

G4S FIRE & SECURITY SOLUTIONS



- 3 G4S Overview and Approach
- 8 Our Services Offering
- 18 Why G4S?
- 24 Our Remote Services
- 28 Sample Projects
- 36 Continuous Improvement

G4S APPROACH TO SECURITY DELIVERY

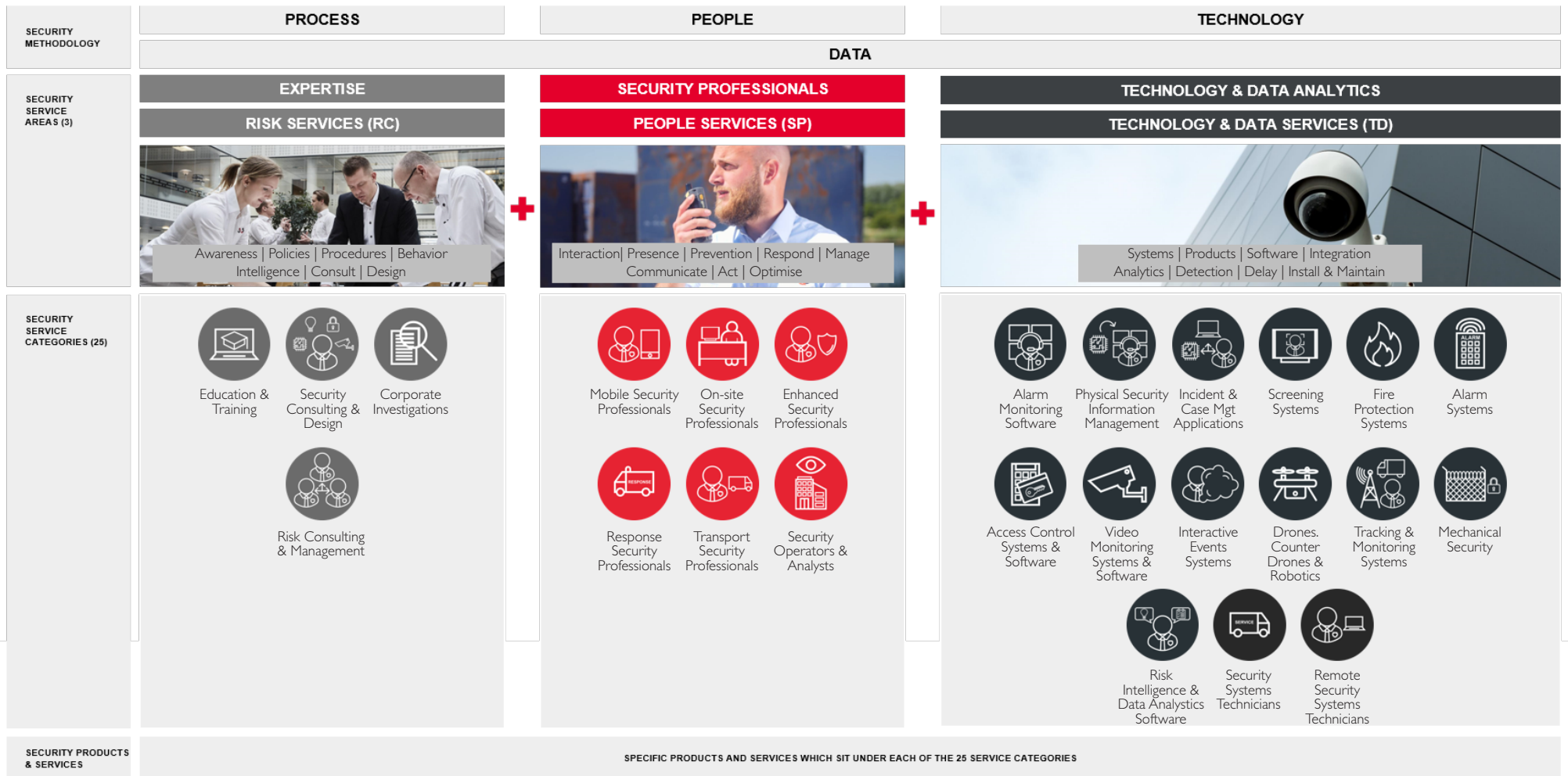
All our system designs start with a comprehensive risk assessment to understand what needs to be protected and what all the potential threats are.

This then is tested against different design options to come up with the most effective solution, combining our people services, professional services and technology. In many cases - we believe the right people to recommend the system are the people who will use the systems themselves.



G4S APPROACH TO SECURITY DELIVERY

G4S has a broad range of services that it can offer covering Risk Services, Security Professionals and Technology, that can be combined and tailored to your individual needs.



TECHNOLOGY AND DATA SERVICES IN THE UK & IRELAND

“We are a specialist integrator of Fire and Security Systems with extensive experience of working in challenging environments.”

G4S is the World's leading global, integrated security company, one of the few companies able to provide fully integrated security solutions by seamlessly marrying people and technology.

The company is a trusted adviser providing innovative, industry leading solutions that protect and add value for our customers, investing in people and technology

In the UK and Ireland, G4S is a leading installer of security systems, providing high quality solutions from Enterprise to Critical Infrastructure and standalone systems to fully integrated solutions

We have the highest approvals and accreditations in the UK & Ireland



G4S FIRE & SECURITY SOLUTIONS

G4S is one of the country's leading installers of fire and security technology, from Enterprise to Critical infrastructure, covering both standalone and fully integrated systems

We are accredited to the highest standards in the country and can provide design, installation, commissioning, preventative maintenance and monitoring services for all fire and security product ranges.

We can help to ease a wide range of challenges



**INTRUDER ALARM
SYSTEMS**



**ACCESS
CONTROL**



COMPLIANCE



VIDEO SYSTEMS



**FIRE PROTECTION
SYSTEMS**



**ALARM
MONITORING**



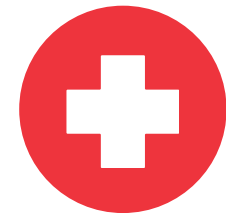
**TRACKING
SYSTEMS**



**MECHANICAL
SECURITY**



**SCREENING
SYSTEMS**



**HEALTH &
SAFETY**

THE G4S PHILOSOPHY TO SYSTEM DESIGN

G4S has access to a wide range of products from multiple suppliers to ensure that we provide a system that is tailored exactly to your needs

These systems are supported by high quality installation and maintenance services from a skilled, trained engineering force

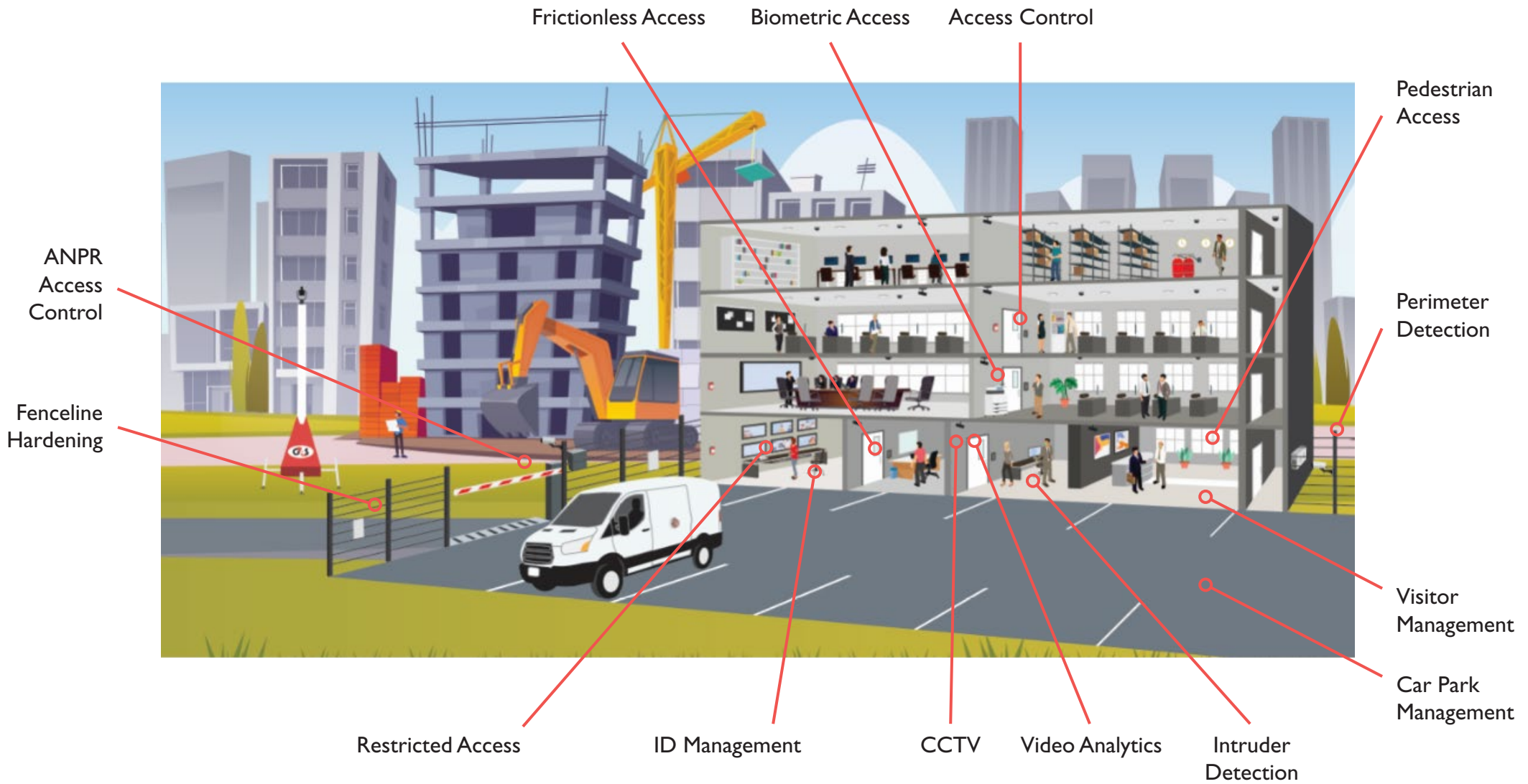
We utilise an active product management and selection programme to select the best products

For every new product that we introduce, we invest to guarantee that engineers are fully trained and that they are equipped with all the necessary equipment, ensuring that standards are kept high at all times

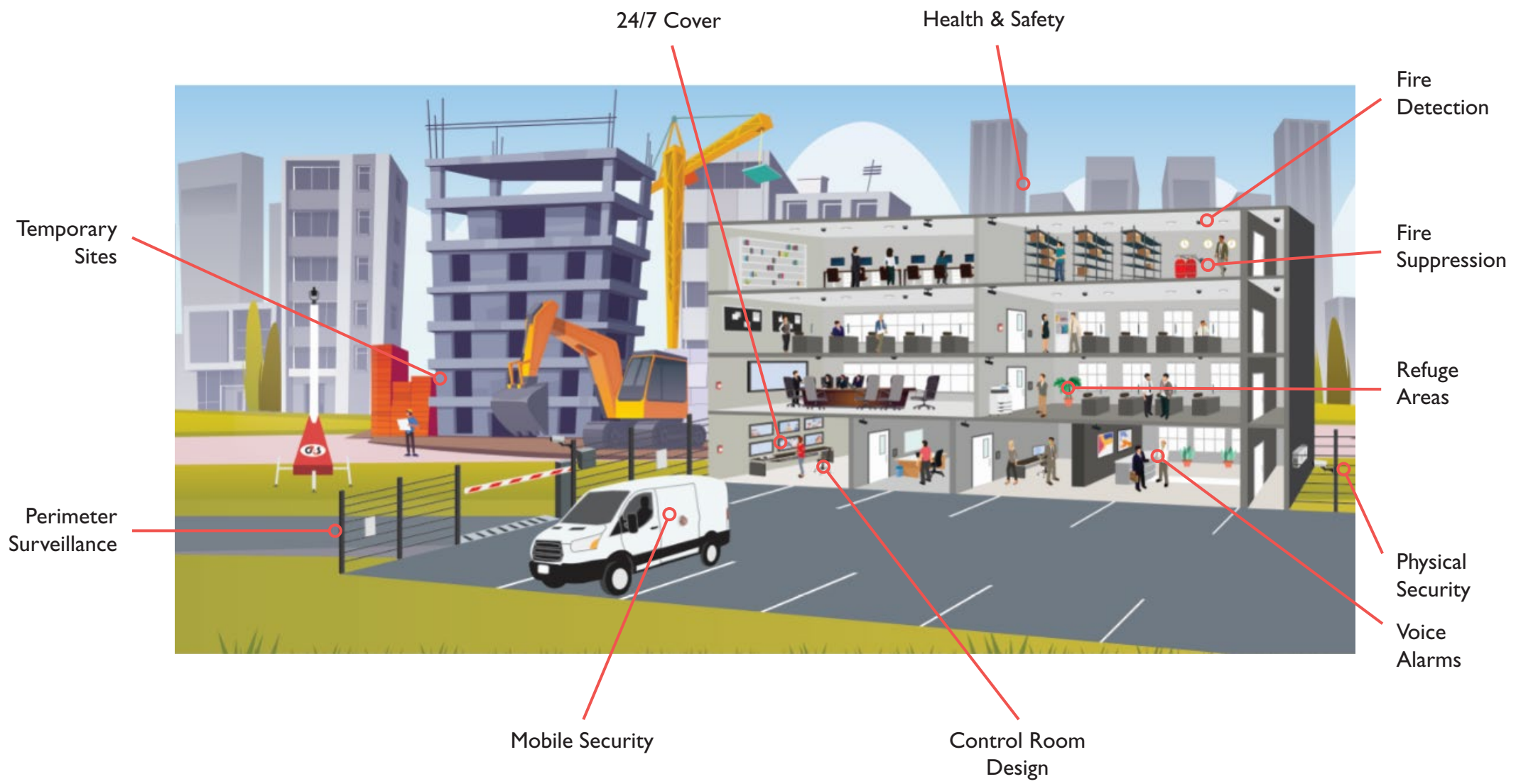
Overall, we have a solid supply, backed by fully trained and experienced Tech Support structure both within G4S and our suppliers



G4S FIRE & SECURITY SOLUTIONS



G4S FIRE & SECURITY SOLUTIONS



CHALLENGE

COMPANY STRUGGLING TO COMPLY WITH HEALTH & SAFETY REQUIREMENTS, RISKING FINES Companies have an increasing responsibility for the welfare of both its staff and visitors on site, risking fines when breaches occur. This burden has recently increased with the emergence of Covid, and it is highly likely that offices will need to remain Covid secure for many months to come

SOLUTION

HEALTH & SAFETY Our integrated systems, combined with video analytics, is able to support health & safety at site by being able to monitor lone workers, immediately identify slips and trips, and enforce procedures such as mask wearing, thermal screening and social distancing. Our systems can also provide high quality evidence for any claims made



CONGESTION ENTERING AND EXITING BUILDINGS AT PEAK TIMES, ESPECIALLY WITH COVID RESTRICTIONS. The need for guarding resources across the day is not even. For instance, more guards are needed at the start and end of shifts to check people entering and exiting both the car park and the building. However, with this in mind, how do you balance the resources across the day to maximise cost effectiveness?

PEDESTRIAN ACCESS We offer an ambassador service which provides a merged reception and security service. Technology includes check in on arrival using tablets and mobile visitor pass printing.



CHALLENGE

INTRUDER BREACH An intruder breaks into the site by either climbing over, or cutting through, the perimeter fence. and then breaking into the building

PREDICTING THREAT A threat starts even before a perimeter is breached. People can be acting suspiciously outside a fence for instance, heightening tension without a crime being committed

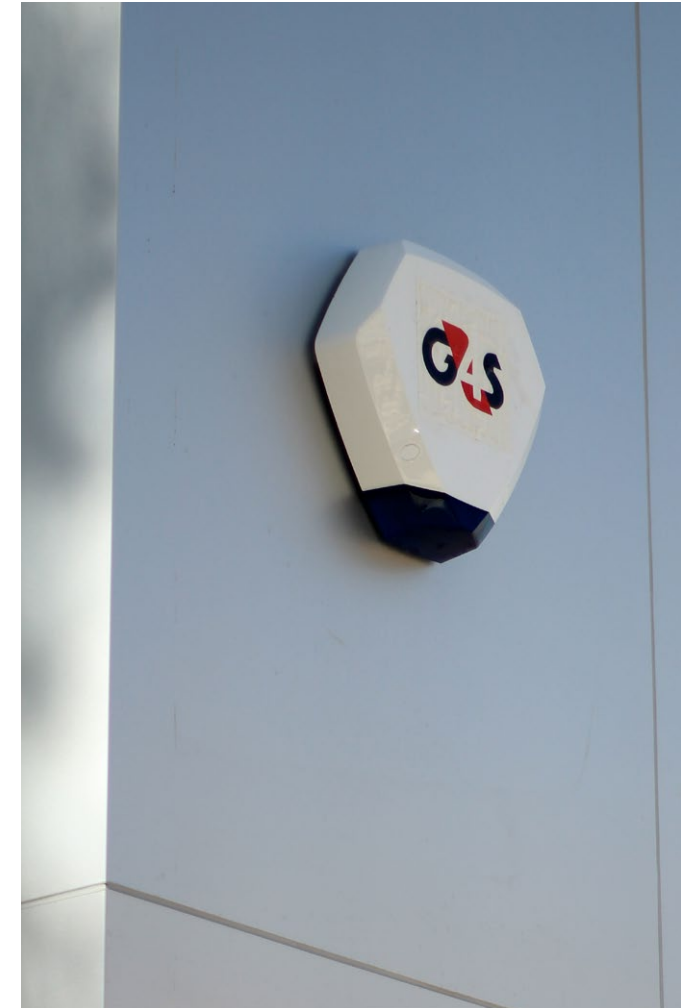
ESCALATING IMMEDIATE THREAT If not stopped quickly, suspicious behaviour can quickly turn into an immediate threat, requiring a next layer of security

SOLUTION

INTRUDER DETECTION Our intruder detection alarms monitor your perimeter in real time and as an incident occurs trigger preventative actions such as lighting, loudspeaker messages, music or alarm sirens, or direct 2-way communication with an operative

PERIMETER DETECTION Systems can be designed to monitor a 'dead zone' outside the actual fence line - using cameras with analytics and/or long range PIRs to detect suspicious behaviour before there is any trouble

FENCELINE HARDENING: Systems should be designed with multiple layers of security to improve detection and response. If an intruder reaches the fence, both cameras with analytics and perimeter intruder detection systems can be used to identify both suspicious activity and where it is happening. In addition, as problems escalate, more control rooms can be brought online to observe and advise on the best response



CHALLENGE

CAR PARK CONGESTION & SPEEDING

Congestion occurring at peak times due to slow inspection checks, unauthorised vehicles gaining access or cars parked in the wrong spaces, cars speeding on site.

SECURING BUILDINGS AGAINST COVID EXTREMELY DIFFICULT.

The Covid pandemic has highlighted the ease with which viruses can be transmitted in an office environment. The challenge is finding the things that can be done to minimise the threat

PEOPLE TRYING TO CIRCUMVENT ACCESS CONTROL SYSTEM.

In most companies, people try to circumvent the access control system by, for instance, tailgating. This can be for either innocent reasons (eg being in a hurry), or with malevolent intentions

UNAUTHORISED STAFF IN RESTRICTED AREAS

Unauthorised staff accessing restricted areas can be a huge issue for companies as it leaves information and valuable assets open to theft and vandalism. In addition, in manufacturing and clean rooms, there becomes a high risk of contamination, ruining millions of pounds in research or manufacturing work

SOLUTION

ANPR ACCESS CONTROL

Our range of ANPR based access control facilitates access to your facility to pre approved vehicles using automatic number plate recognition, as well being able to match number plates of cars speeding on site

FRICTIONLESS ACCESS.

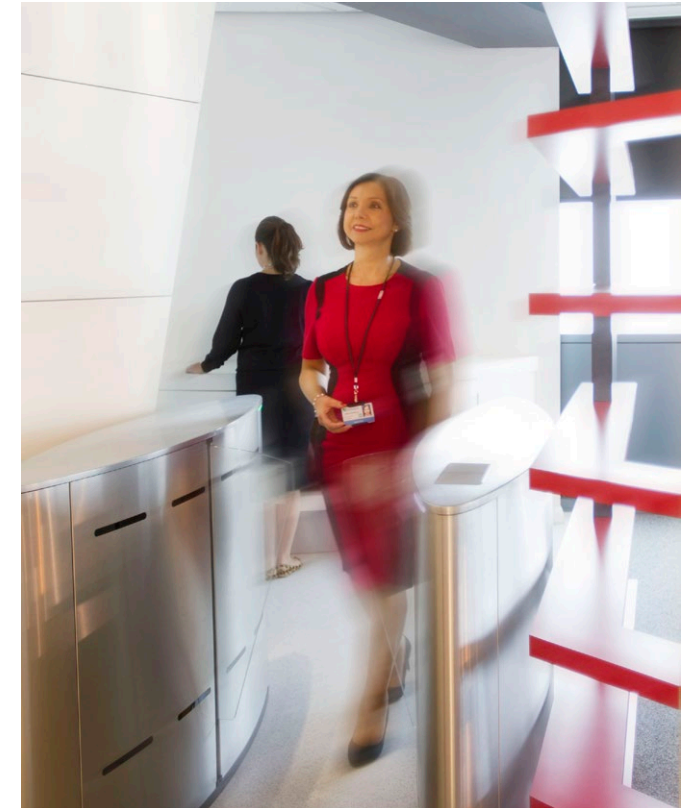
In addition to thermal screening and analytics to ensure personnel are following PPE and social distancing procedures, the less that personnel touch surfaces in communal areas, the lower the risk of transmission. Frictionless access control can help with this by ensuring that staff do not have to touch readers

BIOMETRIC ACCESS

As a further level of authentication, we use biometrics such as fingerprint, Iris or facial recognition to facilitate secure access and ensure that access is properly managed into key areas.

ACCESS CONTROL

We provide fully networked access control to manage access to key areas. Access can be managed according to certifications, time intervals or specific zones. We use frictionless control to provide secure, contactless passage around the building.



CHALLENGE

BADGE MANAGEMENT BOTH EXPENSIVE AND NON COMPLIANT Badge management can be costly on large sites in terms of processing both new starters and leavers, as well as replacing lost cards. In addition, all requests have to be acted on very quickly so as not to compromise security

VISITORS NOT PROPERLY MANAGED THROUGH THE BUILDING, RISKING SECURITY BREACHES Without strict controls, that are always adhered to, visitors create a security risk by being able to walk through buildings and seeing confidential information on people's desks

STAFF GOING INTO RESTRICTED AREAS WITHOUT REQUIRED AUTHORISATION OR TRAINING CERTIFICATION The consequences of staff being in areas that they are not allowed into can be extreme, not only in terms of data theft and damage to assets, but also in contaminating clean areas

SOLUTION

IDENTITY MANAGEMENT The badging modules on our integrated software allow for quick and efficient badging. In addition, the integrated security system can be linked with payroll so that, when people are either added or deleted from the payroll, their security rights are automatically either activated or deactivated at the same time

VISITOR MANAGEMENT Our visitor management systems cannot only print a badge and automatically notify the host that the visitor has arrived, the system can also restrict the doors that the visitor can open to ensure that he is only able to travel through a 'safe corridor'. In addition, in case of fire, a roll call can be printed off showing the names and last door badged through for each person/areas.

RESTRICTED AREAS Our systems can manage entry into restricted areas based on both people's authorisation and training certification. In addition, dual badging and logical security can be used to increase security levels



CHALLENGE

TRYING TO MONITOR SUSPICIOUS BEHAVIOUR 24/7 In large control rooms, with many screens, trying to pick up critical events all the time is extremely difficult without help to focus on areas where people are acting suspiciously

MAKING SENSE OF LARGE VOLUMES OF VIDEO. Many modern control rooms can have hundreds of cameras to monitor, either across a single site or multiple sites. How can operators monitor all of the at the same time and spot unusual activities early

EXPENSIVE GUARD COSTS TO SECURE PERIMETER Guarding costs are ever on the increase and securing a long perimeter with physical guard tours is fraught with difficulties.

BREACHES IN TEMPORARY SITES DUE TO LACK OF SECURITY Temporary and construction sites provide a unique risk as normally they are outside a company's secure perimeter with only limited amount of power available, making these sites vulnerable to attack and theft.

SOLUTION

CCTV Our surveillance systems use artificial intelligence to detect unusual motion and activity

VIDEO ANALYTICS. To ease the burden on control room operators and increase their attention span, analytics should be used to alert operators to real events and suspicious behaviour, so that events can be checked and responded to immediately

PERIMETER SURVEILLANCE Our range of external surveillance systems are ideal for high security sites and allow you to monitor your perimeter in real time and take proactive action as potential incidents occur. Surveillance uses artificial intelligence to notify of unusual activity or potential incidents. Our staff monitor the perimeter and are a physical presence used to deter potential intruders and also coordinate initial response when an incident occurs.

TEMPORARY SITES We have a range of self powered equipment, including CCTV towers, that can be linked back to a central monitoring station to ensure 24/7 cover whilst the site is being used or constructed



CHALLENGE

FIRE THREATS NOT BEING DETECTED EARLY ENOUGH Fire threats that are not identified in their very early stages risk not only substantial damage, but also the lives of staff.

FIRE THREATS NOT BEING SUPPRESSED EARLY ENOUGH Fires that are not suppressed early can quickly get out of control, causing a lot of damage and risking the lives and wellbeing of staff and visitors.

PEOPLE WITH LIMITED MOBILITY AT HIGHER RISK WHEN NEEDING TO EVACUATE QUICKLY. People with limited mobility are at higher risk of not being able to evacuate a building in an emergency. How should they be protected?

EMERGENCY COMMUNICATION ACROSS FULL SITE DIFFICULT AND DEPENDENT ON FEW KEY INDIVIDUALS. Without proper communication systems, large companies or campuses find it very difficult to direct personnel properly in an emergency, meaning that personnel may do the wrong thing and potentially further endanger lives and assets.

SOLUTION

FIRE DETECTION & ALARMS Our fire detection systems combine intuitive controls with intelligent devices to monitor and alert a potential fire.

FIRE SUPPRESSION We provide sophisticated suppression systems to extinguish or prevent the spread of fire using a combination of dry chemicals and wet agents.

REFUGE AREAS All commercial buildings greater than one storey need to provide protected areas where people with limited mobility can shelter until help can be provided. These shelters need not only be strong and fire resistant, but also need to have reliable communications, throughout the emergency, so that those sheltering can communicate with the emergency services.

VOICE ALARMS We use sophisticated voice messaging systems to inform occupants what to do in an emergency and allow security staff to take proactive action in the event of a security breach. Different messages can be sent to different groups of people or parts of the site to ensure that instructions are tailored to different circumstances.



CHALLENGE

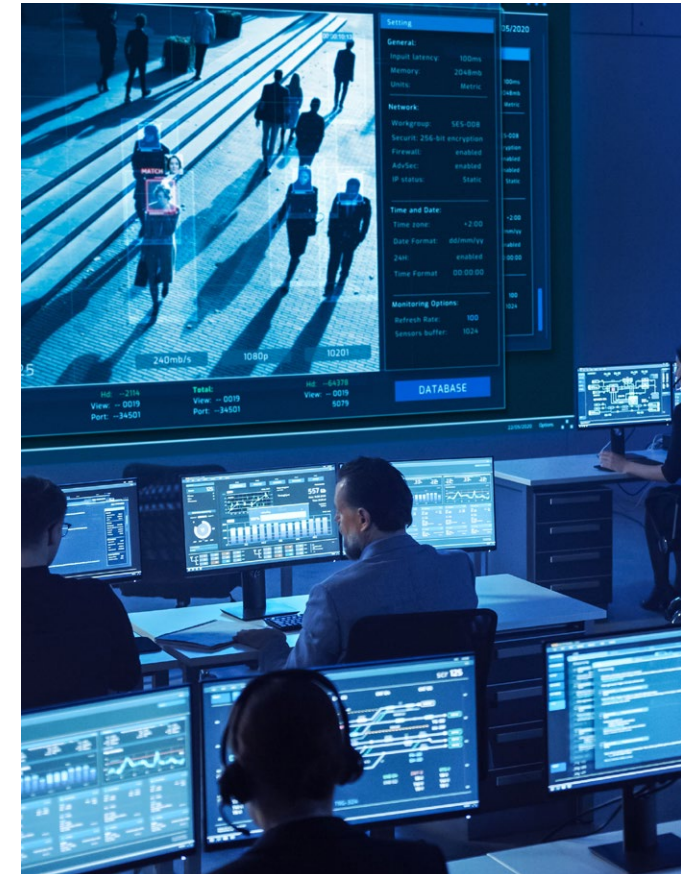
INCIDENTS BEING MISSED DUE TO TIRED OPERATORS Scientific studies have shown that an operator's concentration starts to deteriorate after 20 minutes, meaning that more mistakes are likely to be made after this time.

PROVIDING 24/7 SECURITY BECOMING INCREASINGLY EXPENSIVE Providing 24/7 cover through manned guarding is expensive as it requires 3 shifts of guards at each site.

SOLUTION

CONTROL ROOM DESIGN We can assist with control design to create the optimum working environment for your security staff.

24/7 COVER. We facilitate real time surveillance of key buildings across your estate and coordinate an initial response as and when an incident occurs.



CHALLENGE

GUARDING COSTS BEING DUPLICATED TO SECURE MULTIPLE SITES For companies with multiple sites, providing guards at each site can be expensive, as well as inefficient

PERIMETER THREAT Perimeter threatened by protestors or criminals

SOLUTION

MOBILE SECURITY Our teams of mobile security professionals provide random or scheduled Property inspections, incident response and lock and unlock services

PHYSICAL SECURITY Our range of physical security products delay and deter potential intruders. Our range includes fencing, gates, physical barriers, turnstiles and more.



WHY PARTNER WITH G4S?

G4S provides best in class design, installation, commissioning and preventative maintenance for your security system.

We have the highest security clearances, enabling us to work on any Critical Infrastructure project

We have strong experience in all of the Enterprise and Critical Infrastructure sectors and would be happy to discuss our experience in your sector with you.



**HIGHEST QUALITY
SOLUTION DESIGN -
SINGLE PLATFORM**



**PROVEN TRACK
RECORD**



**INNOVATIVE TECHNOLOGY
- MEETING BUDGET &
PERFORMANCE**



**HIGHEST SECURITY
CLEARANCES**



CUSTOMER CARE



**PROJECT MANAGEMENT
EXCELLENCE**



**STRONG SAFETY
PERFORMANCE**



**STRONG SECTOR
EXPERIENCE**



GLOBAL REACH

OUR APPROVALS

We pride ourselves in delivering high quality work to exacting standards. Our work, processes and procedures are rigorously externally audited and follow best practices for our industry

ISO CERTIFICATIONS
NSI GOLD (ISO9001)
NSI FIRE GOLD (ISO9001)
BAFE SP203-1
NSI ISO 14001 (SSUK)
NSI ISO 18001 (SSUK)

SSIP CERTIFICATIONS
SAFE Contractor
Achilles
Contractor Plus

Our Approvals



OUR PUBLIC SECTOR FRAMEWORKS

Our presence on a number of public sector frameworks shows the trust placed in us by public bodies, not only in the quality of work that we do, but also our accreditation to work in high security and strict operational environments

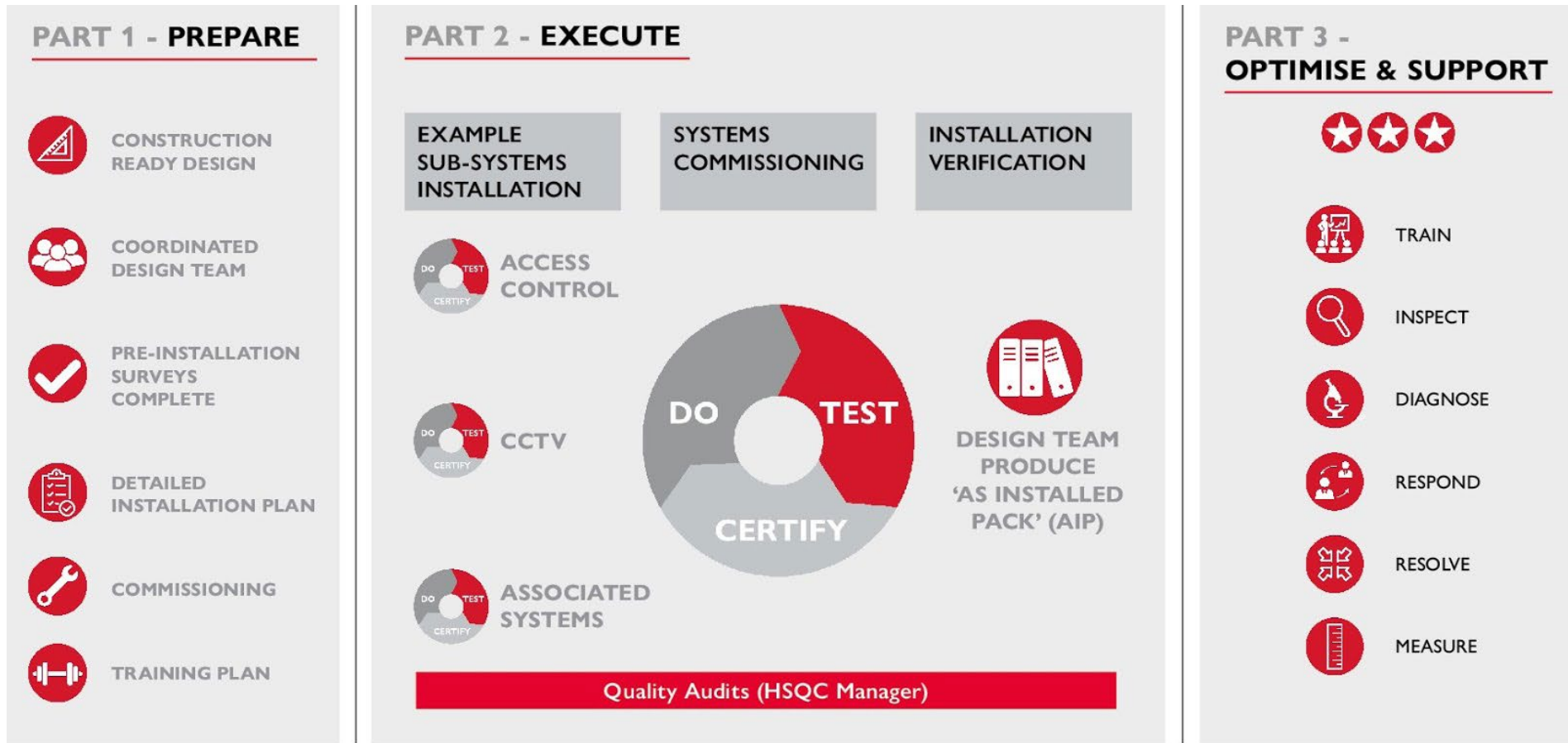
Organisations that we have Framework Agreements with include



WE BUILD AN INTEGRATED SOLUTION

Following our risk assessment, installation projects are split into 3 distinct phases -

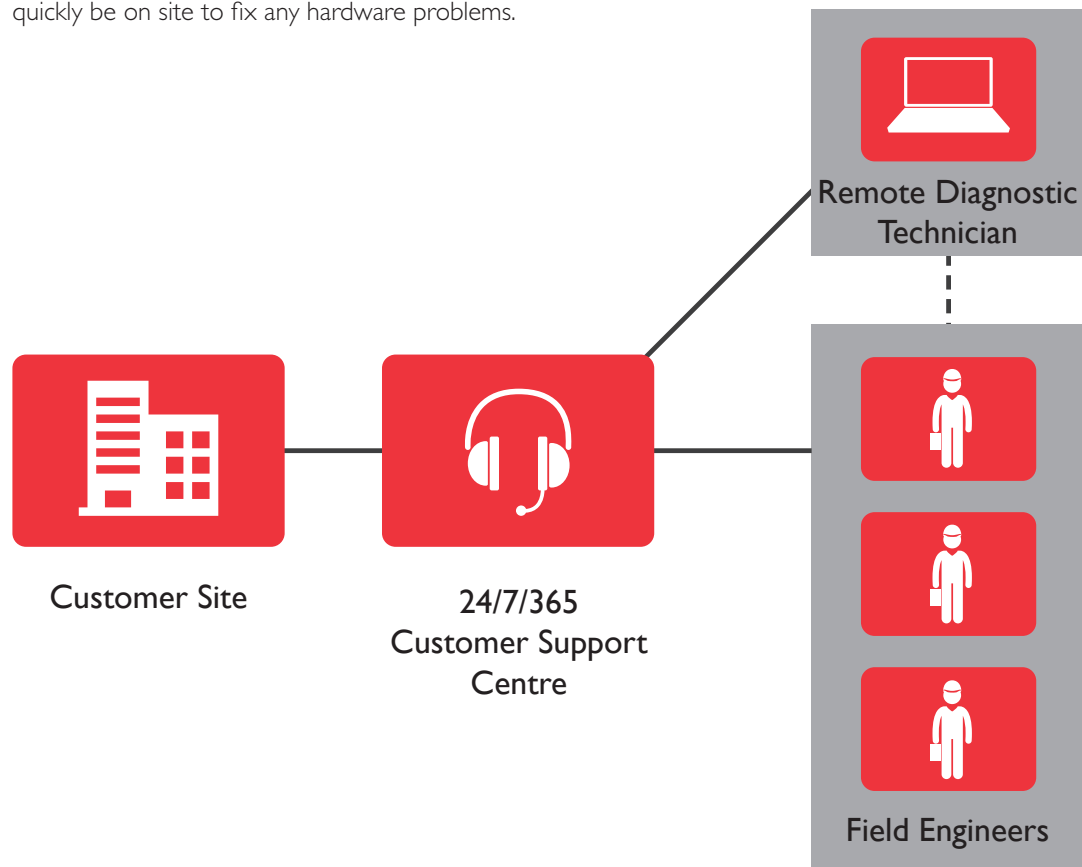
Preparation and Planning, Execution and Support, ensuring that your system is optimised to meet your latest needs and threats, at all times



G4S MAINTENANCE SUPPORT - HOW IT WORKS

G4S maintenance services operate 24/7 and are able to both repair faults and monitor systems to provide preventative maintenance to optimise the system and replace parts before they fail.

Much of this work can be done remotely but, if this is not possible, we have a team of field engineers covering the whole of the UK, who can quickly be on site to fix any hardware problems.



Our track record on system support speaks for itself

3,500
SITES
SUPPORTED

151
ENGINEERS

91%
RESPONSE
WITHIN

92%
FIRST TIME FIX

[SURVEILLANCE SUPPORT IN ACTION
WATCH OUR CASE STUDY HERE](#)

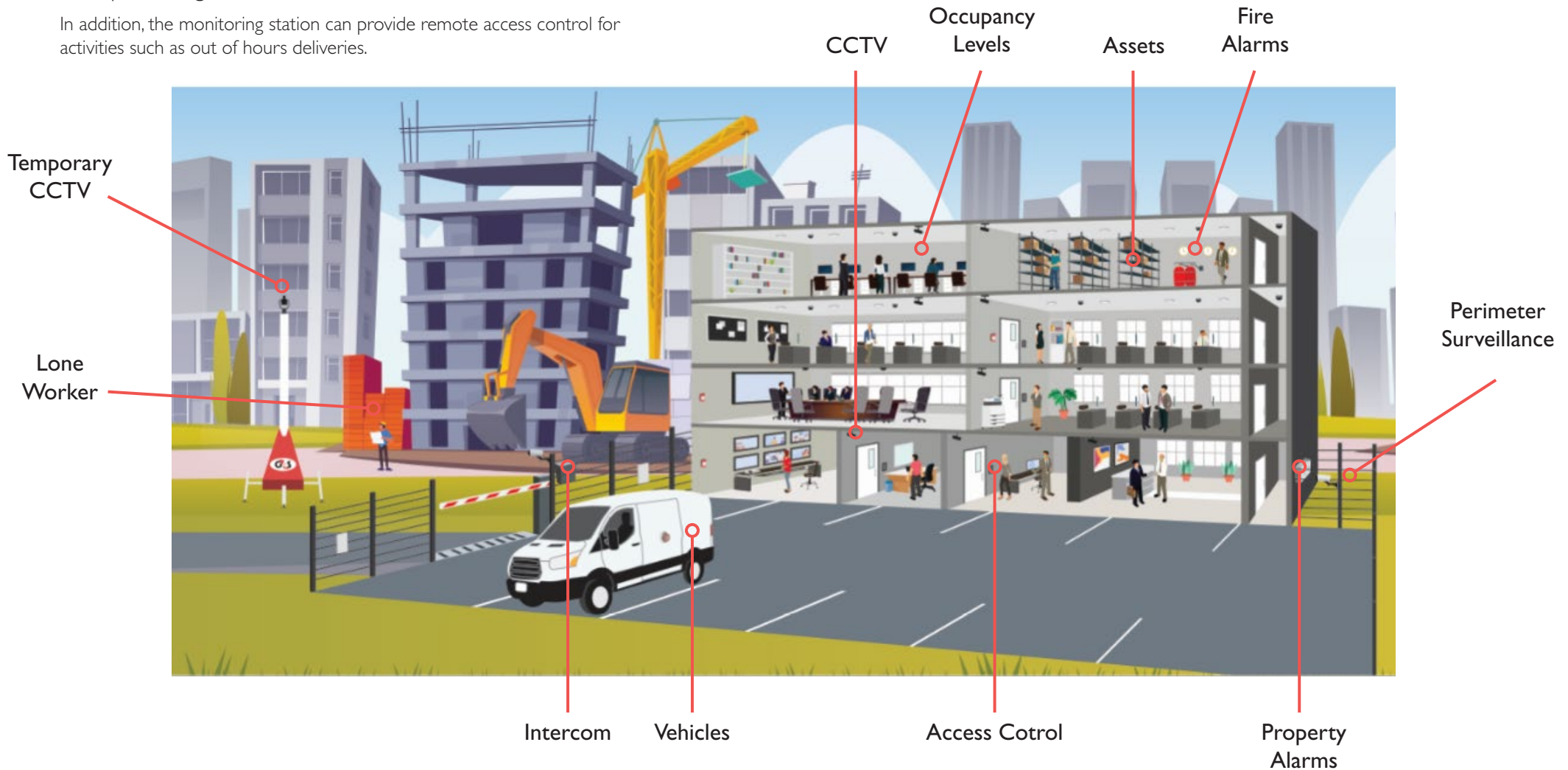


MONITORING SUPPORT - WHAT WE MONITOR

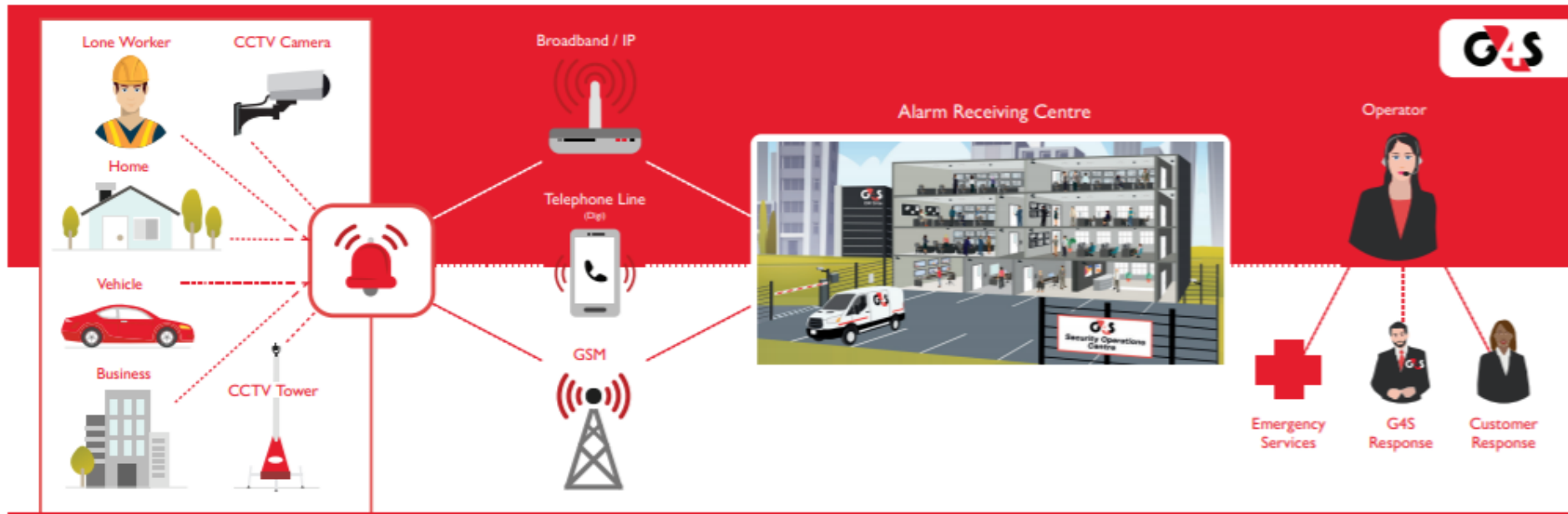
Occupancy Levels

G4S has a fully resilient and accredited monitoring station that you can use to monitor your staff, buildings and assets 24/7, protecting what matters most.

In addition, the monitoring station can provide remote access control for activities such as out of hours deliveries.



HOW IT WORKS



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.

MONITORING SUPPORT - WHO WE MONITOR

These are just some of the locations and people that we can monitor



Vacant properties



Health & social workers



Lone worker



Facilities out of hours



Construction sites



Vehicles



Offices and industrial units



Critical infrastructure



Retail outlets



Remote locations



Campuses



Temporary facilities

MONITORING SUPPORT - WHERE WE MONITOR FROM



- 24 x 7 x 365 Belfast Facility
- Fully Resilient With DR Site
- 64,000 Connections Monitored
- Highly Accredited
 - Cat II NSI Gold Standard
 - BS5979
 - BS8484
 - IS228
- Operating in Close Partnership with G4S Mobile Response Teams

CASE STUDY - DEPARTMENT OF WORK AND PENSIONS

THE CLIENT

Major Government Organisation
Providing Services to 20 million customers across United Kingdom
Over 780 Properties

CHALLENGES

Client challenged G4S to:-

Transform security delivery using technology

Provide centralised, real time incident visibility

Simplify a complicated supply chain

Leverage investment in wide area network

SOLUTIONS

Personnel including:-

3,000 security officers equipped with private mobile radio

Systems including:-

Real Time Video Surveillance
Access and Ingress Control
Intercom Systems
Intruder and Fire Alarm Monitoring and activation
Visitor management
Body worn cameras

RESULTS

Results have included:-

Supply chain rationalised through security system and fire support consolidation

Immediate, centralised real time incident notification

Remote security management from 24*7 security operations centre.

CASE STUDY - MAJOR GOVERNMENT BODY

THE CLIENT

Leading Government organisation employing 12.500 staff on a single campus

CHALLENGES

Client Challenged G4S to:-

Enforce traffic flow despite limited parking

Manage vehicle speed through the complex

Automate a manual vehicle, visitor check in process

SOLUTIONS

Our solution includes:-

ANPR solution integrated with the customers security systems

Full integration with access control

Automatic, real time speed monitoring

RESULTS

Results have included:-

Improved visitor experience

Immediate notification of unauthorised or suspicious vehicles

Real time capacity monitoring to support staff and visitors

CASE STUDY - RAPID DEPLOYMENT SURVEILLANCE

THE CLIENT

One of the world's most valuable companies

One of the Big Five companies in the U.S. information technology industry

Renowned for Social Media Presence

CHALLENGES

Client Challenged G4S to:-

Monitor in real time a large perimeter and external areas in a major data hall construction project

Deliver surveillance despite limited power available

Provide real time monitoring for large perimeter surface area

SOLUTIONS

G4S provided:-

Fleet of 41 external surveillance cameras, including 14 x CCTV towers

Towers were powered using solar power

Embedded analytics alert in house security operations centre as issues arise

RESULTS

The solution ensured:-

Project continued to be delivered without disruption

Improvements in carbon footprint through the use of solar power

The clients' security operations centre was able to provide 24*7 uninterrupted external surveillance

CASE STUDY - UNIVERSITY OF GLOUCESTERSHIRE

THE CLIENT

Public university in the South West, operating across 3 campuses

Property mixed between historic, traditional, purpose built residential and functional academic buildings

Security delivered via in house security team

CHALLENGES

Client Challenged G4S to:-

Provide a proactive maintenance service to a fleet of 230 IP and analogue CCTV cameras across the five main campuses

Minimise staff and student disruption during maintenance delivery

Leverage University security investment to the maximum and support site security delivery

SOLUTIONS

G4S delivered:-

2 x semi permanent engineers sited across the campuses

A detailed calendar of preventative maintenance detailing schedule of works

Detailed reporting on the results of each preventative maintenance visit

RESULTS

The results were:-

Camera uptime maximised through rigorous maintenance schedule

Investment in legacy analogue systems optimised

A reduction in number of reactive support calls

[WATCH OUR CASE STUDY HERE](#)

CASE STUDY - SOUTH WEST WATER

THE CLIENT

Regional Water Supplier responsible for the supply of the region's drinking water and the treatment and disposal of sewage

CHALLENGES

Client Challenged G4S to:-

Minimise the risks of unauthorised access to physical and logical systems.

Provide centralised access management and visibility to in house security team

Optimise the visitor and contractor access experience

SOLUTIONS

G4S provided:-

AMAG Symmetry Security Management System across the clients' wide area network

Combination of local and centralised identity, visitor and contractor management

Tiered access permissions and building lockdown in the event of a security

RESULTS

Benefits included:-

Improved efficiency of the security system across the estate

Collaborative working to:-
Optimise the system over time
Implement new and improved ways of working

[WATCH OUR CASE STUDY HERE](#)

CASE STUDY - THERMAL TEMP SCREENING

THE CLIENT

World's leading manufacturer of construction and mining equipment, diesel and natural gas engines and industrial gas turbines

CHALLENGES

Client Challenged G4S to:-

Provide safe and secure site access post COVID without causing congestion and impacting experience

Create a safe environment by monitoring for signs of a raised temperature (One symptom)

Ensure any potential issue is quickly identified and an exception process put in place

SOLUTIONS

G4S delivered:-

Implemented a Temperature screening process using thermal temperature monitoring

Identified presence of raised temperature without staff breaking stride

Identified raised temperature despite staff wearing PPE

RESULTS

The results were:-

Site continued to operate despite continued pandemic

Staff and visitor accessed campus without significant delays

Exceptions were professionally and discretely dealt with with no embarrassment

CASE STUDY - FIRE SAFETY IN ACTION

THE CLIENT

A leading Government Organisation delivering environmental protection at the City of London

All procurement completed through major public services framework

Client worked in collaboration with leading construction firm on major flood defence project

CHALLENGES

Client Challenged G4S to:-

Provide proactive fire detection and suppression system to reduce risks

Ensure all site staff were familiar with fire detection and suppression systems and processes

Integrate fire protection system with other safety systems to simplify management for safety staff

SOLUTIONS

G4S delivered:-

£4mn Fire detection and suppression successfully installed

Full integration with smoke detection and dampers and other safety equipment

Training system deployed for all existing staff and new starters

RESULTS

The results were:-

Project successfully delivered despite access constraints and demanding timeframes

Safety placed at the heart of the clients operating practices

System regularly tested and maintained to ensure ongoing performance

CASE STUDY - COMPREHENSIVE FIRE SYSTEM MAINTENANCE

THE CLIENT

A leading Dublin hospital

Providing range of frontline and specialist services, both regionally and nationally

CHALLENGES

Client Challenged G4S to:-

Provide fully trained engineers for Gent and Ziton systems

Provide statutory preventative maintenance services on all life safety systems, including fire suppression and fire fighting equipment

Provide a programme of system upgrades, extensions and reprogramming

SOLUTIONS

G4S delivered:-

Engineers with specialist skills to fully maintain one of largest Gent Fire Alarm Networks in Ireland with approx. 40 panels

Use only approved parts for maintenance, repair and extensions
Liaise with on site staff to provide training on responsibilities, ensuring full understanding of how systems work

Provide expert input into system design and commissioning and relevant Irish Standards

RESULTS

The results were:-

G4S have provided maintenance for life safety systems on site since 2013, to ensure 24/7 cover

Implemented extensive set of system upgrades in live hospital environment to increase system coverage and safety category

Additional services added over course of contract to include the fire fighting equipment, adding value to customer

Ensured full compliance with all Irish fire standards at all time

MORE THAN JUST SYSTEMS - G4S ACADEMY

The G4S Academy supports the continuous professional development and network expansion for anyone operating in the security industry through;

- **Specialists** – direct access to our industry, technology and solution design experts
- **Repository** – direct access to our white papers, webinars, vLOGs, seminars, events and more
- **Network** – register to discuss best practice with your peers
- **Forum** – exclusive events for industry thought leaders

Internally, the G4S Academy plays an important role too by;

- Building a consistent global training and development competency matrix
- Driving alignment and consistency of security, safety and risk concepts
- Focusing on innovation and product development

The G4S Academy is Led by Noah Price, Head of Academy UK&I, providing training and development for our specialist network as well as delivering a regular stream of networking and thought leadership material to our membership base.



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

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

Ireland: 1890 447 447
g4ssales@ie.g4s.com

