The Connected Officer

Connecting your security operation to improve frontline security decisions

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WHY THE CONNECTED OFFICER IS DRIVING SECURITY TRANSFORMATION

For many years, too many people have associated security with disengaged officers, offering a limited set of skills who reluctantly perform and manually record a minimum set of daily tasks. Whilst acknowledging the flaws, customers have simply not prioritised security. As a result, their security has continued in the same shape and design, slowly becoming outdated and ineffective.

Common complaints have included security being too reactive to incidents and providing limited manual reporting to evidence service delivery. The officers themselves often cite a sense of loneliness, with an under investment in training and development and lack of connection to their head office and colleagues, leading to their disengagement.

Things have changed.

Today's security consumers demand a proactive, data-driven, intelligent and informed approach to operational delivery. Security providers must provide their customers with clear and transparent performance data in real time, to drive better decision making.

WHAT IS THE CONNECTED OFFICER PROGRAMME?

The Connected Officer programme, connects a group of people together through technology to improve security decisions. It allows for real-time service visibility and increases efficiency through resource and process optimisation.

This mode of working is designed to connect your security stakeholders; security management team, the security officers and the customer. Thanks to being more connected, everyone within the network benefits:

- The security officer gains more insight and situational awareness, driving productivity, effectiveness and motivation

- The management team sees performance data in real-time, leading to informed decisions on resource optimisation, and

- The customer receives performance insights, providing confidence that the security supplier is delivering the best possible service.

But the Connected Officer programme isn't just about technology. Whilst technology driven, the programme operates with people at the core and leverages the power of personal interaction to drive service improvement and staff engagement.

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CONNECTED SECURITY HAS A NUMBER OF BENEFITS INCLUDING:

The G4S Connected Officer programme provides you with a series of benefits including:-

Great Customer Visibility
Performance data is transmitted in real-time directly from the officer to a performance dashboard. It provides confidence and enables the customer to feel informed without needing to be involved.

Greater Efficiency
Digitising processes decreases manual reporting, freeing officers to spend more time on core security tasks. It also enables resources to be allocated more quickly where they are most needed.

Fast & Informed Response
Using a continuous feed of intelligence enables officers to be aware of any threats and prepare an appropriate response. This gives the officer confidence in their decision making.

Compliance Confirmation
Capturing performance data via dashboards in real-time helps to ensure compliance, or highlight when action is required to avoid penalties.

Motivated Security Team
Automating performance data (and reducing paperwork) improves the officers job satisfaction.

Using a hand held device, an officer can access the wider security team, training and company news, supporting their development and importantly their engagement.
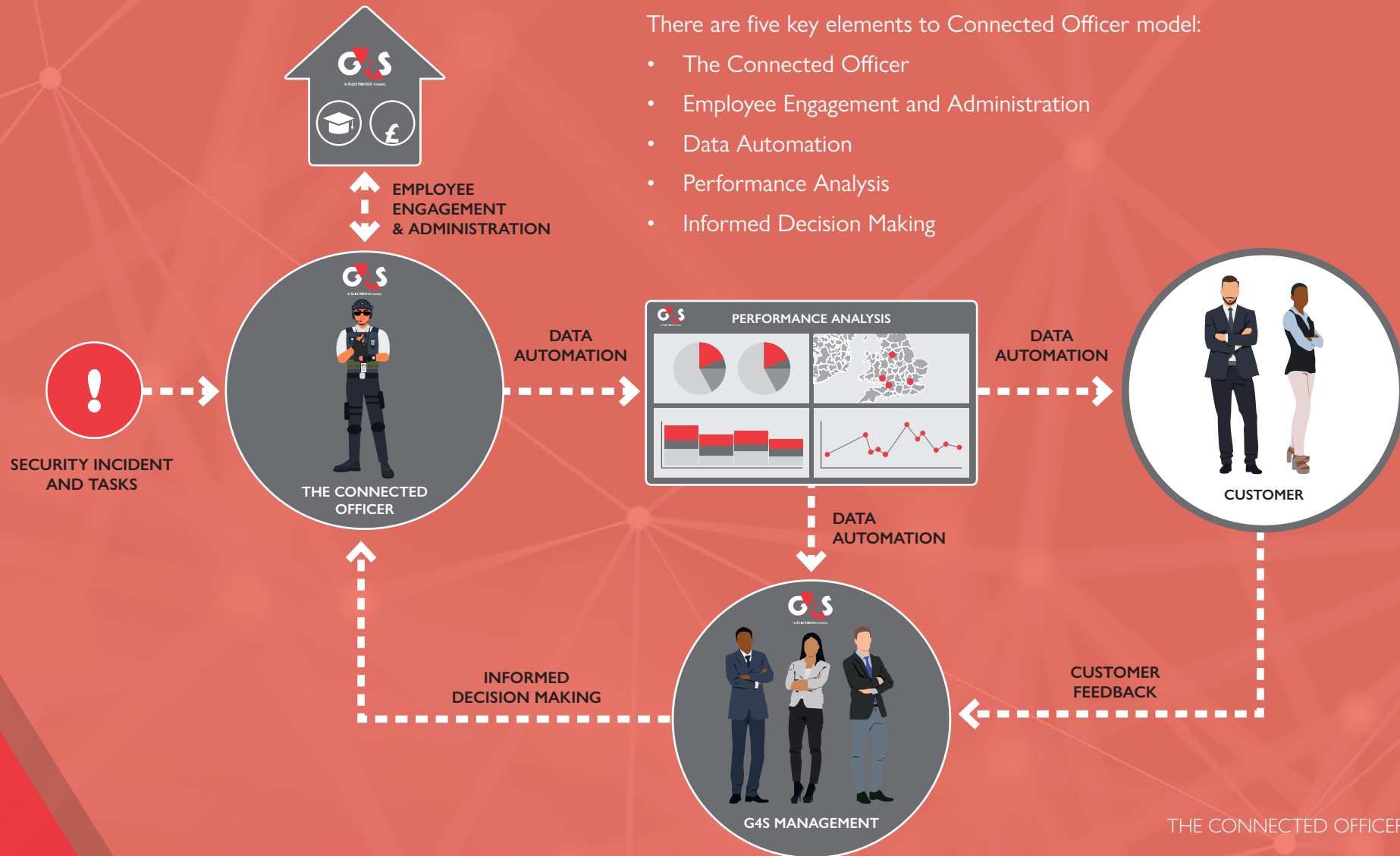
Improves Officer Safety
The presence of wearable technology such as body worn cameras has proven to noticeably change the way that the public interact with security, often appeasing hostile and aggravated incidents in locations such as hospitals, retail and other public facing sites.

CONNECTED OFFICER PROGRAMME MODEL

With people at the core, the Connected Officer Programme creates a high performing network, to support our officers perform their frontline security duties.

There are five key elements to Connected Officer model:

- The Connected Officer
- Employee Engagement and Administration
- Data Automation
- Performance Analysis
- Informed Decision Making

EMPLOYEE ENGAGEMENT & ADMINISTRATION

SECURITY INCIDENT AND TASKS

THE CONNECTED OFFICER

DATA AUTOMATION

PERFORMANCE ANALYSIS

DATA AUTOMATION

CUSTOMER

DATA AUTOMATION

INFORMED DECISION MAKING

CUSTOMER FEEDBACK

G4S MANAGEMENT

ELEMENT 1: THE CONNECTED OFFICER

Wearable technology increases an officer's situational awareness, driving a faster, more confident and informed incident response.

A Connected Officer's appearance will vary. Technology may be discrete or highly visible based on the environment and organisational culture.

They may appear bionic given the multiple devices that they could be wearing but in a corporate reception, where officers are expected to balance their security function with customer service, the officer may wear covert technology such as smart watches, tablets and augmented reality glasses that look like everyday glasses.

Officer 1 (left):

- Camera Link
- Biometric Sensor
- Live Helmet Stream
- Augmented Reality
- Drone link
- Radio voice to text
- Vehicle link
- Smart wrist device
- Smart body armour
- Team link
- Community link
- Smart device/ scanner/ controller
- Audio relay control
- Real time analytics
- Control Room link
- Equipment Sensor
- Biohazard Sensors
- Location tracking

Officer 2 (right):

- Camera Link
- Biometric Sensor
- Live Helmet Stream
- Augmented Reality
- Drone link
- Radio voice to text
- Vehicle link
- Smart wrist device
- Smart body armour
- Team link
- Community link
- Smart device/ scanner/ controller
- Audio relay control
- Real time analytics
- Control Room link
- Equipment Sensor
- Biohazard Sensors
- Location tracking

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It's important not to forget about the officers themselves. Staff motivation increases when a simple but effective process exists to support key administration tasks.

These typically include checking into shifts, reporting an incident, requesting new uniform or scheduling leave.

The Connected Officer programme makes these tasks simple through the use of smart hand-held devices.

Not only is administration simplified but company updates, reward and recognition schemes and benefit programmes are made available to the officer through the smart device and accessed when convenient - creating a motivated and engaged officer.

THE CONNECTED OFFICER

THE ELEMENT 3: DATA AUTOMATION

Information is transferred using a secured network to validate that key tasks have been completed in accordance with the service level agreements, regulatory compliance is achieved, and that shifts have been fulfilled.

The data is captured and transferred to a performance dashboard in real-time.
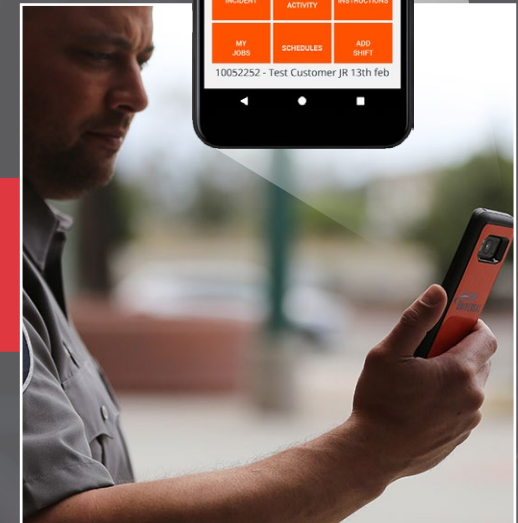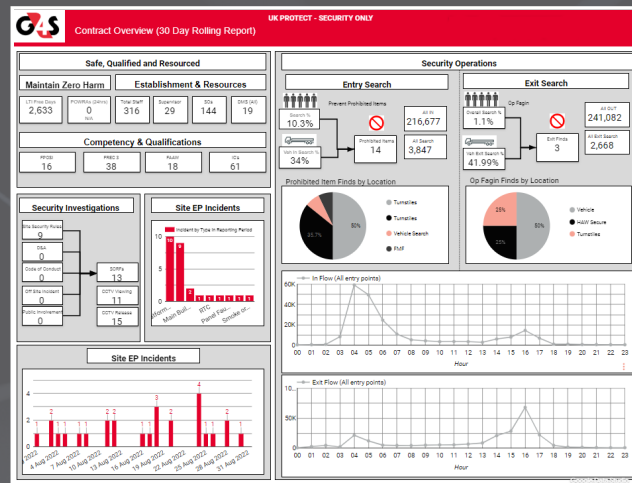
ELEMENT 4: PERFORMANCE ANALYSIS

Information captured from officers operating across multiple locations can be consolidated into one reporting dashboard with notifications to highlight high/low performance.

Real-time information drives better decision making, resource optimisation, regulatory compliance, and a real focus on service performance improvement. This service transparency also ensures a close working relationship with the customer.
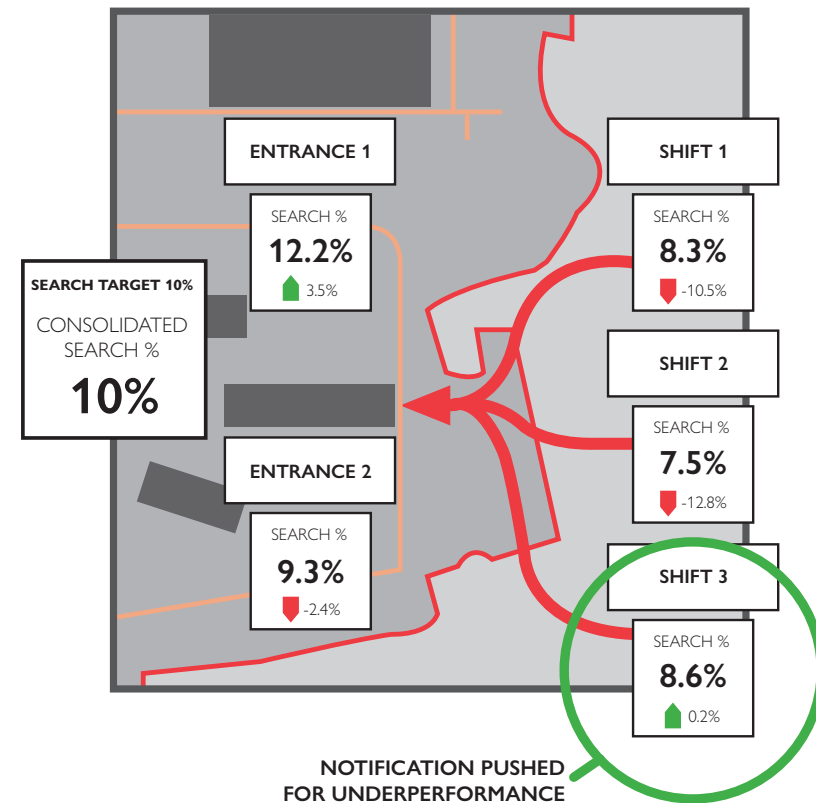
Performance dashboards can be created using:

AppSheet

JAVELIN

Data Studio

In this example, the performance dashboard highlights the consolidated ingress search target of 10% across its multiple entrances.

10% of all visitors entering the site must be searched for regulatory compliance.

SEARCH TARGET 10%
CONSOLIDATED SEARCH %
10%

ENTRANCE 1
SEARCH %
12.2%
▲ 3.5%

ENTRANCE 2
SEARCH %
9.3%
▼ -2.4%

SHIFT 1
SEARCH %
8.3%
▼ -10.5%

SHIFT 2
SEARCH %
7.5%
▼ -12.8%

SHIFT 3
SEARCH %
8.6%
▲ 0.2%

NOTIFICATION PUSHED FOR UNDERPERFORMANCE

The Connected Officer programme leads to better decision making, customer satisfaction and increased officer engagement.

Underpinned by situational awareness technology and data automation, the programme supports:

- **The Security Operations Centre** by delivering real-time visibility of officer location to facilitiate the best possible incident response.

- **The Customer Contract Lead** by providing real-time data to monitor performance and discuss resource allocation and optimisation.

Here are three examples of how it works...

THE CONNECTED OFFICER

EXAMPLE: REAL-TIME VISIBILITY AIDS COMPLIANCE

SITUATION:

Company A has a large footfall of employees, contractors and visitors entering the site on a daily basis. The nature of the environment can lead to weapons, and narcotics entering the site concealed on a person or in their possessions.

As a result, 10% (randomly selected) of all visitors entering the site must be searched, as agreed between the client, the security provider and the regulator.

The site operates with multiple entrances and people entering and departing continually. Volumes are especially high at shift changes.

WITHOUT CONNECTED OFFICER:

Security Officers randomly select who to search and record search volumes on a tablet. The outcome of the search is recorded and sent over to the control room at the end of the shift

The search selection is open to unconscious bias, and complaints. The manual element can delay people entering the site and workers may be late to start their shift.

As the information is sent at the end of the shift, the 10% search requirement is only determined and cascaded to the client and other stakeholders retrospectively.

This method opens the company up to not achieving their 10% target and incurring penalties as a result.

WITH CONNECTED OFFICER:

Technology is installed to randomly select which visitors require searching, ensuring there is no bias to the selection process.

Body worn CCTV records the search in case evidence is needed for review. The search is automatically reported in real time into a performance dashboard. The dashboard consolidates data from multiple entrances to show a live % of searches carried out. It will highlight if searches are lower than the 10% requirement to enable a quick resolution.

This information is available in real-time for all stakeholders to view. It enables officers to increase or decrease searches at the appropriate entrance to accommodate fluctuating visitor volumes, and ensures the 10% search target is achieved with no penalties imposed.

RESULTS:

- Connected Security provides real-time visibility that KPIs are being met across multiple locations
- Immediate identification of low performance can be quickly rectified to avoid financial penalties or breach of contract
- It provides customer confidence as the client knows we have our fingers on the pulse
- Employees, contractors and visitors are able to enter the site efficiently and understand the process is fair

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EXAMPLE: DRIVING EFFICIENCY THROUGH REPORTING AUTOMATION

SITUATION:

For one G4S Connected Officer client automated reporting processes improved data. Manual reporting can take several hours or even days for the report to make its way to the relevant people.

Responding to information quickly can make a significant difference when it comes to improving effectiveness for any security team. The right software can give clients and security officers immediate access to data from as many sources as possible, including access control, alarms, videos, visitor management and identity management tools. Customers will also be able to see evidence that tasks have been completed across multiple geographic locations, from one centralised location.

WITHOUT CONNECTED OFFICER:

Security Officers randomly select who to search and record how many people have been searched on a tablet. The outcome of the search is recorded and sent over to the control room at the end of the shift

The search selection is open to unconscious bias, and complaints. The manual element can delay people entering the site and workers may be late to start their shift.

As the information is sent at the end of the shift, the 10% search requirement is only determined and cascaded to the client and other stakeholders retrospectively.

This method opens the company up to not achieving their 10% target and receiving penalties as a result.

WITH CONNECTED OFFICER:

Technology is installed to randomly select which visitors require searching, ensuring there is no bias to the selection process.

Body worn CCTV records the search in case evidence is needed to review the search process or finding. The search is automatically reported in real time into a performance dashboard. The dashboard consolidates data from multiple entrances to show a live % of searches carried out. It will highlight if searches are lower than the 10% requirement to enable a quick resolution.

This information is available in real-time for all stakeholders to view. It enables officers to increase or decrease searches at the appropriate entrance to accommodate fluctuating visitor volumes, and ensures the 10% search target is achieved and no penalties are imposed.

RESULTS:

- Automated reporting processes improved data input accuracy, and realised efficiency savings of approx £517,000 pa across their estate.
- The client had lower postage, printing and distribution costs, reduced telephone costs, reduced storage requirements and more.
- As well as the cost saving advantages, this has huge sustainability benefits.
- The client was also able to analyse trends in real-time, rather than waiting for data to be entered into a system retrospectively.

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EXAMPLE: INCREASING TEAM MOTIVATION

SITUATION:

Security Officers often work independently which can often make them feel isolated from the wider team. With approximately 40% of security workers suffering from PTSD or other mental health issues, it's more important than ever to help connect them. 65% of officers report that they suffer verbal abuse at least once a month at work, while 43% have experienced threats of violence.

These situations require a comprehensive approach that allows officers to access the mental health counselling and care they need to deal with these challenges.

WITHOUT CONNECTED OFFICER:

Esdras is a security officer who has recently experienced several incidents of verbal abuse and threats of violence whilst at work.

These events have left her feeling stressed, anxious and unsafe in the work environment.

Her employer doesn't offer training or support, or even acknowledge that it might be happening. When she tries to bring the issues up, she's told that it's "just part of the job."

Esdras is left feeling frustrated, discouraged and upset. She eventually becomes burnt out and ends up quitting her job.

WITH CONNECTED OFFICER:

Esdras experiences the same verbal abuse and violent threats on the job. However, she is supplied with technology, such as body-worn cameras (linked to the control room) to serve as a visual deterrent to reduce frontline aggression, and she knows support is at hand.

When an incident does occur, it is quickly identified, and support is automatically dispatched. She feels more confident knowing there is a strong security network around her. Following an incident, she is offered mental health counselling.

Esdras feels supported.

She is able to access training to support her development, threat bulletins and even company news via her handheld device. She is able to continue working, and gain support when she feels it's needed.

RESULTS:

- A security network provides the officer with confidence that support is on hand when they need it. This support reduces officer anxiety and allows them to focus on their role.
- The proactive mental health counselling and team support, make officers feel valued and enable them to work through and address any challenges whilst continuing their position.
- The Connected Officer approach improves officer motivation and engagement, and provides high quality, consistent security for the customers

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CRITICAL TO SUCCESS

The Connected Officer programme is beneficial to organisations of every size, and will look different according to the people, technology and systems in operation.

However, its success will always be reliant on:

Connectivity
A connected network relies on having an internet connection. It is vital to have an alternative option incase this fails.

Effective training
The system is only as good as the people using it. Train and test users to ensure they are motivated and capable of using the systems.

Adoption
Determine the IT capability of your audience. Try to create a positive change management culture for users to embrace and understand the benefit to them and their role.
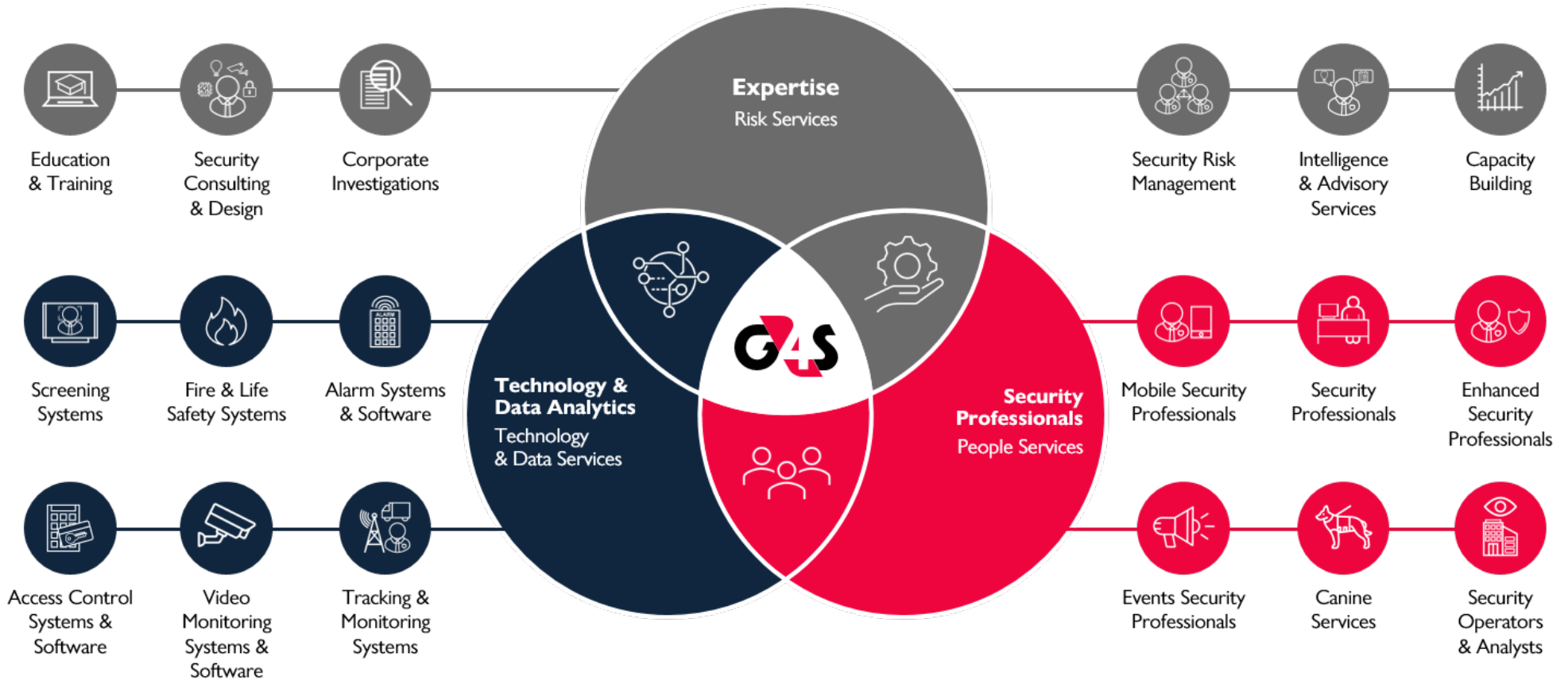
The quality of the information the officer provides, is likely to improve when they see how it is being used and having a positive impact.

Technology is vital to support security officers, but it's also important to maintain the right balance between technology and maintaining personal security interaction.

DELIVERING EXTENSIVE, INTEGRATED SOLUTIONS

Our Connected Officers are supported by a broad range of security products and services that operate in an integrated fashion.

Expertise
Risk Services

Education & Training
Security Consulting & Design
Corporate Investigations

Security Risk Management
Intelligence & Advisory Services
Capacity Building

Screening Systems
Fire & Life Safety Systems
Alarm Systems & Software

Technology & Data Analytics
Technology & Data Services

Security Professionals
People Services

Mobile Security Professionals
Security Professionals
Enhanced Security Professionals

Access Control Systems & Software
Video Monitoring Systems & Software
Tracking & Monitoring Systems

Events Security Professionals
Canine Services
Security Operators & Analysts

ADDED VALUE

Introducing the G4S Academy

We go far beyond delivering security.

Joining the G4S Academy provides access to exclusive threat reports, thought leadership content as well as an opportunity to network with other security experts.

You will have access to:

Regular risk bulletins, threat reports and white papers

Event and seminar invites to hear the latest market evolution and trends

An innovation forum which addresses emerging trends and technologies

Podcast and webinars discussing security hot topics with leading experts

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