



Business Resilience Planning

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Common questions we are asked

- How do I use intelligence to drive my security delivery?
- How do I cater for high levels of staff absence?
- How do I cope with high staff numbers required at short notice?
- What do I do if I have a virus case reported post return to work?
- What do I do if my in house security function is unable to function?

Practical Recommendations

- Consider what sources of information you can access to drive your security delivery
- Have a partner in place to support as you need to “burst” your staff numbers
- Have a security DR solution in place to provide overflow capacity should you be unable to perform in house functions
- Create a plan that will be invoked should you have a reported virus case on your premises - this should include;
 - the affected colleague must be isolated and moved to a secure location (e.g. an enclosed office);
 - a senior member of management should (from a safe distance) speak to the affected person and try, to the best of their ability, to understand the symptoms and determine the most appropriate action (e.g. is the affected person diabetic and

their blood sugar levels have dropped). Advice from NHS professionals using the 111 telephone number should be sought if in any doubt;

- in an emergency, always dial 999;
- if required, arrangements should be made for the affected colleague to go home (if they haven’t driven themselves to work that day);
- the affected person should leave the building via the nearest available exit and not through the office and down any stairs (isolating emergency exit door alarms as necessary);
- immediately report the incident to the internally;
- “unaffected” colleagues should return to working from home notifying the business if their circumstances change and they become symptomatic;
- arrangements will be made to undertake a deep clean of the office or affected area within an office as required;
- office operations will resume once any cleaning has been completed and it is safe to do so.

How G4S Can Help

Our trained open source intelligence analysts are regional and thematic experts. This means that our clients can access the best available information and provide valuable analysis through a pre agreed schedule of dedicated reporting.

In addition, our events division is able to provide high volumes of staff on a temporary basis at short notice. This provides a valuable “resource burst” option for organisations who require staff immediately due to high levels of absence - or to cater for the added burden on security post return to work.

Finally, our remote Alarm Receiving Centre can act as an overlay to your in house security operation - providing a valuable additional layer of support.



People

Intelligence based risk reporting. Temporary operatives available in high volumes at short notice

Our analysts allow you to take an intelligence based approach to managing risk and can tailor reporting to the industries or territories in which you operate. Our staff will monitor for planned protest activity, monitor trends and produce a bespoke report on a pre agreed basis to allow you to make informed decisions and stay ahead of your adversaries.

Our teams of skilled security guards are available on a temporary basis and can be sourced at short notice. This provides our customers with valuable resources to cope with fluctuations in demand for security such as that provided by the “Return to Work”. The teams are well versed in queue management and are ideal for social distancing enforcement.

Finally, our remote analysts located at our monitoring centre will act as an overlay to your in house security function and take pre agreed action in the event of a security breach.



Process

Contingency planning for security or health and safety breaches after a return to work

We are well versed in the processes involved in invoking business continuity. Working closely with you, we'll assist you in designing your plan along with the processes to follow to ensure the effective implementation.

As well as the process design, we'll look carefully at the technology and resourcing options that will be necessary to make your plan a success.



Technology

Remote services from a secure location via secure IP connection

We remain in constant connection with your premises using an industry standard monitoring software, Sentinel+, that works with a wide range of product solutions from leading CCTV, control panel and communication device manufacturers.

Knowledge Created Together

Contact

Get in touch with the G4S team – visit <https://www.g4s.com/en-gb/what-we-do/security-solutions>

