



Enhanced Security Officers



# ENHANCED SECURITY OFFICERS (ESOs)



## **What is an Enhanced Security Officer?**

An Enhanced Security Officer, is an officer with a blend of high level skills, training and experience to appease hostile situations that may present themselves on a high risk or complex site.

When a situation occurs, a security officer may have 10-15 seconds to make an assessment and decide on the appropriate action.

The decisions made during that 10-15 seconds may be the difference between a situation escalating into a major incident, or even life or death.

The ESO's skills improve outcomes. Their decision may avoid the incident altogether, or lessen the impact of the incident through their ability to assess the situation, gather and share information (with the emergency services) in a recognised format, allowing them to deliver an effective response.

An ESO is trained for this to be second nature, to remain calm, and calculate the scene and the information required for them, their team, and the emergency services.

# ENHANCED SECURITY OFFICERS (ESOs)

## How is an ESO different from a traditional Security Officer?

### BACKGROUND

About half of G4S's ESOs have some history in the military, though they also range in broader life experience, gender, age, nationality and physical presence. This blend of skill and experience is what brings greater synergy and depth.



### TRAINING

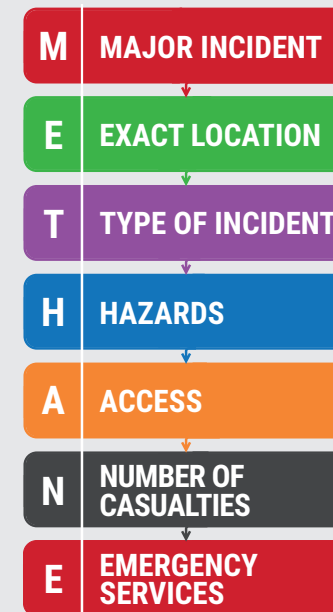
ESOs undertake an intensive course, which stretches individuals and gives them the chance to grow into the different challenges. The course offers a number of modules that focus on the skills needed for security officers to operate effectively in their sector, including:

- Conflict Management
- Behavioural Detection
- Threat & Risk Assessment
- Incident Scene Management
- Conflict Resolution
- Emergency First Aid At Work
- Sector Application (applying skills and carrying out drills in a sector environment)

The distinct advantage of the course is that it significantly increases the officers skill set and the overall performance and cohesion of the security team.

### COMMUNICATION

An ESO is trained to gather and share information in a recognised framework such as the **METHANE** (or **ETHANE** for incidents falling below the major incident threshold) model to improve joint working with the emergency services and allow them to send an appropriate response.



A **M/ETHANE** call avoids technical jargon and abbreviations and should be sent by an ESO in the first few minutes of arriving on the scene and be updated as the incident develops.

# ENHANCED SECURITY OFFICERS (ESO<sub>s</sub>)

## Improved Incident Reporting

Adopting the framework for incident reporting will ensure that should a serious incident occur a comprehensive set of information will be provided to the emergency services in line with their own reporting protocols.

An ESO, Police or Emergency Services response will include:

- Name of officer
- Severity of incident
- Exact location
- Type of incident (road traffic etc)
- Hazards (to assess ongoing danger/escalation)
- Access to the site (for help to arrive promptly, are there any blockages)
- Number of casualties (and severity of the casualties)
- Emergency response services required (police/fire/ambulance etc).

What benefit does it provide?

The application of simple principles for joint working are particularly important in the early stages of an incident, when clear, robust decisions and actions need to be taken with minimum delay, often in a rapidly changing environment.

The quicker the principles are applied and communicated, the quicker the information is shared through a control room to all emergency services, providing a swift, appropriate response to reduce escalation and ensure specialist capabilities to reduce harm and save lives.

An ESO's ability to apply these principles for joint working builds mutual respect and effective working relationships with the Police and Emergency Services.

# ENHANCED SECURITY OFFICERS (ESOs)

## Where can an ESO add value?

Enhanced Security Officers are perfect for any site that is complex or high risk to build strong, resilient, cohesive security teams.

Threats may be external or come from the inside and are constantly evolving, such as:

- Unauthorised entry by protesters
- Terrorist attacks
- Popular targets for urban exploration
- Insider threat

These behaviours are often observed in a range of sectors and environments including:

### Critical National Infrastructure (CNI)



Critical National Infrastructure (CNI) is, by its very nature, fundamental to the running of any country and therefore a perfect target for those who may wish to cause major disruption or harm.

### Real estate



With buildings often occupied by high profile tenants that are targets for protest and terrorist groups, the real estate sector demands a high level of security.

### Government building (Home Office, Government offices etc)



Many of these sites are visited by high-profile individuals, making them a target for terrorist activity and regularly selected by protesters. ESO at entrances provides a strong visual deterrent and reassurance to those that work there.

### Retail



Shopping Centres are busy well populated environments which could cause major damage, disruption and attract media attention.

# INTRODUCING THE G4S ACADEMY

## We go far beyond simple security delivery.

Our G4S Academy is open to all those that operate in the security industry and provides a unique opportunity for networking, CPD and a constant stream of intelligence - such as our weekly threat intelligence report.



Our G4S Academy provides a monthly security bulletin on potential threats as well as a repository of white papers, webinars and other continuous professional development material



Our Events and Seminars where we invite guest speakers to debate the latest market evolution and trends



Our Innovation Forum where we work closely with our customers to discuss new security issues and how best to address emerging trends and technologies



Our Podcasts support continuous professional development through engaging debate - available at your leisure



Listen to Noah's introduction and subscribe with our G4S Academy at <https://www.g4s.com/en-gb/what-we-do/academy>



## Contact Us

UK: 08459 000 447  
[enquiries@uk.g4s.com](mailto:enquiries@uk.g4s.com)

2nd Floor, Chancery House,  
St. Nicholas Way,  
Sutton,  
Surrey,  
England, SM1 1JB

Ireland: 1890 447 447  
[g4ssales@ie.g4s.com](mailto:g4ssales@ie.g4s.com)

