

FRONT OF HOUSE SECURITY

SECURING A WARM WELCOME



- 3 Securing a Warm Welcome
- 4 The Role of Front of House Security
- 5 Front of House Security Services
- 5 External Security
- 6 Internal Security
- 8 Why Choose G4S?
- 9 Security Training for Front of House Professionals
- 10 Looking After Our Employees
- 11 Did You Know We Also Offer...?

SECURING A WARM WELCOME

Entrance areas are a visitor's first and last impression of your organisation and as such need to be a safe, welcoming and professional environment that creates a positive guest experience.

Our role as the front of house security team is there to provide a warm welcome and assist individuals, whilst maintaining the safety and security of the building. Our security team is continually looking for unusual and concerning activities, whilst interacting and helping guests and employees as they arrive and depart.



THE ROLE OF FRONT OF HOUSE SECURITY

Whilst operating with security at the core, our front of house team will adopt a customer first approach at all times.

Our security officers are flexible to your requirements and will:

- be a security expert with a customer service approach
- promote a positive security culture, providing peace of mind & reassurance
- provide a safe environment for those visiting and working in the building
- be there to welcome and signpost individuals who require guidance
- be situationally aware, looking for behaviours that are unusual/ concerning
- be able to assist with access management technology
- manage the building access when reception or concierge service finish for the day
- be trained as the first responders on the scene for medical or fire emergencies

We will also provide additional added value security requirements such as security, and health and safety checks throughout the building, manage the fire evacuation process, open and lock up the building or provide onsite security during the night.



External Security

Our external security officers are there to welcome individuals to the building as well as act as an early warning signal for any security alerts such as someone being tailgated or a terrorist threat.

In addition, if you are expecting the arrival of high profile guests, our team will prepare access passes in advance and ensure a safe and swift passage into a secure area.



Function	What We Provide
External security officers	Our external security officers provide advance visibility of any issues approaching your building to restrict access if appropriate.
Chauffeur service	Our chauffeur services provide protective security for employees, guests or ambassadors, to provide reassurance during their travel.
Close Protection Operatives	Our Close protection officers (CPOs) keep clients safe from unwanted attention or physical harm.
CCTV	We can install CCTV that acts both as a deterrent as well as an additional pair of eyes by spotting and notifying operators of suspicious behaviour.

Internal Security

Our internal front of house security officers will provide a warm welcome to guests and provide direction upon arrival. Having a mobile security presence allows officers to move around the reception area, surveilling and assisting individuals where appropriate, whilst monitoring for suspicious or inappropriate behaviour.

If reception and check in queues get too busy, officers can triage individuals to waiting zones to reduce congestion, or point them in the direction of visitor management consoles that can automatically enrol visitors.

If you require a heightened security protocol, officers can screen or search guests on arrival, to prevent dangerous materials or substances entering the premises.



Function	What We Provide
Temperature checking & screening	Our officers can screen both staff and visitors for raised temperatures and discreetly deter people from entering the building should they be showing a fever.
Enhanced Security Officers	For heightened security environments, our professional, ex-military team provides a high quality and bespoke security solution. Our officers are all equipped with body worn cameras.
Security appearance	Our uniform range has been developed with customers to provide professional, safe and comfortable uniform options to suit your requirements. We offer branded or non branded workwear for a visible or more discrete security presence. Bespoke uniform options are available upon request and officers may be dressed in your corporate attire, if appropriate.

Visitor Management

We have a range of security systems to ensure guests have an efficient check in and departure process, whilst adhering to your security protocols and recording information in a consistent way for easy reporting.

Our technology ensures your security protocols are followed and promotes a positive guest experience.

Pre-arrival

A simple pre-registration process using a web portal or calendar integration, allows advance notice of any prospective visitors for validation.

An administration interface provides simple reports that allow you to plan staffing resources around visitor levels, and prevent congestion occurring during busy times.

The visitor experience is optimised with a pre-visit email, providing all key site information.

Arrival

Upon arrival, the visitor can be greeted by a front of house ambassador armed with a mobile tablet or complete a fully automated check in using a G4S supplied free standing or wall mounted terminal.

Departure

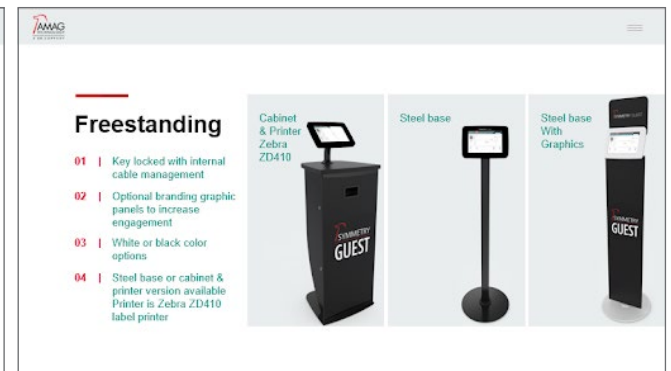
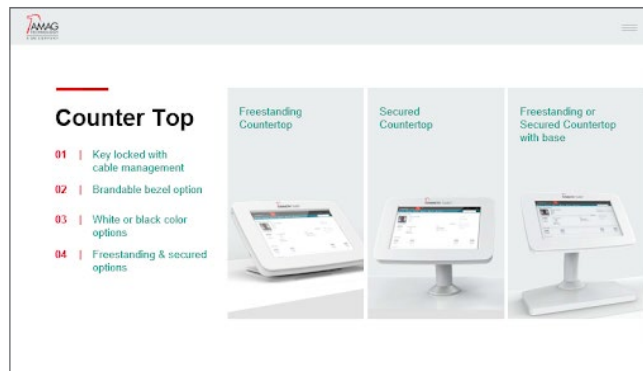
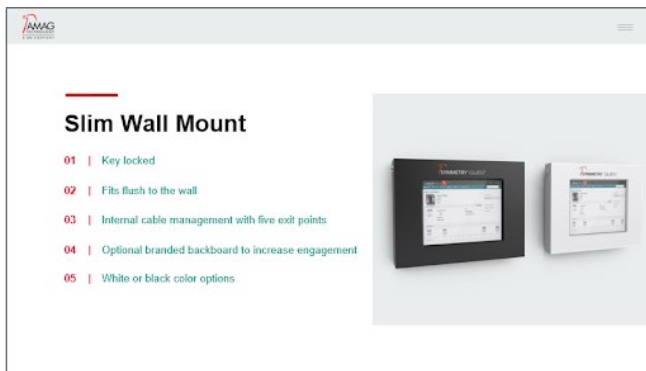
When guests leave, integration with the full access management system removes all access rights, preventing unauthorised passage.

Reporting

The visitor management platform removes paper logs and automates the visitor management process, eliminating manual processes, saving money and enforcing compliance.

Our range of reception consoles includes:-

- Counter Top
- Freestanding
- Slim Wall Mounted



WHY CHOOSE G4S?

- We are **security specialists** who provide a safe and secure environment for employees and visitors.
- We have strong security **delivery capabilities** with positive reference points
- We have the **design and installation skills, combined with the experience** to provide the best security and visitor management systems.
- We **integrate** with other contracted organisations to deliver a **seamless customer journey** and positive guest experience.
- Our security team **incorporates a customer service approach** to ensure the environment aligns with the reputation of the client's brand.
- We provide a range of specialist training such as **first response for medical and fire related incidents.**

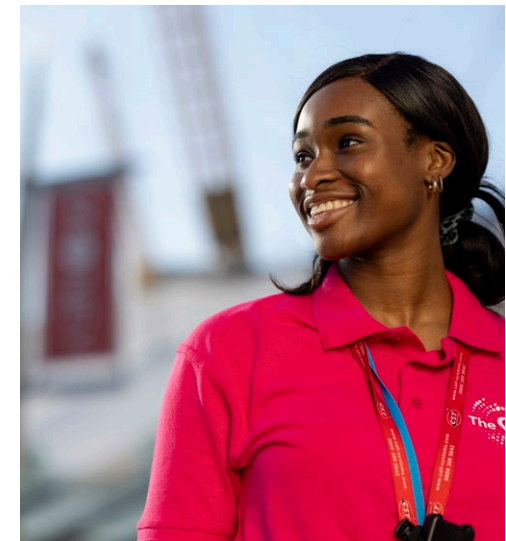
SECURITY TRAINING FOR FRONT OF HOUSE PROFESSIONALS

The role of front of house security will vary from location to location. It will depend on the nature of the organisation, the type of guests that visit and the security threat level of the individuals based there.

G4S provides front of house security within a range of different environments including corporate services, nuclear construction, aviation, events and shopping centres. Our service delivery is built using our experience across these sectors to provide a flexible bespoke approach.

Our security officers are equipped with the following:

- SIA licence
- Customer Service Training
- SC clearance
- Hostile Reconnaissance
- Action Counter Terrorism (ACT Training)
- Principles Of Risk Assessing
- Managing Aggression & Use of force
- First Aid Training
- Diversity & Inclusion
- Health And Safety
- Evacuation Lift – To assist disabled staff during evacuation



LOOKING AFTER OUR EMPLOYEES

Our employee retention figures are amongst the best in the security industry and reflect our position as an employer of choice. Our security officers have an average tenure of 8 years.

We believe that providing good employment conditions, engaging with our employees and recognising each individual's talents helps provide a more stable workforce, creates increased employee motivation, and generates higher levels of productivity and customer service.

A stable and experienced team results in better security outcomes for customers. Our approach includes:



Leadership



Employee Benefits



Environment



Employee engagement surveys



Empowerment



Reward and Recognition



Personal Welfare



Personal development

DID YOU KNOW WE ALSO OFFER...



CCTV & Control Room

We can design and install state of the art video surveillance systems that not only provide rapid and automatic recognition of suspicious behaviour, but also reflect a positive security culture through investment.



Visitor Management System

We can advise and design the right visitor management system for you that provides the right balance between efficiency/automation and a welcoming environment. In an emergency, the visitor management system can also be used to provide a roll call list to ensure that everyone has evacuated the building.



Access Control System

Having an effective access control system, tailored to your individual needs, can ensure that the right level of security, and throughput, can be enforced in every part of the building. G4S has many years of experience of designing and installing systems, starting with a risk assessment for every part of the building.



Physical Barriers

Physical barriers such as doors, turnstiles or other technologies form an integral part of a building's security. They also provide a very clear statement of a building's image (e.g. high security, state of the art). Consideration of the image to be projected needs to come early in the design process.



Lone Worker/Panic Alarm

Lone workers in buildings can be more common than people think. G4S can provide monitoring services for personnel at risk, if they are either working alone or working in a quiet part of a building, to ensure that any incident is picked up quickly and responded to.



Monitoring Centre

G4S has one of the leading monitoring stations in the UK. As a result we can provide third party monitoring of both front of house and the rest of the building, or advise on control room design to maximise the efficiency of the monitoring carried out.

BEYOND TRADITIONAL SECURITY

We'll 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 providing a monthly security bulletin on potential as well as a repository of white papers, webinars and other continuous professional development material



Our Events and Seminars where guest speakers 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 where we support continuous professional development through engaging debate - available at your leisure



An ALLIED UNIVERSAL Company

Academy



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: 1 890 447 447
g4ssales@ie.g4s.com

