



## REMOTE MONITORING SERVICES

A RELIABLE, FLEXIBLE AND COST EFFECTIVE SECURITY SERVICE  
FROM A SECURE REMOTE LOCATION



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# I WHAT IS MONITORING?

## Reliable security when you need it

Real time security monitoring operates 24/7, 365 days a year to provide a reliable way of improving the security of your site, people and assets, without the costs of a full time on site physical security presence.

By picking up suspicious activity in real time, security can rapidly detect incidents and organise an appropriate response.

Remote security monitoring will:

- Enable early threat detection
- Improve the quality of an incident investigation along with reporting and analysis
- Act as an extension to your on site security team

Underpinning G4S' remote security services is the G4S Security Operations Centre (SoC) which has been designed to operate on a 24/7 basis. The team work in accordance with the highest standards and follow strict protocols to investigate and organise an appropriate response whenever it is needed

*“Our remote security monitoring services provide **peace of mind** through **risk mitigation, cost reduction and increased compliance.**”*

## 2 OUR MONITORING SERVICES

### Our monitoring services include:



#### **Alarm Monitoring**

We detect intrusion, such as unauthorised entry, into a building or other areas, perform first level diagnostics and follow pre-agreed escalation paths to coordinate site assistance.



#### **Remote Surveillance**

Using a CCTV feed, we provide a permanent 'eyes on' for the interior and / or exterior of your property or premises, using traditional CCTV, bodyworn CCTV cameras or temporary external CCTV towers.



#### **Panic Alarm Systems**

Includes 24hr monitoring and rapid response to all alarm activations at your premises. The panic system is simple to operate and offers a highly effective deterrent.



#### **Lone Workers**

We provide a permanent connection to your lone or remote workers and intervene when needed, providing peace of mind and helping you meet your duty of care.



#### **Asset and Vehicle Tracking**

We provide peace of mind and compliance by using tracking, monitoring and a physical site response to secure your key assets and vehicles whilst in transit. Our services include real time vehicle monitoring, panic button and rapid response and cabin locking.



### 3 WHO NEEDS MONITORING?



Vacant Properties



Health & Social Workers



Construction Sites



Vehicles



Retail Outlets



Remote Locations



Government Departments



Utilities

## When to choose our monitoring services

You should consider monitoring services if you are:-

- Looking to remove the cost and management of a in-house security operations centre / team
- Requiring round the clock security but can't afford a permanent security presence
- Seeking to save wasted time and effort on false alarms
- Refocusing your security and facilities resources on core tasks
- Needing real time visibility of assets across multiple locations

## 4 HOW CAN MONITORING BENEFIT YOU?

### Monitoring will allow you to:

- ✔ Prevent disruption for your customers by responding effectively to threats or incidents
- ✔ Create a safer environment for your staff
- ✔ Be operational quickly, securing your assets quickly
- ✔ Save money vs other security measures
- ✔ Deliver security programmes consistently across multiple locations
- ✔ Make better decisions using reporting and analytics for detailed insights
- ✔ Keep up to date with the latest technology

# 5 WHAT DO WE MONITOR? OUR SERVICES INCLUDE:

**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.



**5. CCTV**

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



**6. Bodyworn CCTV**

We support staff and security officers with real time monitoring of bodyworn surveillance appliances to assist with incident management and de-escalation.



**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.




**1. 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.



**2. INTERCOM**

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



**3. VEHICLES**

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


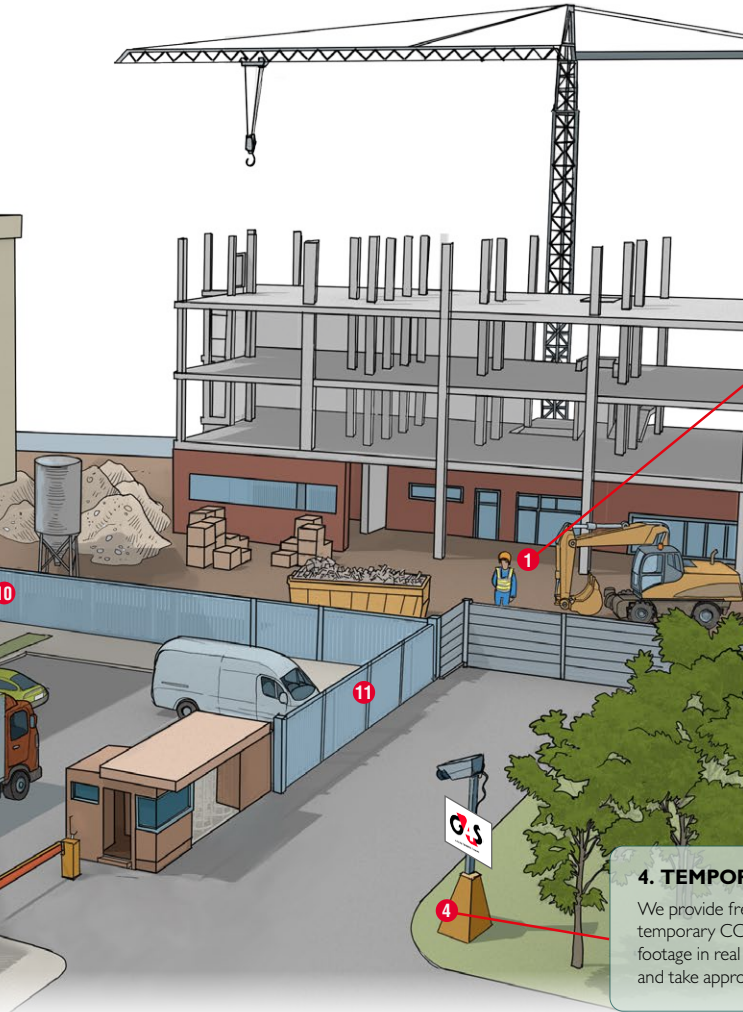


**10. INTRUDER ALARMS**

We use a constant connection to monitor your property alarm and then take action upon receipt of an alert –either by following reporting processes, performing 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.

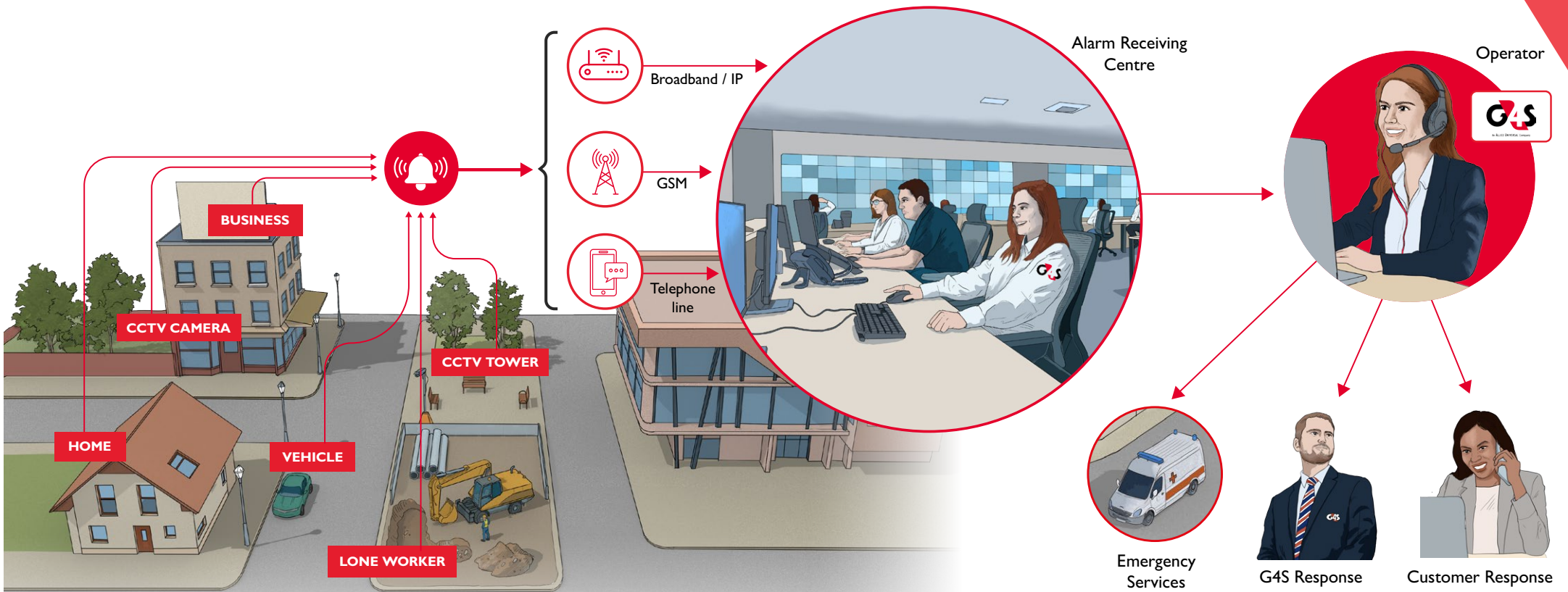



**4. TEMPORARY CCTV**

We provide free standing, non intrusive temporary CCTV towers. We monitor footage in real time, using a GSM connection and take appropriate action when required.



# 6 HOW WE MONITOR



1

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

2

Your installer installs the signaling equipment and conducts tests with Secure Operations Centre (SoC) to ensure the monitoring signals are operational and fit for activation using a traditional telephone line, GSM or Internet connection.

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 escalation paths.

4

When the alarm sounds 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.



## 7 WE'RE THERE WHEN YOU NEED US

**You can be confident that we'll respond appropriately, when you need us. Quality and continuity are at the heart of what we do.**

Our Cat II NSI Gold Standard BS5979, BS8484, IS228 accredited continuous monitoring service, operates from our secure Security Operations Centre (SoC) 24 hours a day, 7 days a week, 365 days per year, protecting you, your assets and property.

The site operates in resilient fashion with full failover to a disaster recovery location, providing valuable peace of mind that we'll be there when you need us.



**64,000**  
Alarms  
Monitored



**11,475**  
Lone Workers  
Supported



**4,375**  
Monthly  
Incidents

**G4S will be your trusted partner for monitoring services to allow you to focus on your core business. G4S monitoring services provide a series of benefits including:**

**1 Permanent eyes on:**

We provide round the clock vigilance over your people, premises and assets.

**2 Resolve issues faster:**

Our monitoring and diagnostic service includes triage, servicing, and reactive security measures to swiftly address any issues.

**3 Understand the cause of your issues:**

We provide detailed diagnosis and investigation services to proactively mitigate future incidents, enhancing your security.

**4 A robust physical response:**

Count on our efficient escalation paths involving G4S reactive solutions, client collaboration, and emergency services for rapid physical site response when you need it most.

**5 Make better decisions:**

Receive detailed reporting of alarm events, identifying trends and demonstrating our high-performance levels.

**6 People you can trust:**

Our 10-year vetted security professionals handle hundreds of cases weekly, ensuring a swift and customer focused response. Our teams coordinate with local law enforcement and emergency services where needed.



Quality is at the heart of what we do.  
Take a look at our quality certifications:

**Cat II NSI Gold Standard ARC**

Approval scheme for organisations that operate Alarm Receiving Centres (ARCs) providing monitoring services including intruder and hold-up alarms, fire alarms, social alarms, CCTV systems, activations from lone worker devices.

**BS 5979 Code of Practice**

For alarm handling, covering a broad spectrum from recruitment/training through to how our processes and systems work.

**BS 8418:2015+AI:2017 remote CCTV**

Focusing on handling of CCTV alarms/ storage of images & footage captured

**BS 8484 for Lone Worker**

Focusing on all elements of LW alarm handling

**IS228 (RoI)**

Principal standards for dealing with intruder alarms for operating an ARC in Ireland

**NSAI SR 41, SR 25 (RoI)**

SR 41 is in relation to the technical specs for Arc adhering to IS228. SR 25 is a standard that sets out procedures for the handling of alarm signals and is likely to replace IS228 shortly.

**SIA and PSA licenced (RoI)**

Staff carry the correct licenses to operate in the security industry in the UK and ROI.



## 10 QUALITY DRIVEN MONITORING



A reliable partner.

You can be confident in our monitoring services. We provide remote security services for:

- Over 600 sites of the UK's largest public services department
- The largest natural gas distribution network in the United Kingdom
- Over 6,000 residential sites for a major property
- Over 1,000 Lone Worker devices for the Northern Irish Civil Service
- The Etihad Stadium

## MOBILE RESPONSE SERVICES

### Here when you need us.

Our remote security services are supported by mobile response teams. Our nationwide Mobile Guarding services are built on our vast network of vehicles, around the clock control centre and dedicated security officers, ready to attend your site, whenever you need us. Our officers are equipped with SMART technology which transfers information in real-time, providing you with simple, easy to consume information as your services are fulfilled, wherever you are located.

**60,000**  
Sites supported  
across the UK

  
**60 Minute**  
Targeted Response

  
**48,000**  
Intruder Alarms  
Per Annum



  
**350**  
SIA Licensed  
Security Officers

  
**40**  
Local Service  
Centres

  
**160**  
Mobile Response  
Vehicles

  
**24/7**  
Control  
Centre

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