

G4S Security Services Implementation Process

G4S prides itself on providing quality security solutions through our professional management team and specially trained and vetted security officers.



At G4S we take our customer relationships very seriously. We undertake a five-step process with customers in order to create a solution which will provide value and ongoing satisfaction. These include the following:

1. **Understanding:** Our team take time to understand customers' concerns and requirements specific to their site and risk exposure.
2. **Customization + Experience & Expertise:** Upon understanding customer needs and based on our wealth of experience, G4S will recommend a customized security solution for each of our customers. G4S has developed expertise in the management of the outsourcing process and is able to handle any potential issues such as the transfer of staff, knowledge and assets. A customized solution may involve innovative approaches such as targeted on-site and off-site training, or even the implementation of a security system to create a fully integrated solution.

3. **Health & Safety + Risk Assessment:** Depending on requirements of the site, our operations team may recommend that a site survey be conducted by our designated Safety Officer to assess any risks to our security personnel. Our Safety Officer can then advise on precautionary measures and provide training to guarding staff posted on-site.

4. **Implementation Plan:** The G4S team will propose and agree an implementation plan, together with the customer, following a thorough analysis. An Account Manager is appointed to every customer, regardless of contract value, to provide personalized services and awareness of changing environment or customer needs.

5. **Review + Action:** G4S relies on regular reviews to ensure that customers' needs are met and that any changes in the market or environment are communicated. Our operations team ensures that the implementation plan provides proper protection for both the customer's properties and our own security personnel. Refresher training is provided to update skills on an ongoing basis.

G4S believes that through regular communication with customers and security personnel, in addition to targeted training and supervision, we are able to provide a security solution which can provide both flexibility and value.

Your satisfaction is our success.



A World of Security Solutions

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G4S待客之道

G4S專業的管理隊伍及通過嚴格訓練和審查的保安主任，為客戶提供優質的保安服務。



G4S亦非常重視與客戶的溝通。為進一步了解客戶所需，我們透過以下五大程序，為客戶度身訂造全面的服務：

1. 了解客戶需求：我們的營運隊伍會用心聆聽及了解客戶場地所需和潛在的風險。
2. 度身設計+運用經驗與專業知識：了解客戶需要後，我們會參考過往經驗，為他們設計出一個完善的保安方案。此外，我們在處理客戶外判保安服務上亦擁有相當的經驗，無論接管客戶原有的保安員或檢討現有的運作模式等，都掌握得恰到好處。我們亦會採用實地培訓、課堂講解或保安監察系統等創新元素，務求為客戶提供最完善的保安方案。

3. 職業健康與安全+風險評估：我們的營運隊伍會視乎場地需要，委派安全主任預先進行實地視察，評估有關場地的潛在風險，再向客戶建議相應的安全措施，並為駐場保安員提供相關的培訓。

4. 執行：我們會與客戶協商和制訂服務方案。所有客戶均由專人負責，並對不斷轉變的環境及客戶需要，時刻保持靈敏的觸覺，務求為客戶提供更合適的服務。

5. 檢討+相應行動：通過定期檢討，G4S能夠滿足客戶需求和洞悉市場與環境的變化，我們的營運隊伍會貫徹執行有關的計劃，務求為客戶的財物提供足夠保護。此外，我們會持續為員工提供培訓課程，確保他們與時並進，迎接不同的挑戰。

G4S深信通過與客戶和保安員緊密接觸、為保安員提供目標為本的培訓及制訂有效的監督制度，定能為客戶提供更優質及可靠的服務。



您的滿意是我們成功的關鍵。



全球保安之道

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