



Sole Security Provider to the Best Event Campus In Europe

A G4S Case Study

G4S is proud to support The Scottish Event Campus (SEC) in its mission to be the 'best event campus in Europe': Best Venue, Best People, and Best Welcome is their mantra!

The SEC features five interconnected exhibition and meeting spaces with a meeting academy consisting of adaptable spaces, a 600-seat auditorium, the iconic 3,000-seat SEC Armadillo, and the OVO Hydro – a 14,500-capacity concert, sporting, and special events arena.

The multipurpose event spaces host a range of high-profile events including COP26, MTV European Music Awards, Ignition, and the Glasgow 2014 Commonwealth Games.

The G4S team works closely with the SEC to deliver safe and enjoyable events by providing a flexible, reliable, and experienced team of Event Stewards, Security and Safety Officers, and Canine teams. The team also provides a dedicated G4S Safety Officer and Operations Manager for each event to support the venues event management team. This puts safety and security at the heart of every event by ensuring a joined up approach from planning through to event completion.

The Challenge

The SEC's iconic and multi-use space requires flexible, scalable, and experienced Safety and Security to accommodate the varied events calendar and risk profiles. For example, the staffing level may be 6 security officers for an exhibition or up to 440 security officers when all areas of the campus have events at the same time.

The post-pandemic environment has seen an increase in violence and aggression toward frontline workers, often fuelled by alcohol or narcotics. The G4S team has been required to adapt and change working practices to ensure staff and visitors feel safe and supported.

The tragic events of the Manchester Arena bombing and subsequent inquiries continue to keep the threat of terrorism a sad but important reality.



SEC

The Goals

Whether you're attending an exhibition, musical performance, or sporting event, the G4S team is there to ensure a safe, enjoyable, and memorable guest experience at every touch point. They are focused on the following key areas:

- **Positive customer experience** - ensure visitors feel safe and enjoy their visit
- **Staff protection** - against increased aggression
- **Flexible security & stewarding** - to meet the heightened risk profile (terrorism)
- **Sustainability** - supporting The SEC's ambition to achieve net zero by 2030



The Solution

Digital Reporting - efficient, consolidated, and environmentally friendly

To provide detailed visibility and support improved decision-making, post-event paper reporting is being replaced with digital reporting, with incidents captured by officers on a Smart device.

This means that the officer or steward can report an incident quicker and in a more consistent and comprehensive way - most importantly it shapes better security for future events. This new approach will improve officer engagement - and provide incident trend analysis to shape the direction of security moving forward, rejuvenating an important connection between frontline staff and management.

This approach will also significantly reduce the carbon footprint by ultimately eliminating paper consumption.

Canine - peace of mind with an extra layer of security

Canine security was introduced to add an extra layer of security to protect the security team and visitors from the risk of explosives, pyrotechnics, and individuals under the influence of narcotics. The explosive detection canines patrol the public areas prior to an event and provide a strong visual deterrent for any hostile reconnaissance leading up to the event. Once everything is set up, the canine team provides an intricate explosive detection search of the venue before the event commences.

During an event, explosive canines may approach any unattended bags and, within 60 seconds, determine if the bag poses any risk. This avoids a security officer needing to approach the bag, or unnecessarily evacuating the venue and the resulting financial implications. Narcotics and pyrotechnic canines patrol areas inside and around the complex to provide visitor reassurance.

"Canine Security provides an additional layer of protection and a strong visual deterrent. It has been one of the biggest game-changers to our security service"

Jacqueline Elder, The SEC



Mitigating violence and aggression toward front-line workers

In partnership with the client, there is a zero-tolerance approach to any aggression towards staff at the venue

If a security officer identifies any suspicious behaviours or feels threatened they call the Event Control Room, which can deploy additional support from the onsite Response Teams. This team will be there in minutes, equipped with body-worn cameras to help de-escalate any potential aggression and provide protection to stewards.

Staff Training

Working closely with the customer, the training programme has been designed to upskill and prepare the safety and security teams to meet the requirements of the venue such as Fire Safety training, and Disability Awareness training. Training is carried out during their induction as well as ongoing online training modules.

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The Results

The close working partnership and flexible security to meet the event calendar and varying risk profile has enabled us to remain the sole security supplier and safely deliver security together for over 30 years.

The iconic venue, great team spirit, and protection of staff has enabled us to achieve fantastic staff retention. This means we have more than enough experienced, skilled, and competent resources to match the risk profile of any event.

The positive step forward toward digital reporting has already provided extensive data and analysis of event types, incident and H&S reporting, which has reshaped how we operate. In addition, it has reduced our paper consumption and carbon footprint.

The combination of all of these aspects consistently delivers outstanding customer feedback:

"I just want to give praise to these workers they were amazing, thank you"

"Mark, your security officer cared and continued that care beyond where he needed to! Mark, thank you! You saved our night, and you were amazing"

"I wanted to sing the praises of your security team at the Armadillo who supported my daughter who has autism and had started to become unsettled. The steward understood and led us to a quieter area of the venue which allowed my daughter to calm down and head back into the show to enjoy it. They are doing a tremendous job!"

"We are extremely proud of our great relationship with The SEC. Our unique delivery capabilities and partnership approach have resulted in thousands of safe events and overwhelming feedback from those who visit."

Michael Cooper
G4S Contract Manager

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