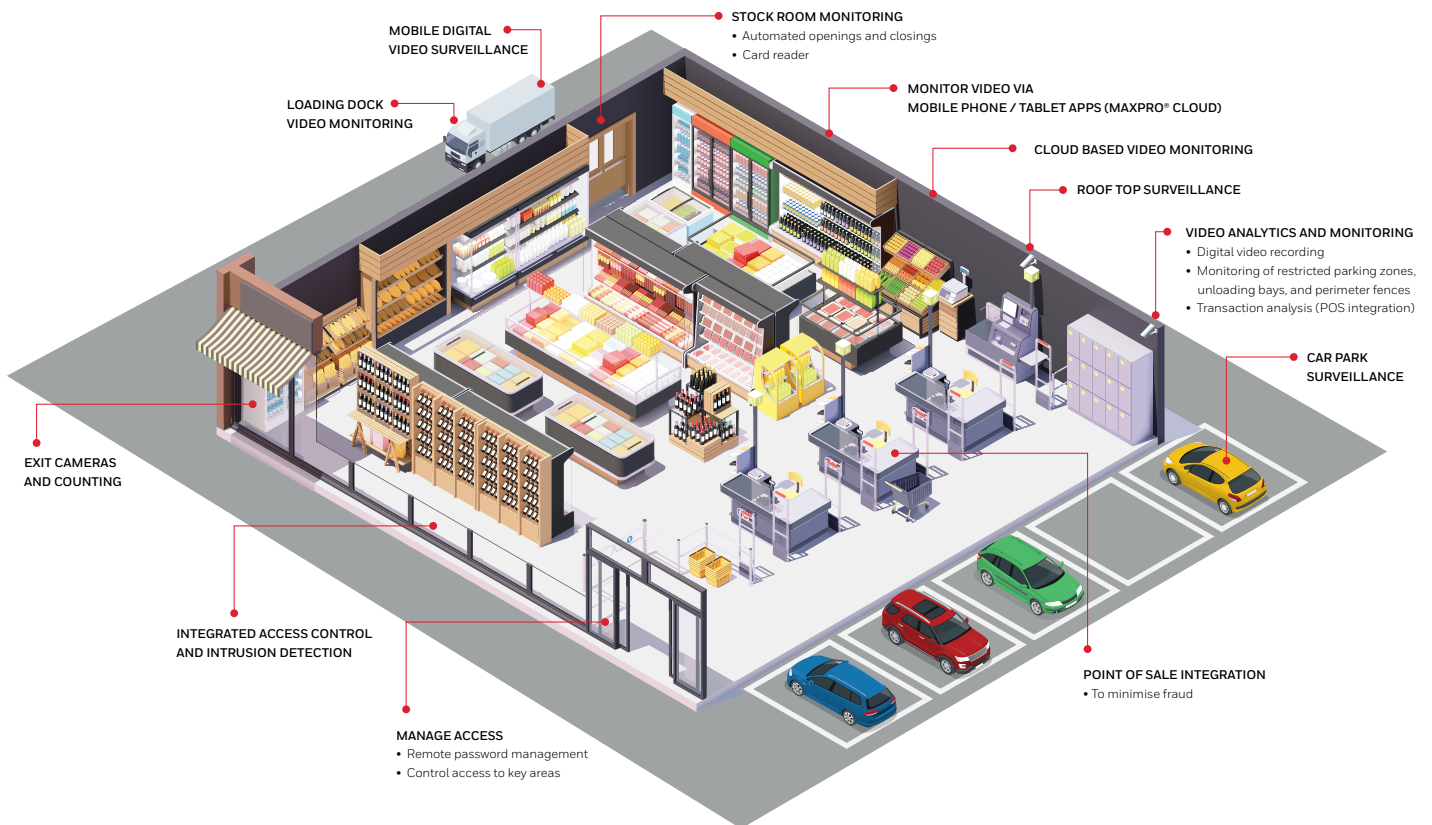
## SAFE, SECURE FACILITIES

Heighten situational awareness for responsive operations with the ability to respond quickly to issues, anomalies, and threats.

# SECURITY CAPABILITIES
# DESIGNED FOR RETAIL

## SECURITY THAT ADAPTS TO YOUR NEEDS

Honeywell security technology helps you provide security at whatever level you need, from local retail to global enterprises. Our platform is designed to adapt and scale, meeting today's immediate needs while anticipating and supporting future requirements, and helping each site get optimal value from the security capabilities it has invested in.



**MOBILE DIGITAL VIDEO SURVEILLANCE**

**STOCK ROOM MONITORING**
• Automated openings and closings
• Card reader

**LOADING DOCK VIDEO MONITORING**

**MONITOR VIDEO VIA MOBILE PHONE / TABLET APPS (MAXPRO® CLOUD)**

**CLOUD BASED VIDEO MONITORING**

**ROOF TOP SURVEILLANCE**

**VIDEO ANALYTICS AND MONITORING**
• Digital video recording
• Monitoring of restricted parking zones, unloading bays, and perimeter fences
• Transaction analysis (POS integration)

**CAR PARK SURVEILLANCE**

**EXIT CAMERAS AND COUNTING**

**INTEGRATED ACCESS CONTROL AND INTRUSION DETECTION**

**POINT OF SALE INTEGRATION**
• To minimise fraud

**MANAGE ACCESS**
• Remote password management
• Control access to key areas

## MODULAR, CUSTOMISABLE, SCALABLE

Retail operations depend on efficient operations that can provide great customer experiences with little or no disruption. Our security systems are designed to help retailers standardise awareness and focus at any number of sites.

Honeywell security systems range from scalable options for video surveillance, access control, and intrusion detection to enterprise-wide systems compatible with other business platforms.

- Flexible, adaptable security that's easier to learn and operate
- Improve security and control in high-risk areas
- Faster reporting and auditing for compliance needs

## ENHANCED INTEGRATION & BUSINESS CONTINUITY

Our multilingual, integrated systems provide a single, seamless interface that makes it easier to coordinate security across multiple sites.

Honeywell security can integrate directly with other business systems and building systems, and can be monitored 24/7 by a central monitoring station or your own central control room, ensuring that people, assets and facilities can operate at full capacity without disruption.

To further protect business continuity, we can also design automatic failover capabilities to back up systems in the event of a catastrophic failure.

## HIGHER SECURITY, LOWER COSTS

The pressure to reduce costs is widespread among organisations of all types – particularly retail operations that depend on slim margins. And this pressure to reduce operating costs can add to security challenges.

Centralised management can help optimise the cost-effectiveness of security systems and operations.

For instance, surveillance can be supported by automated video analytics, and access control can be enhanced by adaptable remote oversight using devices such as IP controllers and wireless locks.

AI-based analytics of surveillance and security systems can also help operators in a central control room monitor multiple buildings and sites more efficiently, automatically flagging potential issues and sending mobile alerts to the right people as needed.
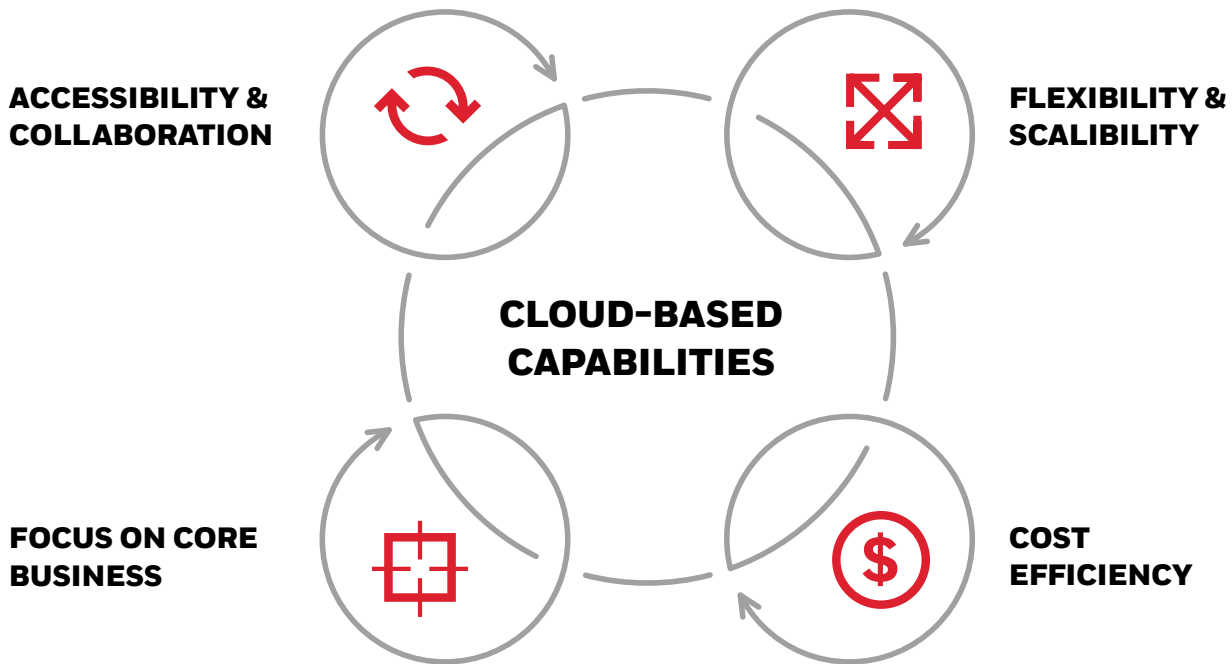
# CLOUD-BASED SECURITY FOR LONG-TERM ADAPTABILITY

## OPTIMISE YOUR INVESTMENT IN SECURITY

Given the rapid pace at which technology, expectations, and regulations can evolve, cloud-based security can provide an effective way to futureproof your security operations, maintaining the consistency of your processes and data management while giving you access to regular upgrades in capabilities and cybersecurity.

Honeywell MAXPRO® Cloud is designed to help businesses get the security capabilities they need while taking full advantage of cybersecure cloud integration for long-term value and versatility.

**ACCESSIBILITY & COLLABORATION**

**FLEXIBILITY & SCALIBILITY**

**CLOUD-BASED CAPABILITIES**

**FOCUS ON CORE BUSINESS**

**COST EFFICIENCY**

## STREAMLINE SECURITY PROCESSES FROM ANYWHERE

Honeywell security seamlessly integrates core security capabilities such as video surveillance, access control, and intrusion detection. With cloud-connectivity, this integration is easily extended to enable remote monitoring and management – thus enabling a variety of benefits.

For instance, by incorporating all of your security capabilities into an interactive map of your site, the system is much more intuitive to learn and use, on-site and off-site. The system can also provide real-time alerts by mobile app to improve awareness and coordination among key staff, regardless of time or location.

And with powerful automated reporting capabilities, maintenance and compliance are also easier to manage from anywhere – enabling technicians and managers to access comprehensive dashboards and reports on compliance needs, system conditions, and in-depth analyses of device health and status.

## TAKE OPERATIONAL EFFICIENCY BEYOND SECURITY

Integrating security and business systems with remote accessibility can streamline more than just traditional security processes – giving you new ways to streamline daily business operations as well.

For example, consider a scenario where a delivery is due to arrive at a time when no one is on site to receive it:

1.  The MAXPRO® Cloud mobile app can alert the site manager when the truck arrives at the gate or loading dock.

2.  From the surveillance view, the manager can verify that the truck or driver matches expectations.

3.  The manager can then disarm the intrusion-detection system, and open the relevant gates and doors to admit the delivery.

4.  From the surveillance view, the manager can monitor the delivery to confirm that it's carried out correctly.

5.  Once the driver is done, all doors can be relocked, and the intrusion-detection system can be rearmed.

# HONEYWELL
# IS HERE TO HELP

Retail businesses face security challenges at many points throughout their operations, and these challenges will continue to evolve as quickly as the retail environment itself. And to help you keep pace, we continuously evolve the security capabilities available to you.

Helping buildings achieve safer, smarter, and more efficient operations has been the bedrock of our business for generations – which is why today, Honeywell technologies are in more than 10 million buildings worldwide.

How? Because we've established expertise in each part of the job, from developing the software and equipment, to integrating open systems, and engineering the performance that retailers like you depend on to provide great experiences – the kind that bring customers back.

## LET'S STREAMLINE THE SECURITY OF YOUR RETAIL OPERATIONS

Honeywell security for retail

[hwll.co/Retail-Security-EMEA](hwll.co/Retail-Security-EMEA)

**Honeywell**