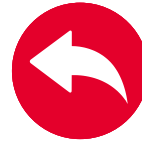




REMOTE MONITORING SERVICES



BEST IN CLASS
PROVISION *driven by*



SITE
RESPONSE



CUSTOMER
CARE



HARDWARE
INDEPENDENCE



QUALITY
CONTROL



FULL
RESILIENCE



24*7
OPERATION

G4S MONITORING AND RESPONSE

Many organisations have transitioned to a model where they operate and consume services remotely.

Whether it is staff working from home or data and applications located in the cloud, consuming services on a remote basis has become a fact of modern life.

Within the appropriate environment, security is no different.

IS REMOTE SECURITY RIGHT FOR YOU?

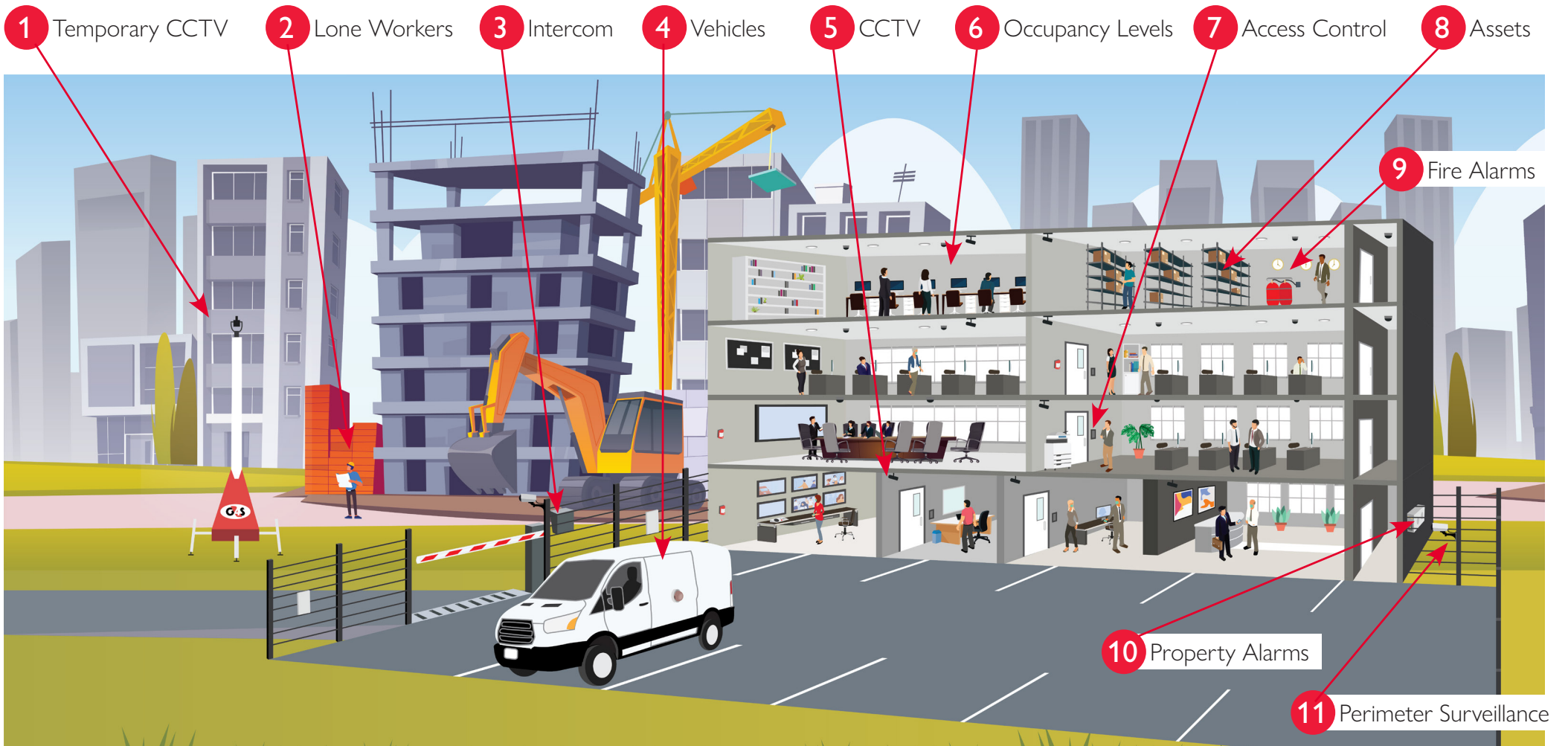
With this in mind, what exactly constitutes a suitable environment for remote security?

ARE YOU:

- Exposed to risk but do not want the cost and distraction of managing security in house?
- In need of round the clock security but unable to resource a 24*7 operation?
- Operating within a temporary structure that requires securing?
- In need of security but on site presence is costly and unnecessary?
- Operating at remote locations or within areas that represent high risk?
- Based at a large, complex site or campus where permanent monitoring would provide greater coverage than people on the ground?
- Looking to secure a property or site left vacant for a prolonged period?
- Operating a large fleet of workers operating in remote or dangerous environments?
- Concerned about your staff and the environment they work in?
- Looking to track fleets of vehicles or assets to reduce risk?

If any of these scenarios applies to you, then selecting from our pool of remote monitoring services will provide you with the necessary level of support to reduce risk and allow you to focus on your core business operations.

WHAT WE MONITOR



WHAT WE MONITOR

- 1 Temporary CCTV**

We provide free standing, non intrusive temporary CCTV towers. We surveil footage in real time, using a GSM connection and take appropriate action when required.
- 2 Lone Workers**

For those who operate with staff who work in harsh or dangerous environments, we monitor whereabouts in real time and provide assistance through an audio link should intervention be required.
- 3 Intercom**

We provide remote control room services to operate intercoms, controlling access for vehicles, visitors and staff.
- 4 Vehicles**

We track the location of your fleet of vehicles in real time, to identify risk, provide reporting and prevent poor practice and abuse.
- 5 CCTV**

Using a constant connection, we surveil your CCTV system in real time with our remote control room service, removing the need to operate with an on premise facility.
- 6 Occupancy Levels**

We monitor building occupancy levels across one or multiple locations in real time and take action should it be required.
- 7 Access Control**

We provide monitoring and support for your access control system – authorising access when required and delivering real time visibility on who is in controlled areas of your premises.
- 8 Assets**

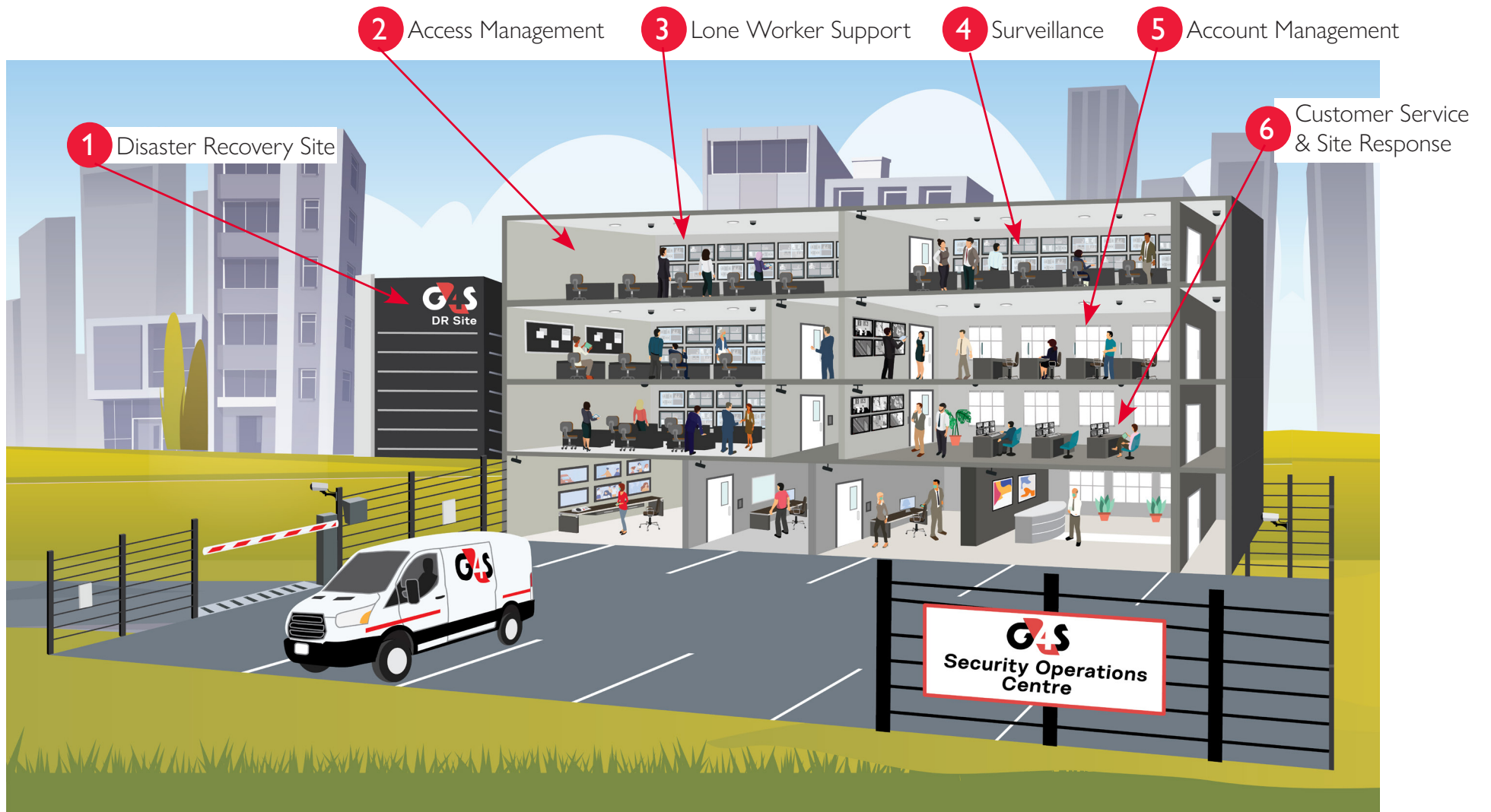
We monitor your expensive assets in real time for unusual activity such as movement, changes in ambient temperature or lighting or power and provide immediate notification and response should the situation demand.
- 9 Fire Alarms**

We monitor your fire alarm in real time and should an alert be activated, we provide an immediate response in accordance with pre agreed processes.
- 10 Property Alarms**

We use a constant connection to monitor your property alarm and then take action upon receipt of an alert –either by following reporting processes, perform in a remote investigation or attending site where necessary.
- 11 Perimeter Surveillance**

For highly secure premises, we monitor your perimeter fencing in real time. Should an alert be received, we take action such as activating an alarm, sending an audio loudspeaker alert or performing a site inspection.

WHERE WE MONITOR FROM



THE REMOTE SERVICES HUB

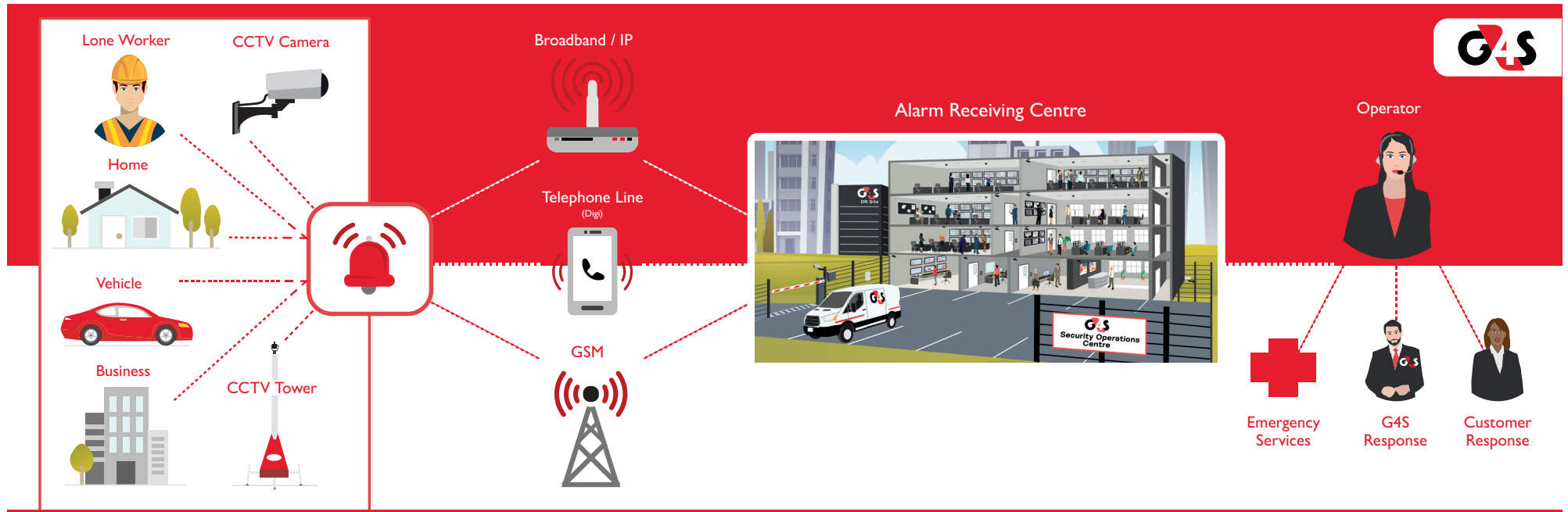
At the heart of our monitoring services offering is our Alarm Receiving Centre. Our Cat II NSI Gold Standard BS5979, BS8484, IS228 accredited continuous monitoring service, operates from a secure location 24 hours a day, 7 days a week, 365 days per year, protecting you, your assets and property.

Monitoring over 64,000 critical connections the site is highly secure with access tightly controlled and managed.

Fully resilient, the site operates in partnership with a disaster recovery premises to ensure that our customers can rely on continuity of service whatever the unforeseen circumstance.



HOW WE MONITOR



1

We create a connection to your individual, asset or equipment.

2

We remain in permanent connection with your facility or individual using either a permanent internet connection, a traditional telephone line, a GSM connection. In many instances we use a combination of these methods.

3

Upon receipt of an alert or identification of an issue during surveillance, our teams will follow strict operating procedures in accordance with pre determined response times.

4

In many cases we liaise directly with a contact within your organisation, speak with emergency services or respond to site using our network of mobile security response professionals.

ALERT AND RESPONSE SERVICES

400

RESPONSE OFFICERS

9,000

UK AND IRISH CUSTOMERS

140

MOBILE RESPONSE VEHICLES

40

SERVICE CENTRES

IDENTIFY → ALERT → RESPOND

Whilst our monitoring services provide an essential real time means of identifying potential security issues, clearly the next stage is to act on the information and provide an appropriate response within the pre agreed timeframes.

Our mobile response service is co-ordinated from our 40 service centres across the UK. We deliver a swift and agile service, backed by a national support network and unmatched global resources.

We have more than 400 security-screened and trained response officers dedicated to delivering quality service to over 9,000 local and national UK companies.

Our state-of-the-art Alarm Receiving Centre uses the latest technology to monitor and deploy our fleet of GPS tracked vehicles. The 24/7/365 service is managed by a team dedicated solely to what we call 'patrol and response'.

OUR SERVICE CENTRE RESPONSE NETWORK

We put the entire weight of our combined experience behind you, as well as our commitment to never leaving a site vulnerable.

Our mobile response services include:

- Site attendance & investigation in response to an alarm
- Accompanying a key holder to site
- Locking and unlocking your premises
- Site attendance & investigation in response to a surveillance alert
- Physical response to assist a remote worker in distress

In all cases we provide detailed documentary reporting on our interventions which evidence our actions and results of any investigation.



WHO WE MONITOR



Vacant
Properties



Health & Social
Workers



Construction
Sites



Vehicles



Retail
Outlets



Remote
Locations



THE FUTURE OF MONITORING

Whilst the history of our monitoring services lies in security, our future is being shaped by the emergence of the Internet of Things.

Most organisations are looking to gain real time intelligence on the operation of their equipment, this may typically include:

- Uptime and availability information on industrial equipment
- Temperature monitoring of white goods
- Equipment utilisation information to drive service scheduling
- Remote diagnostics
- Monitoring distance travelled and speed

Whilst the ability to communicate using a fixed or GSM connection provides huge opportunity for the modern organisation, it does necessitate having the correct resource to monitor the information gathered in real time and take pre agreed action.

THAT'S WHERE WE CAN HELP.





Contact Us

08000 859 899

sales@uk.g4s.com

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

