Return to Work Assurance Programme

Practical information and strategic guidance to help adjust to the new normal

G4S Academy

G4S Academy overview

The G4S Academy

The G4S Academy is a platform within G4S that allows us to work more collaboratively with our customers, suppliers, partners and other stakeholders to create knowledge and value together.

The G4S Academy's mission is to use our global knowledge and expertise to co-create industry-leading solutions, products and services that will improve how we provide safety, security and business value to our customers.

We define value as the triple bottom line - environmental value, social value and economic value.

Security and safety has become a fundamental component of business operations. Many of our traditional customers are changing their focus from managing safety and security to fueling business growth. This is one of the biggest challenges that executives in the security industry face today and this is forcing all of us to communicate our value in a completely new way.

Within the United Kingdom and Ireland, our G4S Academy provides security professionals with access to thought leadership material and a chance to network with their peers.

To find out more view the video below.

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Background

On 23 March, the Government stepped up measures to prevent the spread of coronavirus, to protect the NHS and to save lives. All non-essential businesses were closed.

On 28 April Mr Johnson said modifications would be announced in due course "with the maximum possible transparency".

Foreign Secretary Dominic Raab has said people will have to get used to a "new normal" due to coronavirus - with social distancing measures set to remain in place for "some time".

On 10 May, Mr Johnson presented the Government plan to begin releasing restrictions and work towards a phased return to work.

The New Normal

It has become clear from the various updates that for the modern business, "the new normal" will bring a new suite of responsibilities and areas to address across health and safety and security delivery.

For the modern business, "the new normal" will bring a new suite of responsibilities and areas to address.

In order to resume normal trading activities in the shortest possible time frame, organisations will need to provide a safe working environment. It will become imperative that colleagues feel safe in the workplace.

From a security delivery perspective, the coronavirus has led to an evolved set of risks which bring a new set of security challenges that need addressing in order to operate "business as usual" for a sustainable period of time.

Aim

As we start to prepare for the re-opening of customer sites it is likely that some virus control restrictions and lockdown measures will continue to be necessary to limit transmission.

With this in mind, we have produced the enclosed "Return to Work Assurance Programme" which comprises a set of practical guidelines together with key considerations to allow organisations to adjust and operate safely within the context of "the new normal".

We intend this to be a "live" working document and will issue updates as and when Government guidance changes.

Assumptions

We have made a series of assumptions in the preparation of this document. These include:

- A move away from the existing restrictions would include a continuation of social distancing
- The safety and wellbeing of staff and the public will remain a top priority to all organisations
- Over time, culture amongst the public will change to accept the 'New Normal'
- Any relaxation of the current lockdown restrictions will be on a phased basis with a return to work staggered over a period of time
- The restrictions will lead to an increased adoption of remote working as organisations embrace a flexible working culture

Government Advice

As expected, the Prime Minister announced some relaxation in the lockdown rules in his address to the nation on May 10th. Here are some of the key points from the Prime Minister's statement.

Unlimited time outdoors

- Changes came into force which allow the public to spend "unlimited" time outdoors for leisure purposes, as long as they are socially distanced from others.
- Sunbathing will be allowed again, and sports can be played, but only with members of ones' own household.
- Exercise can now be taken further away from home using a car to head to a park or green space.

Pupils could go back in June

- The Prime Minister indicated that primary schools could start to re-open by June 1 "at the earliest", beginning with reception classes, Year 1 and Year 6.

Bars and restaurants could reopen in summer

- Shops that are currently closed could open their doors around June 1, the same time as schools start to reopen.
- Pubs, restaurants and similar businesses could begin to re-open by July at the earliest, "provided they are safe and enforce social distancing".

Increase in social distancing fines

- For those who breach social distancing, the Prime Minister announced stricter fines would apply - placing greater emphasis on the importance of measures to maintain this discipline.

Government Actions for a safe return to work

THE GOVERNMENT HAS IDENTIFIED PRACTICAL ACTIONS FOR BUSINESSES TO TAKE BASED ON 5 MAIN STEPS.

1. Carry out a COVID-19 risk assessment

Before restarting work you should ensure the safety of the workplace by:

- carrying out a risk assessment in line with the HSE guidance
- consulting with your workers or trade unions
- sharing the results of the risk assessment with your workforce and on your website

Further guidance on completing a COVID-19 risk assessment is available on page 6

2. Develop cleaning, handwashing and hygiene procedures

You should increase the frequency of handwashing and surface cleaning by:

- encouraging people to follow the guidance on hand washing and hygiene
- providing hand sanitiser around the workplace, in addition to washrooms
- frequently cleaning and disinfecting objects and surfaces that are touched regularly
- enhancing cleaning for busy areas
- setting clear use and cleaning guidance for toilets
- providing hand drying facilities – either paper towels or electrical dryers

3. Help people to work from home

You should take all reasonable steps to help people to work from home by:

- discussing home working arrangements
- ensuring they have the right equipment, for example remote access to work systems
- including them in all necessary communications
- looking after their physical and mental wellbeing

4. Maintain 2m social distancing, where possible

Where possible, you should maintain 2m between people by:

- putting up signs to remind workers and visitors of social distancing guidance
- avoiding sharing workstations
- using floor tape or paint to mark areas to help people keep to a 2m distance
- arranging one-way traffic through the workplace if possible
- switching to seeing visitors by appointment only if possible

5. Where people cannot be 2m apart, manage transmission risk

Where it is not possible for people to be 2m apart, you should do everything practical to manage the transmission risk by:

- considering whether an activity needs to continue for the business to operate
- keeping the activity time involved as short as possible
- using screens or barriers to separate people from each other
- using back-to-back or side-to-side working whenever possible
- staggering arrival and departure times
- reducing the number of people each person has contact with by using 'fixed teams or partnering'
- Limiting the amount of time individuals spend in proximity with one another

Carrying out a COVID-19 Risk Assessment

AS AN EMPLOYER, YOU'RE REQUIRED BY LAW TO PROTECT YOUR EMPLOYEES, AND OTHERS, FROM HARM.

Under the Management of Health and Safety at Work Regulations 1999, the minimum you must do is:

- identify what could cause injury or illness in your business (hazards)
- decide how likely it is that someone could be harmed and how seriously (the risk)
- take action to eliminate the hazard, or if this isn't possible, control the risk

Assessing risk is just one part of the overall process used to control risks in your workplace. Clearly, the production of any risk assessment will be on a bespoke basis according to your industry and working environment.

With specific relation to COVID-19 or your "return to work" your risk assessment should typically include;

- An identification of the hazards
  - Typically virus transmission
- An identification of who might be harmed / impacted - this would typically include:
  - Staff
  - Visitors to your premises
  - Cleaners
  - Contractors
  - Drivers
  - Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions
  - Anyone else who physically comes in contact with you in relation to your business
- The types of controls required to address these hazards which would typically include:
  - Practical guidance around hand washing along with additional sanitisation equipment to assist
  - Cleaning and disinfecting objects and surfaces
  - Physical distancing measures and enforcement
  - Practical guidance on measures to be taken at point of ingress to prevent virus entering the building
  - Guidance on the application of Personal Protective Equipment (PPE)
  - Adequate provision for drivers and remote workers
  - Consideration of the mental health impact of COVID-19

- The risk assessment should also detail the measures to be taken in order to deliver these controls such as:
  - Technology deployments
  - PA / System announcements
  - Resource responsibilities such as distancing enforcement officers
  - Line management responsibilities
  - Detail on resources to be made available

The production of site specific risk assessments should also enable an “Office Restart and Safe Working Policy”.

Return To Work Assurance Programme Overview

Return To Work Assurance Programme

UNDERSTAND THE EVOLVED THREATS AND PREPARE FOR A SAFE RETURN. GET READY FOR THE "NEW NORMAL".

It has become clear from the various COVID-19 updates that for the modern business, "The New Normal" will bring a new suite of responsibilities and areas to address across health and safety and security delivery.

In order to resume normal trading activities in the shortest possible time frame, organisations will need to provide a safe working environment. It will become imperative that colleagues feel safe in the workplace.

From a security delivery perspective, the coronavirus has led to an evolved set of risks which bring a new set of security challenges that need addressing in order to operate "business as usual" for a sustainable period of time.

G4S can help you navigate through the changes that will come as local Government and health authorities optimise their approach and provide updated guidelines. In addition, by nature of our security specialisation, we have a deep understanding of risk - and the importance of evolving security delivery in line with a changing risk profile.

Security risks are dynamic, which means they can change rapidly over time as new ways of thinking, new attack methods, new targets, and new vulnerabilities emerge. Compare that with fire safety. The risk of your house burning down will remain roughly constant, other things being equal. You can reduce the risk to some extent by installing a fire alarm and, once you have done so, the risk should then remain at the lower level. The same does not apply to security risks like terrorism or cyber crime. If left unattended, they tend to get worse.

No sooner have we countered a threat with a countermeasure, the threat goes and counters our countermeasure, and so the game goes on. We can never stand still. COVID-19 has presented new working practices which have accelerated risk evolution - it is critical that security delivery keeps pace.

Failure to adapt, will mean organisations become more vulnerable. Given the dramatic changes in real estate, working practices and resources this has never been more prevalent.

With this in mind, our Return to Work Assurance Programme contains a set of practical guidelines across health and safety and security. These are measures that can be implemented immediately to adjust to the evolved risks presented by the new working environment.

In addition, the programme contains key considerations along with recommended solutions across people, process and technology to help you navigate successfully through the new normal.

All solutions are aligned with the guidance provided by regulatory agencies and each solution is aimed at limiting the spread of the virus and creating a safer working environment.

The G4S Return to Work Assurance Programme includes comprehensive security solutions for compliance in the areas of:

- Temperature Solutions
- Personal Protective Equipment (PPE)
- Physical Distancing
- Occupancy and Throughput
- Workspace Controls and Contact Tracing
- Remote Working
- Business Resilience Planning

The security solutions are summarised overleaf and explained in greater detail through the remainder of this document.

TEMPERATURE SOLUTIONS

PERSONAL PROTECTIVE EQUIPMENT (PPE)

PHYSICAL DISTANCING

REMOTE WORKING

WORKSPACE CONTROLS AND CONTACT TRACING

OCCUPANCY AND THROUGHPUT

BUSINESS RESILIENCE PLANNING

Return to Work Assurance Programme Overview

KEY AREAS OF FOCUS TO DELIVER A SAFE RETURN TO WORK

Our Return To Work Assurance Programme focuses on seven security solution areas. To support the practical guidelines that we have recommended elsewhere in this document, below is a summary of how G4S can assist you to successfully amend your working practices and adjust to the "new normal".

In line with the requirements of organisations in the post COVID-19 world, each of our identified return to work areas is split between people, process and technology as indicated in the table below:

	PEOPLE	PROCESS	TECHNOLOGY
Temperature Solutions	Security personnel trained to operate fever screening equipment	Policy and procedure development. Access to controlled areas	Fever Screening Solutions
Personal Protective Equipment (PPE)	Security personnel performing PPE checks	PPE guidance and policy advice on PPE compliance in accordance with local regulatory guidance.	Automated systems to help with the enforcement of health regulations, including alerts and analytics to drive conformance
Physical Distancing	Security personnel monitoring physical distancing rules	Policy and SOP development to comply with current health and regulatory guidance	Remote video solutions, touchless access systems, drones and mobile patrol and response services including alerts and analytics to drive conformance

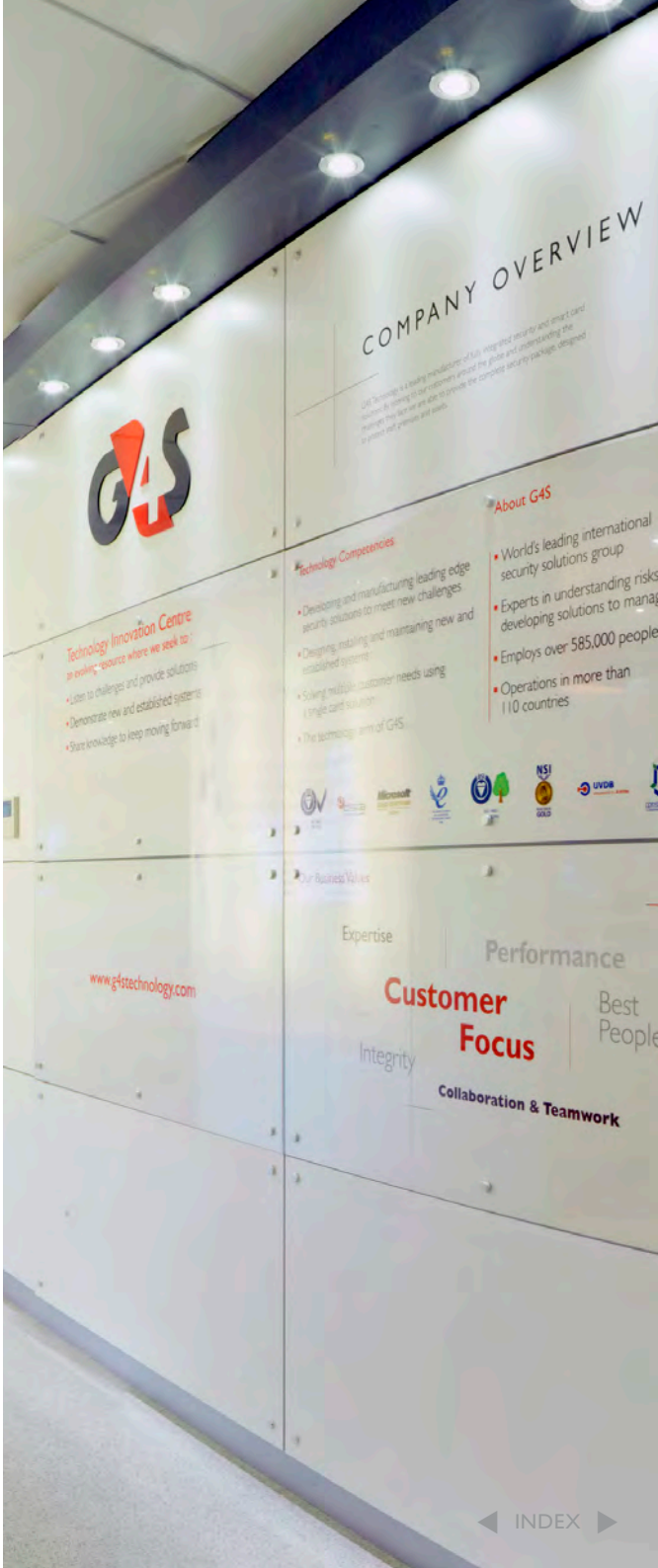
	PEOPLE	PROCESS	TECHNOLOGY
Occupancy & Throughput	Security personnel to help with managed access and queue control	Security risk identification and proposed mitigations with respect to the movement of people	Security technology to help measure occupancy and egress/ingress flow including traffic light signalling, frictionless access control, monitoring and response, temporary CCTV
Workspace Controls & Contact Tracing	Security personnel to help manage access to controlled areas	Advice with respect to workspace controls such as shift scheduling and workplace planning per local health and regulatory guidance	Security technology to monitor employees and visitors with options including access control, remote monitoring and CCTV analytics.
Remote Working	Intelligence agents locally and in our Alarm Receiving Centre to help administer your security personnel and security systems remotely	Advice and process development on managing the necessary security for company assets and personnel in a work-from-home environment	Security technology such as remote video monitoring alarm solutions and lone worker devices to help manage the safety and security of remote workers
Business Resilience Planning	Analysts to assist with virtual tabletop exercise and issue intelligence based risk reporting. Temporary operatives available in high volumes at short notice through G4S Events	Business continuity planning to ensure contingencies are in place as conditions evolve following a return to work	Business continuity tools such as remote services from a secure location, patrol and response services, lone worker services, paid reporting

Planning and implementation across each of the seven areas will provide:

- safe and professional access into a premises
- effective measures to prevent virus transmission
- improved protection for the influx of remote and lone workers
- reduced risks in managing vacant or exposed properties
- a safe and secure passage through your premises for staff and visitors
- increased flexibility for sites requiring security on a temporary or short term basis
- more effective disaster recovery planning
- an intelligent approach to managing risk

Each of the seven areas is discussed in greater detail through this document using a common structure:

- what are the common questions we are being asked
- what are our practical recommendations to optimise operations
- how G4S can help across people, process and technology



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Temperature Solutions

Temperature Solutions

IDENTIFY POSSIBLE SYMPTOMS AT POINT OF INGRESS
TO REDUCE RISK OF VIRUS TRANSMISSION

Common Questions We Are Asked

- How do I prevent possible virus carriers entering my premises or campus?
- How do I take visible action to satisfy the nervousness of the workforce?
- How do I take action but avoid creating bottlenecks and a poor visitor experience?
- How do I act discretely should I identify a possible virus carrier to avoid mass panic?

Our Practical Recommendations

- Flag all control measures with signage at point of ingress to ensure clarity for colleagues and visitors
- Review the layout of the lobby or entrance point to ensure the area is as clear as possible
- Having a regular body temperature shall be considered a condition of entry
- Consider whether additional security staff may be required to manage congestion
- Ensure adequate confidential space is available to manage 'high temperature' exceptions
- Liaise with other nearby sites or stakeholders (if multi tenanted) to in order to work together on queue areas if space is a premium
- Shape queues and control the flow of pedestrian traffic using temporary barriers

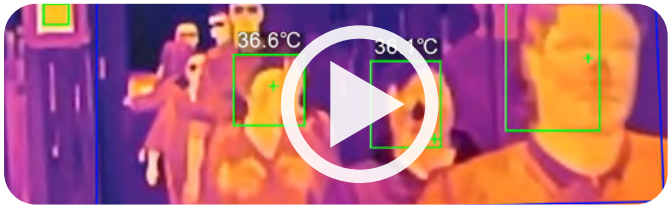
How G4S Can Help

To ensure continuity of operations of essential functions, authorities are advising that all essential workers follow pre-screen protocols. Pre-screening may include measuring an individual's temperature which is one possible virus symptom. Identifying high temperature at point of ingress may be an important control measure to prevent the virus spread and is a visible step to create confidence in the minds of your workforce.

There are multiple ways in which this can be achieved and there are multiple technologies that can make this process more efficient and accurate. Our goal is to guide your organisation through the journey of temperature assurance.

We have organised our solutions into three easy to follow categories. This allows you to personalise the right solution based on your budget and also allows your organisation to deploy in a phased approach based on your immediate and long term goals.

Link to fever screening information video



People

Security personnel trained to operate fever screening equipment

We offer Security Personnel on a temporary or permanent basis trained to monitor and/or operate temperature equipment and enforce your screening process to maximum effect.

Process

Temperature screening process design

Our screening team has significant experience in designing and implementing an effective screening process. We analyse the key variables such as throughput and space to create detailed policies, procedures and a layout to suit your working environment. This is critical to avoid frustrating bottlenecks, a dissatisfied workforce and also ensure that exceptions are managed discretely.

Technology

Thermal imaging cameras which record temperature and alert on exception

We understand the variables across all the main thermal screening technologies and will make the right recommendations based on your needs and budget.

We'll discuss your requirements and select from our portfolio. Key variables we'll discuss will include;

- throughput volumes
- accuracy of measurement
- resolution which impacts the ability to detect early stage fever
- analytics which provide the intelligence to operate with people that wear masks or glasses.

Putting temperature screening into operation

Read our full guide here

Personal Protection Equipment (PPE)

Personal Protective Equipment (PPE)

POLICY ENFORCEMENT TO PROTECT THE WELLBEING OF YOUR STAFF AND CUSTOMERS.

Common Questions We Are Asked

- As an employer, what am I required to do to help prevent worker exposure to COVID-19 infection?
- Will PPE provision allow me to meet my duty of care?
- Should I provide PPE to my workforce?
- What do the Government recommend?
- How can I source adequate quantities of PPE?
- Does my workplace need an exposure control plan specific to COVID-19?
- How can I monitor and enforce the use of PPE at my sites at all times of the day?

Our Practical Recommendations

- Follow Government guidelines wherever possible (https://www.gov.uk/guidance/working-safely-during-coronavirus-COVID-19)
- Consider lead times, it is very difficult to source adequate quantities of PPE
- Base your decision on whether to supply PPE on the results of your risk assessment
- If your risk assessment does show that PPE is required, Government guidance is to provide this free of charge to workers who require it
- Any PPE provided must fit properly
- A face covering should be worn in enclosed spaces where social distancing isn't possible
- Face coverings (e.g. cloth masks, bandanas or snoods) should be of plain, unadorned material and not have visible at any time a manufacturer's logo, pictures, text or anything that might reasonably be considered by others as offensive.
- The wearing of surgical, medical face masks or respirators should be avoided at all times to ensure vital supplies to the health service and key workers are not affected.
- Individuals should be responsible for ensuring that any and all disposable face masks / coverings they may wear during the day are removed at the end of each working day, disposed of appropriately and not left on desks or in waste bins.

How G4S Can Help

As your trusted security advisor, G4S can help you comply with health authority guidance relating to PPE. G4S can provide staff to support the enforcement of PPE compliance.

We can also design, engineer and install intelligent video systems that can forensically search for and identify face mask usage. These systems will detect and alert you to the presence (or absence) of face masks in real-time, enabling you to monitor and measure face mask compliance over time and by location.

Security personnel to enforce your PPE policy

Our security personnel will monitor and report on PPE compliance of employees and visitors on your premises. They will be equipped with their own PPE and will set an example for others while providing a sense of safety and a heightened customer experience.

If an individual is found to be without the appropriate PPE, our security personnel will politely reinforce your policy. Our people are trained in the appropriate use of PPE and can be available to conduct training for staff and visitors. Our security personnel will ensure that no person gains entry to your facilities without adequate PPE.

Policy and procedure development for PPE usage in line with regulatory guidance

According to our health authorities, all organisations are required to take steps to limit the spread of the COVID-19 virus. In addition to providing appropriate PPE, organisations should provide appropriate training, education and information about health and safety, including proper hygiene practices and the use of PPE.

Organisations should also provide additional engineering and administrative controls, particularly in environments with a high risk of exposure. G4S can advise you of the guidelines as they pertain to your location and your industry, and more importantly, help establish and execute the appropriate controls for your organisation.

Intelligent cameras that can detect and notify whether people are wearing masks or other PPE

Video has always been a critical component in any organisation's security programme, from preventing incidents by monitoring live feeds to supporting investigations by combing through recordings for video evidence. Today, intelligent video analytics can help protect the public and help stop the spread of COVID-19.

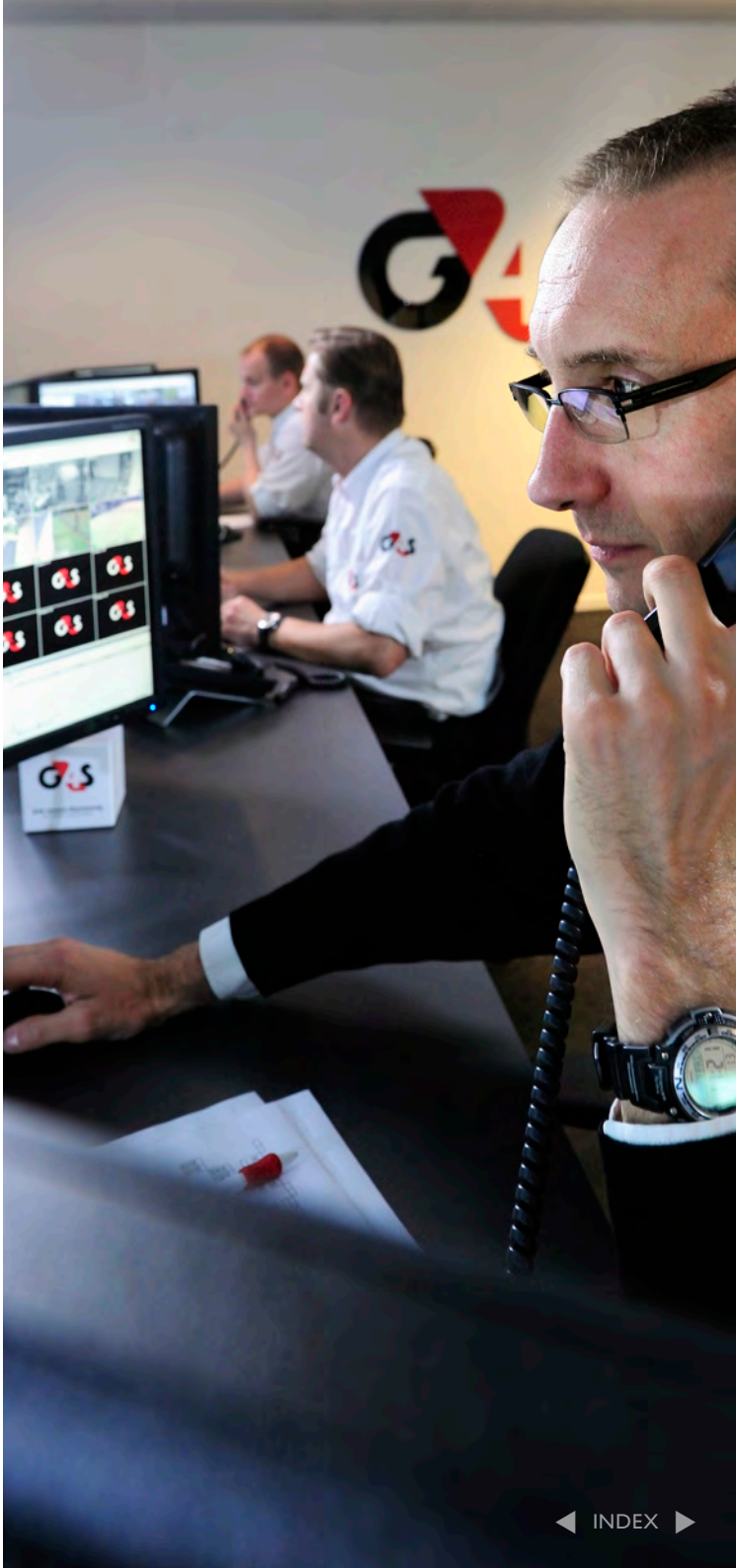
Intelligent video systems can apply face mask attribute filters to forensically search and identify face mask usage across a video. Systems will monitor face masks in real-time and alert when they are not detected. Helping you to understand face mask compliance, providing compliance metrics to help develop informed policies and procedures, and make focused improvements in compliance.

Real-time alerts on PPE usage can be delivered as notifications and provided on customizable dashboards. These systems are privacy-friendly because no personally identifiable information is collected or stored.

G4S will provide discrete but effective measures for calculating the number of people wearing masks in

your facility. Using defined processes and leveraging people or technology to enact those processes, we will help you design a solution that ensures that employees and visitors in your facilities are complying with your requirements for PPE.

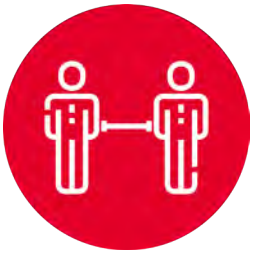
We will take the time to understand your challenges and needs, and recommend the right solution. Contamination prevention requires efficient, high-quality solutions, but we recognize that every industry and location is different and has its own challenges to solve.



Physical Distancing

Physical Distancing

DISTANCING ENFORCEMENT USING TECHNOLOGY AND PEOPLE POWER.



Common Questions We Are Asked

- How will we keep returning employees and visitors safe?
- How do we enforce physical distancing?
- How do we monitor the effectiveness of our enforcement strategy?
- Will employees be able to work in the same way they used to?
- What can I do to protect against liability while ensuring physical distancing is adhered to in the workplace?

Our Practical Recommendations

- Stagger start times to avoid congestion
- Vary shift and break times
- Limit non-essential movement between site areas
- Restrict non-essential visitors
- Encourage staff to drive or cycle alone to work and avoid public transport
- Consider enabling technologies to provide a frictionless environment (see Appendices)

Recommendations for Outside the Premises

- Flow pedestrian traffic through a designated entry point and out through a separate exit point. These should be clearly identified with flow markers at 2m intervals on the floor
- Consider limiting volumes of people at any time. Acknowledge and understand that applying the 2m distancing rule may reduce capacity
- A qualified member of staff such as a security officer should be used to meet members of the public or colleagues as they arrive, explain the social distancing rules on site
- Temporary barriers should be used to help shape queues and control the flow of pedestrian traffic
- Signage should be used to explain the social distancing measures that colleagues and visitors should follow
- Markings should be placed outside to indicate the required social distancing of queue spacing. Consider also flow arrows if needed
- Liaise with other nearby sites or stakeholders to in order to work together on queue areas if space is a premium
- Use security staff to enforce social distancing measures and manage traffic flow
- Where car parking is available, care must be taken by drivers moving to and from vehicles to ensure social distancing is maintained at all times
- Car sharing should not take place unless it's between members of the same family living in the same house
- Recommendations for Inside the Premises
- Adopt a process to identify groups as they form
- Use floor markings inside to facilitate compliance

- Place clear signage reminding colleagues and visitors of the social distancing measures and asking them to follow these rules
- Review the layout of the lobby or entrance point to ensure the area is as clear as possible to accommodate 2m physical distancing
- Consider one-way systems using floor markings and signage to highlight system and direction
- Make regular announcements to remind staff and customers to follow social distancing advice
- Where queuing is necessary, floor marking should be used and overseen by security to ensure distancing requirements are met
- The number of individuals allowed in the lobby or reception at anyone time should be limited
- Closed spaces such as lifts should only accommodate one individual or, if space allows, the maximum number permitted within distancing norms
- Consider using a traffic light system on stairs where 2m separation upon passing cannot be achieved
- If there are sufficient stairways, have a dedicated up and down staircase to maintain separation
- Remove any feature that would encourage members of the public to congregate
- Where possible, stagger arrivals to prevent peaks and therefore spread arrivals evenly across the open period
- Consider desk spacing - this may involve a reconfiguration to desk distribution or denying the ability to sit too close together
- Cleaning should be scheduled to take place out-of-office scheduled working times. Where that cannot take place, cleaning can still take place but colleagues must stand up and move away from their desks to allow cleaning to take place, maintaining social distancing at all times

How G4S Can Help

As your trusted security advisor, G4S will help you implement additional engineering, administrative controls, and safe work practices that comply with health authority guidance on physical distancing.

G4S can provide security personnel on a temporary or permanent basis, to help monitor physical distancing compliance and to kindly remind people of physical distancing rules. We have the capability to design, engineer, and install intelligence video surveillance systems that combine conventional security camera technology with artificial intelligence to identify where people are getting too close to one another.

Security personnel to enforce your physical distancing policy

Our security personnel will be positioned at a safe distance while monitoring your premises to ensure that employees and visitors keep enough distance from one another. They will kindly point out to people the rules that apply in the building and the measures taken to minimize the risk of contamination.

Physical distancing policy, procedure and process design

Our security advisors can help you develop policies and procedures with respect to physical distancing, including revised shift scheduling, the appropriate use of signage, and workspace design measures. We will develop a process in partnership with you and your internal security stakeholders to help bring together our highly trained security personnel with the most appropriate technology solutions to meet your needs for physical distancing.

Intelligent surveillance systems that quantify and analyse the distance between people and alert on breaches

G4S can design, engineer, and install intelligent video surveillance systems that combine camera technology with artificial intelligence to quantify and analyse the distance between people over time to identify non-compliance with physical distancing policies.

We can work with you to leverage either utilise existing security infrastructure , augment, or create a new solution, depending on your needs. In most cases, the data collected from the cameras can be stored in the cloud and can be run from existing hardware. Intelligent video systems can configure rule-based alerts to trigger notifications when certain predetermined thresholds have been exceeded. If required, the G4S Alarm Receiving Centre can monitor your systems on your behalf in real time.

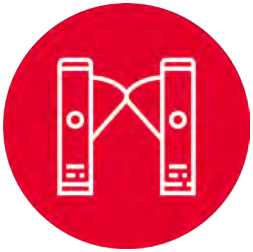
Intelligent video surveillance systems can help identify hotspots which may require additional signage or security personnel. This is especially helpful for preventing overcrowding and traffic bottlenecks. Having real-time, relevant situational awareness maximises video surveillance and enables monitoring staff to use the feeds and data more effectively.

Real-time alerts can be delivered as notifications and provided on customisable dashboards. These systems are privacy-friendly because no personally identifiable information is collected or stored. Through the use of rule-based alerts, physical distancing non-compliance situations will be identified for you, eliminating the need to manually scrutinise large amounts of camera footage.

Occupancy & Throughput

Occupancy and Throughput

PROPERTY MANAGEMENT AND PEDESTRIAN TRAFFIC MANAGEMENT TO IMPROVE SECURITY AND REDUCE RISK OF TRANSMISSION.



Common Questions We Are Asked

- How do I secure my real estate which will now be left vacant for a prolonged period?
- What can I do beyond social distancing to protect my workforce?
- How do I control virus transmission through the premises
- How can I control the volumes of people in my premises at any one time?
- I have left my site vacant at short notice, how can I protect my assets?
- How can I deliver security as part of a return to work with reduced resources?

Our Practical Recommendations

- Hand sanitiser should be provided at entry points
- Upon entry all arrivals should clean hands
- Key touch points eg. door handles, lift buttons, keypads, stair/escalator handrails should be identified and cleaned regularly
- Consider dedicated staff to manage congestion and ensure a smooth flow of traffic
- Disinfectant wipes or spray and tissue should be provided for desks that colleagues or customers have previously occupied
- Consider reinforcing the glazed partition at reception or concierge desks with flexi plastic to provide a barrier between the advisor and the member of the public
- Leave non-essential doors open to minimise the number of people who touch them. This does not apply to fire doors
- When arriving at their desk staff should clean the touch points in and around their space with antibacterial wipes (work surface, chair, computer keyboard, mouse, desk drawer handles etc.)
- Colleagues should try to ensure they arrive for work with sufficient food and drink to support themselves through the day (including crockery, utensils, milk etc.) or purchase their requirements locally during a break
- All personal items of crockery and utensils must be taken home at the end of each day
- When making a hot drink in the office, frequent touch points (e.g. kettle handles, taps, water dispensers) should be wiped down before use with supplied antibacterial wipes
- Microwaves should be similarly wiped down before use
- Refrigerators - colleagues should not store food or drink for the working week and the use of refrigerators should not be encouraged

- Colleagues who shop for perishable goods during their break should not store these in workplace refrigerators
- Hot desking should be temporarily suspended
- Use of remote working tools should be used to avoid in person meetings
- Hand sanitiser should be available in areas where (unavoidable) regular meetings take place
- Where deliveries are routinely or occasionally accepted into offices (e.g. uniform, office stationery, cleaning consumables etc) these should be kept to a minimum and stored where access to them can be achieved whilst maintaining physical distancing measures
- All deliveries should be moved on as soon as practicably possible. After handling any delivery, hands should be washed in accordance with Government guidance using soap and hot water
- When reopening an office, the minimum number of suitably qualified first aiders and fire wardens must be in situ to ensure compliance with legislation
- Where it proves necessary for a contractor / maintenance engineer to attend any office to, for instance, repair damaged fittings (e.g. a plumber or electrician), this should take place out of office hours wherever possible
- Where this cannot happen, it should be confirmed (in advance) that the engineer(s) will arrive and effect the repair(s) wearing the following items of PPE (in addition to anything routinely required to make the necessary repairs) - face mask and gloves. When booking a visit, the company must be made aware of restrictions in effect within the office
- Whilst the damaged item(s) are being repaired, all staff must observe social distancing around the visiting engineer(s) and, if applicable, leave their desk area if that is the only way to comply (it may mean that person returning home to work on the day of the engineers visit if they cannot be safely accommodated elsewhere within the office)
- Staff should not electronically sign an engineers hand held device to acknowledge the job's completion and, instead, request documents be issued electronically

How G4S Can Help

We offer years of experience in overcoming the challenges presented by fluctuations in traffic volumes.

For sites continuing to operate with high volumes of throughput, we provide significant experience in the resourcing of queue management and process flow design to prevent bottlenecks and a poor visitor experience.

For those sites left vacant at short notice or for a prolonged period of time, we offer a range of technology including remote property monitoring, temporary CCTV. We can also undertake regular diarised or random inspections through our patrol and response service.

For sites operating with a skeleton staff, our lock and unlock service can relieve some of the resource burden and provide access to the site for the small volume of staff continuing to operate.

People

Regular scheduled or diarised property inspections. Temporary staff for queue management or concierge services.

For those with vacant or temporarily unmanned properties, our patrol and response services operate from a number of regional hubs. Trained security officers can perform random or scheduled property inspections at a pre agreed interval eliminating the need for permanent on site security presence.

For sites operating with increases in pedestrian traffic, our events teams are available at short notice to provide large numbers of experienced security officers that can assist with queue management and traffic flow.

Process

Pedestrian traffic flow design and management between floors or sites

Benefit from our years of experience in managing busy premises and access our consultancy services which will assist with the design of pedestrian traffic flow through a building. We have specific expertise in the design and management of queueing lanes - particularly relevant given the ingress controls likely to be adopted.

Technology

Occupancy and egress/ingress flow measurement. Frictionless access control

- Measure occupancy and egress/ingress flow including traffic light signalling,
- Frictionless access control (see appendices)
- Remote monitoring
- Temporary CCTV

Our people counting technology is ideal for retail environments, museums, sports venues, or other areas where artificial intelligence can be used to keep track of headcount in a specific geographic area.

The technology monitors capacity against a predefined limit during crowded events and sends an alert when entry or checkout lines become too long. Furthermore, it helps reduce loitering by notifying users when visitors have been idle or motionless for a specified period of time.

For sites looking to control virus transmission and optimise the visitor experience, the frictionless journey has emerged using various access control technologies.

Vacant Properties

Our remote monitoring technology will take an IP feed from an existing CCTV platform to allow us to provide real time monitoring and alerting from our secure Alarm Receiving Centre.

For larger campuses or construction sites with assets left exposed at short notice our Rapid Deployment CCTV Tower is designed to provide complete site security.

The tower provides a highly-visible deterrent, helping to prevent trespass and intrusions onto sites before they occur. Operating on solar power, these solutions are operational in hours and include wireless transmission (4G/3G) of video and alarms, a HD infrared, 360° PTZ camera, audio speakers to enable a remote challenge to occur and local recording capability for the storage of evidential footage.

Workspace Controls & Contact Tracing

Workspace Controls & Contact Tracing

Common questions we are asked

- How can I limit the flow of workers between floors or buildings?
- How can I identify any abnormal behaviour from my staff?
- Is there a way of identifying higher risk individuals based on their behaviour?
- Should someone unfortunately contract the virus, how will I know who they have been in contact with?
- How can I practically police small groups of employees forming?

Our Practical Recommendations

- Base any changes to your access control processes on a comprehensive risk assessment of your premises
- Should you consider making changes, evaluate the needs of disabled visitors or colleagues
- Make sure you take into account the requirements of the different areas of the business
- Make sure any changes are made in compliance with any existing legislation
- (The Equality Act (2010) The Data Protection Act (1998) The Human Rights Act (1998) The Regulatory Reform (Fire Safety) Order (2005))

How can G4S help

Our Access Control technology allows you to decide who goes where and when while protecting critical areas throughout your organisation. Supported by our skilled operators, we have the capability to lockdown doors or buildings, identity who may have come into contact with which colleagues and implement pre-determined workflows so you're always prepared.

Our access control technologies are evolving to a frictionless method of providing ingress and egress, reducing the risk of virus transmission (see appendices).

Our skilled operators are well trained in the latest video analytics to help them identify who may be operating in breach of published PPE policies, take real time action when small groups form or provide a second layer of monitoring for your in house security.

People

Control room operations to use intelligence to identify risks

Our teams of skilled officers are well versed in control room operations to use the intelligence gathered from access control systems and video analytics to identify risks in real time before initiating proactive corrective action.

Process

Optimised resource allocation and scheduling to cope with absence and changing demand

For our sites that operate with large fleets of security, our management operations platform, Javelin, allows for real time shift amendments as well as automatic shift assignment in the event of a missed shift due to sickness or unavailability.

This provides an automated method of optimising resource allocation and scheduling, reducing manual work and allowing for last minute changes in staff availability due to sickness or isolation periods.

Technology

Business intelligence software to analyse movement and identify risk

In addition to the frictionless method of access and thermal temperature screening, our business intelligence software analyses how a person's access activity is tracked and establishes patterns based on a risk score methodology. Anomalous behavior may raise a person's score, and high-risk identities are flagged in a dashboard.

Dashboards within the intelligence software provide our security team with an at-a-glance look at identities with the highest risk scores. Scores are generated based on the reader location, time of day and a user's access patterns. The data intelligence helps to easily identify the employees, contractors and other identities that may pose the highest risk to your organisation.

Video analytics provide staff with a visual notification of small groups and congested areas as they form, allowing them to take prompt and decisive action.

Remote Working

Remote Working

Common questions we are asked

- What security risks are my remote workers likely to be exposed to beyond secure network access?
- How can I continue to manage security delivery for a fully remote workforce?
- How can I protect my assets with a disparate workforce?
- How do I avoid an erosion in company culture and departmental or individual morale?
- How do I maintain document and IT security through remote storage and transportation?
- How do I protect against information leaks for those living in shared accommodation?

Our Practical Recommendations

- Think carefully about the actions that you can undertake to maintain or improve staff morale
- Review your existing remote working policy to ensure it is robust and flexible
- Consider the measures that you can introduce to support managers lead their staff
- Consider integrating a formal mobile working element to new staff induction programmes
- Evaluate whether an individual Personnel Security Risk Assessment may identify concerns before an employee undertakes remote working

How G4S Can Help

For anyone considering a more permanent switch to mobile working, our intelligence analysts situated in our secure, remote Alarm Receiving Centre can assist you to administer your security personnel and security systems remotely and take action should an incident be reported.

Highly experienced, we can assist your in house security function by providing advice and process development on managing the necessary security for company assets and personnel in a work-from-home environment.

In addition, technologies such as remote video monitoring allow us to monitor in real time sites left vacant and our individual lone worker devices help manage the safety and security of remote workers by providing an instant method of communication with our centralised monitoring station.

Finally, for organisations that are operating with high net worth assets or vehicles left remotely, our vehicle and asset tracking can provide a secure means of monitoring the whereabouts of high net worth items centrally.

People

Remote intelligent analysts provide real time monitoring and risk reporting

Managed remotely, our staff can operate as your control room, monitoring cameras, acting on perimeter detection alerts and coordinating security response as required.

Operating 24 hours a day, every day of the year, our experienced monitoring team uses state of the art technology to assess threats. From our NSI Gold and PSA accredited purpose built facility, our team will react to an incident and follow the protocols agreed with you, your staff or to contact key holders or engage police and emergency services if necessary.

For remote or lone workers In the event that your staff member activates their personal safety device, an alarm is sent (via mobile phone and satellite technology) to our professional controllers.

As soon as the alarm is raised, staff will know who your staff member is, and because your personal safety device is GPS enabled, our team will know exactly where they are.

Our operators will listen carefully to what's happening, assist the affected party and if it's safe to do so, talk to them to advise and reassure. If necessary, they will even deploy emergency services on your behalf.

Process

Process design for asset tracking and lone working emergency support

We can provide process development to manage the necessary security for company assets and personnel in a work-from-home environment

We can design and implement the processes to be invoked (with your involvement) should an asset leave a pre designed geo fence or lone or remote worker invoke security assistance.

Technology

Remote video monitoring and alerting services

We use an industry standard monitoring software, Sentinel+, that works with a wide range of product solutions from leading CCTV, control panel and communication device manufacturers to ensure we remain in permanent connection with your premises from our Alarm Receiving Centre.

Our lone worker devices can include either a mobile phone application or 4G enabled fob which ensure your staff remain in permanent connection with our operators.

The application has a simple and easy to use interface which allows a staff member to configure a timed alert - for example if they have not left a dangerous premises by a certain time or to set geofence rules which trigger an alert if they leave a predefined geographic area.

Business Resilience Planning

Business Resilience Planning

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.

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.

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.

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.

Conclusion

Conclusion

As we adjust to operating in a post pandemic world, the role of security is evolving rapidly. In the short term, security will play a critical role including;

- implementing temperature screening
- enforcing policies around PPE
- physical distancing enforcement
- managing properties
- controlling pedestrian traffic flow and managing queues
- securing fleets of remote workers
- providing overflow and disaster recovery

In the mid and longer term, we believe the role of security will become increasingly technology driven as it adapts to an evolved risk profile and facilitates:

- safe and professional access into a premises
- a frictionless journey around a campus or building to reduce the risk of virus spreading
- improved protection for the influx of remote and lone workers
- remote monitoring of vacant or exposed properties
- increased flexibility for sites requiring security on a temporary or short term basis
- more permanent physical distancing enforcement
- an intelligence based approach to managing risk

Whatever challenges have been presented through this situation, we are ideally placed to support you in the short term and provide strategic guidance for your security delivery moving forwards.

Appendix One

APPENDIX ONE

Emergency Evacuation and Building Re-Entry

It is inevitable that social distancing will be impacted during an evacuation, however this can be managed by following government guidelines on maintaining hygiene at the assembly point. Social distancing should be practiced throughout the evacuation process, including while staff are gathered outside of the building by ensuring at least 2 meters of separation from one another. It should be noted that social distancing applies to outdoor spaces as well as indoor spaces. Signs and markings on the floor at the assembly point can be used to remind staff to keep to the social distancing rules.

Fire drills should be undertaken after staff have been instructed on the new evacuation procedures by methods used such as communications on noticeboards, or emailing out procedures and evacuation plans. What is important is that everyone knows what to do and where to go via the nearest exit. During these unprecedented times, ways that include social distancing guidance should be looked at with a risk-based approach being adopted.

It is advisable that emergency plans and Fire Marshall provision (if applicable) are reviewed, including the Assembly Point. Consideration should be given to the number of occupants and ensure all occupants are aware of what is expected of them by adhering to social distancing requirements.

During the review particular consideration should be given to PEEPs (Personal Emergency Evacuation Plan) and those most vulnerable. Consideration should be given to the relocating occupants within the premises and minimising the areas in use.

Consideration should also be given to the familiarity of building occupants and the last fire drill. If required, it may be possible to run a familarisation exercise , this is important when staff have been working at a different site.

A Key Focus - The Frictionless Journey

Reduced risk of virus transmission using technology to provide a “non contact” passage.

In every instance, the aim should be to minimise transmission of the virus. The security objective should be to keep sites as safe as possible and to inspire confidence. At G4S , we are committed to setting the highest possible standard. Consistency is the only way to restore confidence and safety.

Introducing the Frictionless Journey

We have already referenced elsewhere the option to screen people for elevated temperature at point of ingress. Once screened, organisations are opting for contactless, automatic self check terminals to reduce staff exposure and optimise the visitor experience

Once checked in, limiting physical contact with surfaces in and around your building is also critical. This plays a key role in the prevention of contact with the virus and onward transmission.

With this “frictionless journey” fast emerging, how should organisations approach this subject?

Contactless Passage - a Safe Journey

Once people are beyond the entry point there are many and varied options for decreasing the opportunities to physically touch surfaces as they move around a building.

Doors with no Automatic Access control Systems (AACS) can be fitted with automatic sensors and openers.

Entry points with AACS present additional challenges as by their nature they require human intervention to operate.

These challenges can be overcome in a number of ways.

On a typical AACS door there are 3 elements that are available for a user

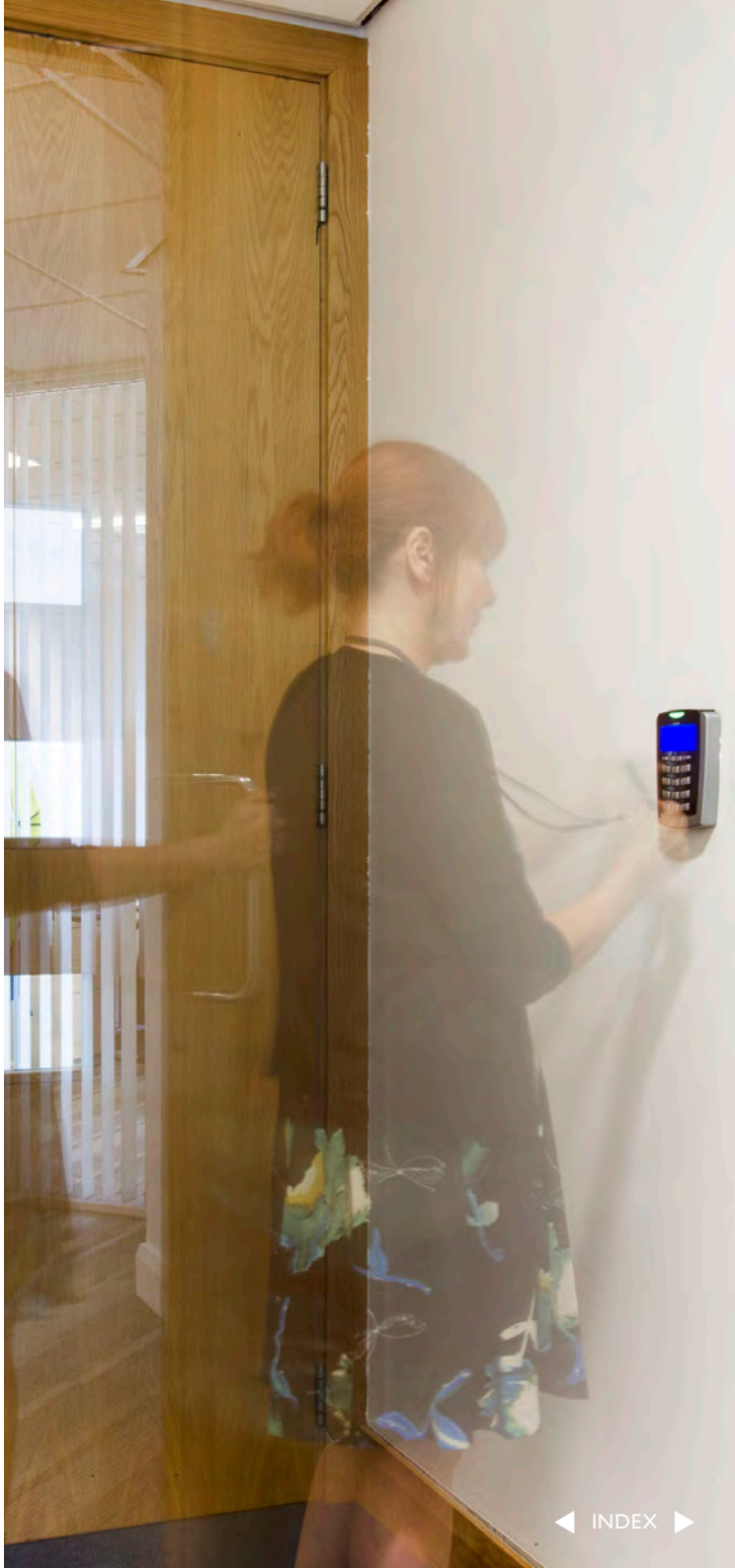
- Card (or other credential) Reader
- Request to Exit (RTE)
- Emergency Break Glass Unit.

Card Reader

In some buildings the existing card readers will already be proximity models and all that may be required is retraining of the users to not physically touch the card reader when presenting a card.Typically 5 to 10mm gap will be sufficient.

For additional reassurance there are options to extend the read range of your existing card credentials to in excess of 100mm when paired with the appropriate reader.

For clients still utilising barcode or magstripe readers, there may be the option to replace the existing readers to proximity versions but retain the existing control equipment.



Appendix Two

Request To Exit

Traditional RTE, which operate similar to a lightswitch can be replaced with proximity versions requiring the user to present their hand in proximity to the RTE for it to operate.

They could also be replaced with larger / more robust units that permit operation with the elbow or similar.

They could also be replaced with automatic sensors similar to those on an automatic door to release the lock on approach.

Most models of the above units will also be available in externally rated versions which will permit a more vigorous cleaning regime.

Emergency Break Glass Unit

These units are not for general use and only for the use in emergency if the normal method to release the lock is inoperable and / or the door needs to be permanently unlocked in an emergency situation.

There are no proximity versions of these devices available and the advice would be to include these in the daily cleaning / sanitizing regime. They can be protected by a clear perspex cover which protects the BGU itself from contact.

If used in an emergency situation, it only needs to be used by the 1st person to activate it as the door will then have free egress until the BGU is reset,

As part of the existing BGU reset routine, the BGU should be again cleaned / sanitized.

Card / Credential

Most access credentials can be cleaned / sanitized but in the event of users using porous / paper credentials, these can usually be replaced with other credentials that can be cleaned and still be used on the existing systems.

The Future

The above solutions are based on retaining the clients existing AACS infrastructure, minimising investment and maximising frictionless operation.

There are existing alternative technologies that are available and indeed new ones emerging that negate the need for a user to carry any form of credential, these systems can use many forms of non contact biometric.

Examples would be

- Non contact single fingerprint reading
- Non contact multiple fingerprint reading
- Non contact palm / rear of hand reading
- Non contact iris recognition
- Non contact facial recognition
- Non contact gait recognition
  (The unique method in that people move)

New clients with no existing systems will be free to choose these new and emerging technologies and the bigger challenge will be to incorporate these into existing systems to preserve investment, utilise existing infrastructure and as importantly retain the principle of converging / integrating systems for slick, easy and critically, one point of operation and use of the operators.

G4S are experienced in delivering integrated, complex and highly secure systems to meet the needs of our clients and we will have solutions to achieve frictionless access control using technology and partners that meet or exceed our due diligence selection processes to ensure the end product is deliverable and fit for purpose.

Knowledge Created Together

Contact

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

G4S Academy

Return to Work Posters

G4S Academy

YOUR COLLEAGUES NEED YOU TO

KEEP YOUR DISTANCE

WASH YOUR HANDS & CLEAN YOUR DESK

MAKE MEETINGS VIRTUAL

SAY IF IT'S NOT OKAY

G4S RETURN TO WORK ASSURANCE PROGRAMME

HELPING YOU TO WORK SAFELY

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YOUR COLLEAGUES NEED YOU TO

CLEAN YOUR DESK

Keeping surfaces clean protects your colleagues

- Use the wipes provided and be thorough
- Focus on surfaces that you touch most often; phone, mouse and keyboard
- Stick to the same desk where possible
- Wash your hands after wiping

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YOUR COLLEAGUES NEED YOU TO

CLEAN YOUR DESK

G4S RETURN TO WORK ASSURANCE PROGRAMME

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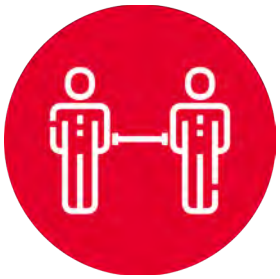
YOUR COLLEAGUES NEED YOU TO



KEEP YOUR DISTANCE

Staying physically separated reduces the risk of transmission

- Always leave a gap of one desk
- Stay out of crowded spaces
- Be considerate of others
- If you cannot avoid close contact, avoid facing directly towards others
- Reduce contact time to 15 minutes

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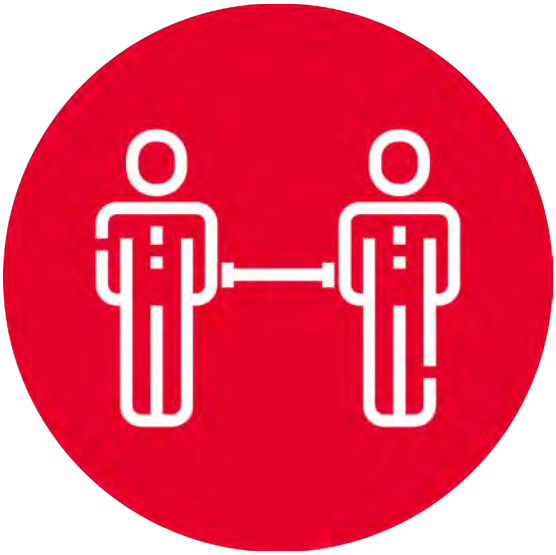
YOUR COLLEAGUES NEED YOU TO



KEEP YOUR DISTANCE

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YOUR COLLEAGUES NEED YOU TO

MAKE MEETINGS VIRTUAL

Reducing the number of people you interact with limits the spread of the virus

- Keep face to face meetings to a minimum
- Use technology to have digital meetings
- Only move around the building if essential
- Try using screen sharing services (eg Skype) to hold meetings

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HELPING YOU TO WORK SAFELY

YOUR COLLEAGUES NEED YOU TO

MAKE MEETINGS VIRTUAL

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YOUR COLLEAGUES NEED YOU TO

KEEP TO MAX OF 1 IN THIS KITCHEN

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YOUR COLLEAGUES NEED YOU TO

KEEP TO MAX OF 2 IN THIS KITCHEN

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YOUR COLLEAGUES NEED YOU TO

KEEP TO MAX OF 3 IN THIS KITCHEN

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YOUR COLLEAGUES NEED YOU TO

KEEP TO MAX OF 4 IN THIS KITCHEN

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YOUR COLLEAGUES NEED YOU TO

KEEP TO MAX OF 5 IN THIS KITCHEN

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YOUR COLLEAGUES NEED YOU TO

KEEP TO MAX OF 6 IN THIS KITCHEN

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YOUR COLLEAGUES NEED YOU TO

KEEP TO MAX OF 7 IN THIS KITCHEN

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YOUR COLLEAGUES NEED YOU TO

KEEP TO MAX OF 8 IN THIS KITCHEN

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YOUR COLLEAGUES NEED YOU TO

KEEP TO MAX OF 9 IN THIS KITCHEN

G4S RETURN TO WORK ASSURANCE PROGRAMME

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PRINT

YOUR COLLEAGUES NEED YOU TO

KEEP TO MAX OF 1 IN THIS LIFT

G4S RETURN TO WORK ASSURANCE PROGRAMME

HELPING YOU TO WORK SAFELY

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PRINT

YOUR COLLEAGUES NEED YOU TO

KEEP TO MAX OF 2 IN THIS LIFT

G4S RETURN TO WORK ASSURANCE PROGRAMME

HELPING YOU TO WORK SAFELY

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PRINT

YOUR COLLEAGUES NEED YOU TO

KEEP TO MAX OF 3 IN THIS LIFT

G4S RETURN TO WORK ASSURANCE PROGRAMME

HELPING YOU TO WORK SAFELY

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PRINT

YOUR COLLEAGUES NEED YOU TO

KEEP TO MAX OF 4 IN THIS LIFT

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YOUR COLLEAGUES NEED YOU TO

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YOUR COLLEAGUES NEED YOU TO

KEEP TO MAX OF 6 IN THIS LIFT

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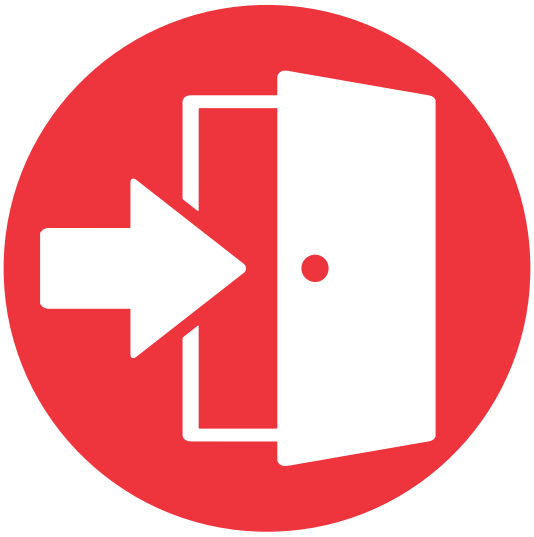

KEEP TO MAX OF 1 IN THIS ROOM

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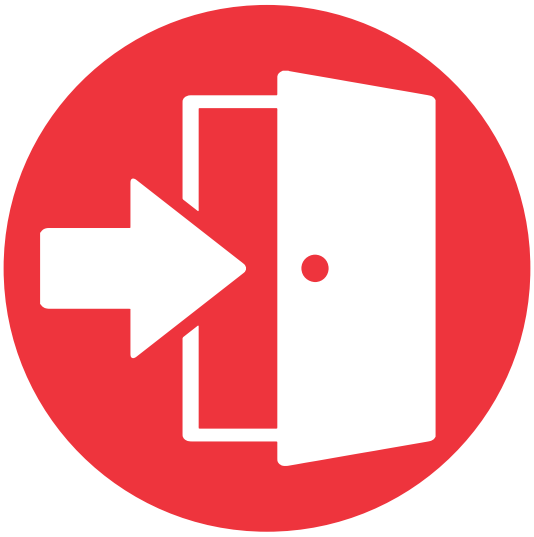
HELPING YOU TO WORK SAFELY

Securing Your World

PRINT

YOUR COLLEAGUES NEED YOU TO



KEEP TO MAX OF 2 IN THIS ROOM

G4S RETURN TO WORK ASSURANCE PROGRAMME

HELPING YOU TO WORK SAFELY

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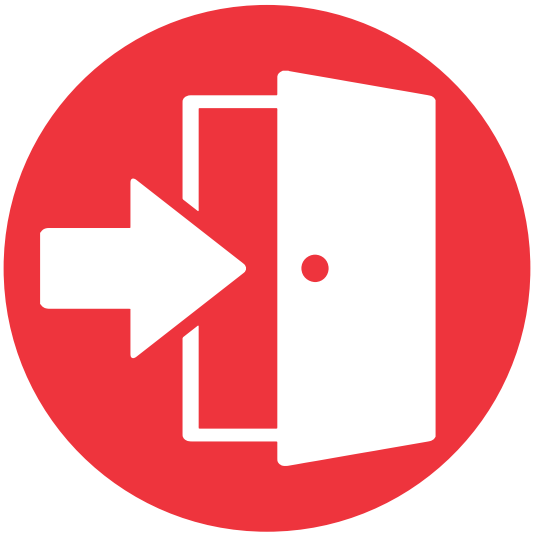
PRINT

YOUR COLLEAGUES NEED YOU TO



KEEP TO MAX OF 3 IN THIS ROOM

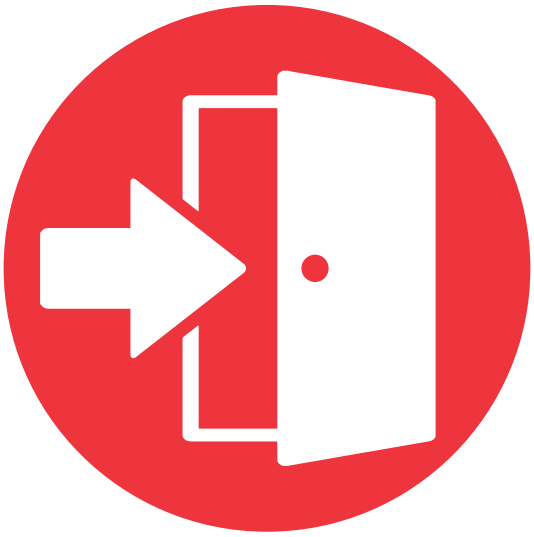
G4S RETURN TO WORK ASSURANCE PROGRAMME

HELPING YOU TO WORK SAFELY

Securing Your World

PRINT

YOUR COLLEAGUES NEED YOU TO



KEEP TO MAX OF 4 IN THIS ROOM

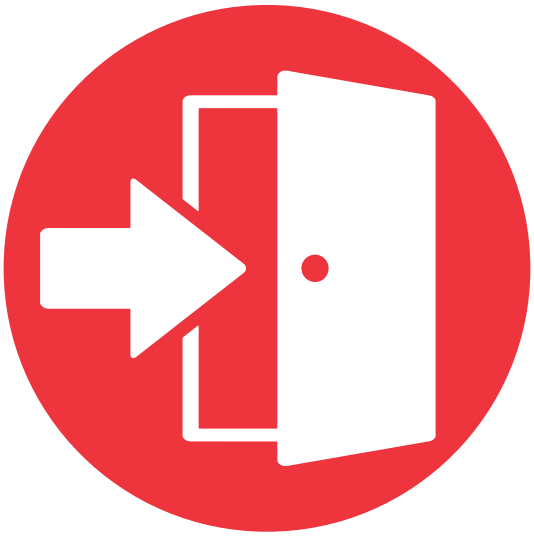
G4S RETURN TO WORK ASSURANCE PROGRAMME

HELPING YOU TO WORK SAFELY

Securing Your World

PRINT

YOUR COLLEAGUES NEED YOU TO



KEEP TO MAX OF 5 IN THIS ROOM

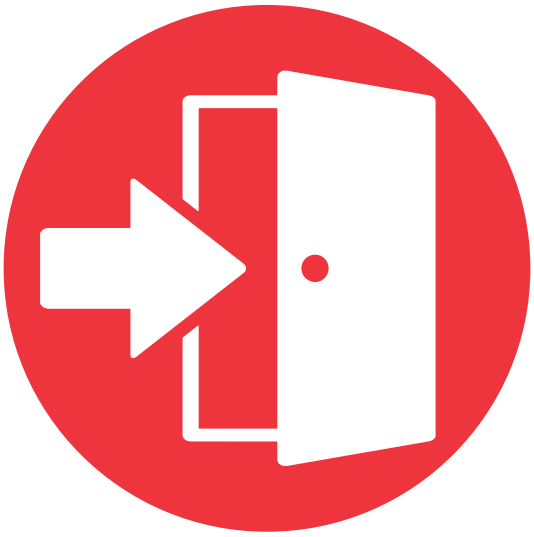
G4S RETURN TO WORK ASSURANCE PROGRAMME

HELPING YOU TO WORK SAFELY

Securing Your World

PRINT

YOUR COLLEAGUES NEED YOU TO



KEEP TO MAX OF 6 IN THIS ROOM

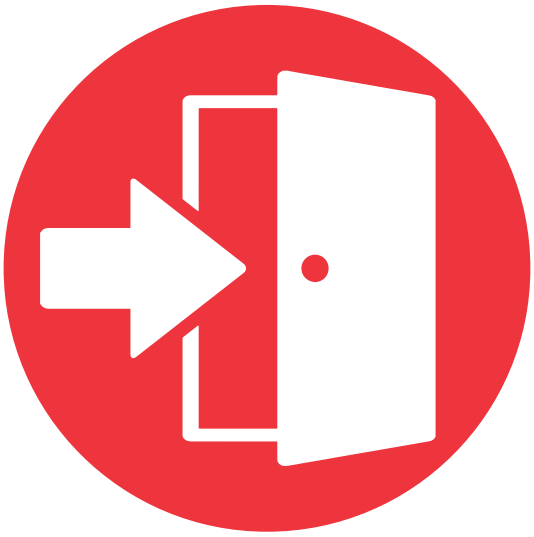
G4S RETURN TO WORK ASSURANCE PROGRAMME

HELPING YOU TO WORK SAFELY

Securing Your World

PRINT

YOUR COLLEAGUES NEED YOU TO



KEEP TO MAX OF 7 IN THIS ROOM

G4S RETURN TO WORK ASSURANCE PROGRAMME

HELPING YOU TO WORK SAFELY

Securing Your World

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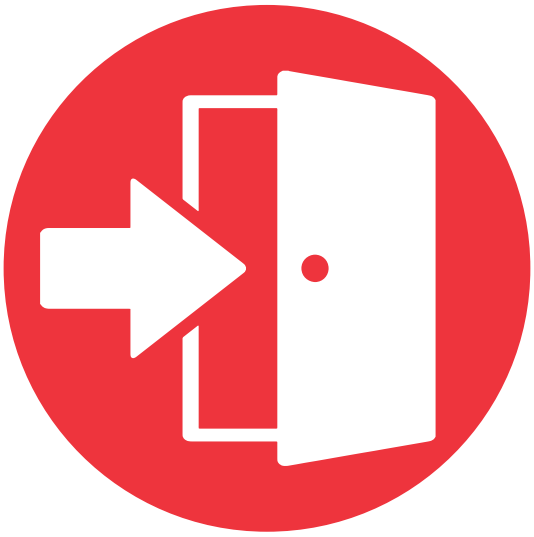

KEEP TO MAX OF 8 IN THIS ROOM

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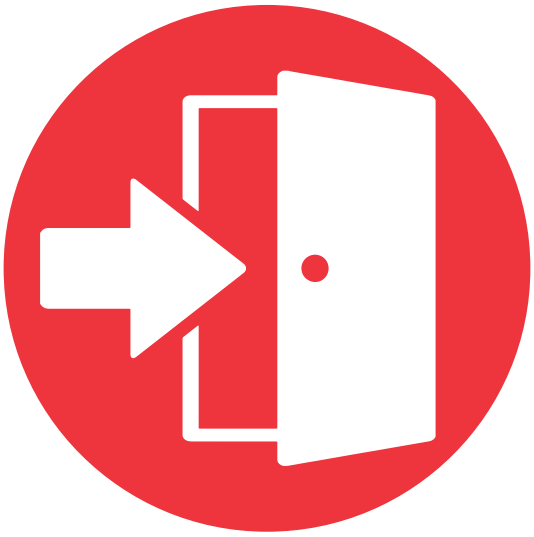

KEEP TO MAX OF 9 IN THIS ROOM

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SAY IF IT'S NOT OKAY

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YOUR COLLEAGUES NEED YOU TO

WASH YOUR HANDS

G4S RETURN TO WORK ASSURANCE PROGRAMME

HELPING YOU TO WORK SAFELY

YOUR COLLEAGUES NEED YOU TO

WASH YOUR HANDS

Soapy water destroys the virus

- Completely cover your hands in soapy water and wash for 20 seconds
- Whistle while you wash!
  Whistle happy birthday twice
- Always wash before you eat
- Keep your hands away from your face, eyes, nose and mouth

G4S RETURN TO WORK ASSURANCE PROGRAMME
HELPING YOU TO WORK SAFELY

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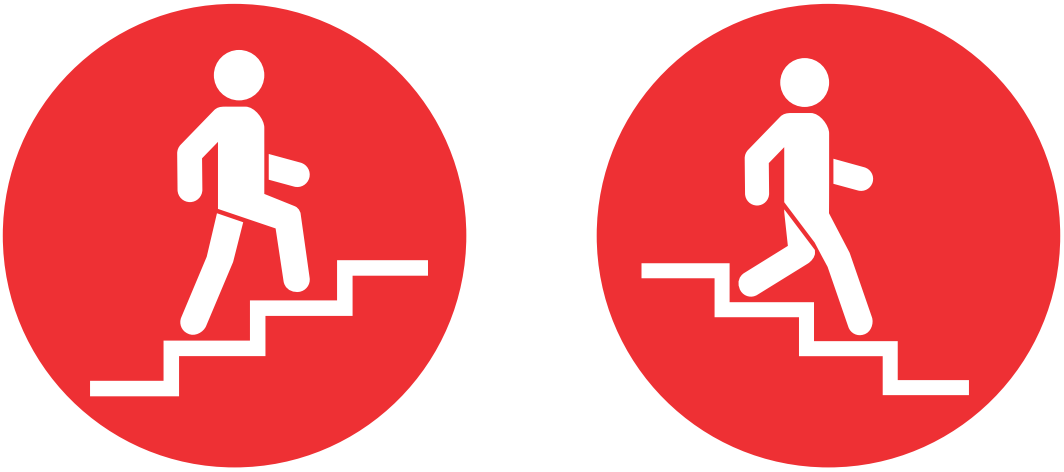

THESE STAIRS CAN BE USED IN BOTH DIRECTIONS

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HELPING YOU TO WORK SAFELY

YOUR COLLEAGUES NEED YOU TO KNOW

THESE STAIRS ARE DOWN ONLY

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YOUR COLLEAGUES NEED YOU TO KNOW

THESE STAIRS ARE UP ONLY

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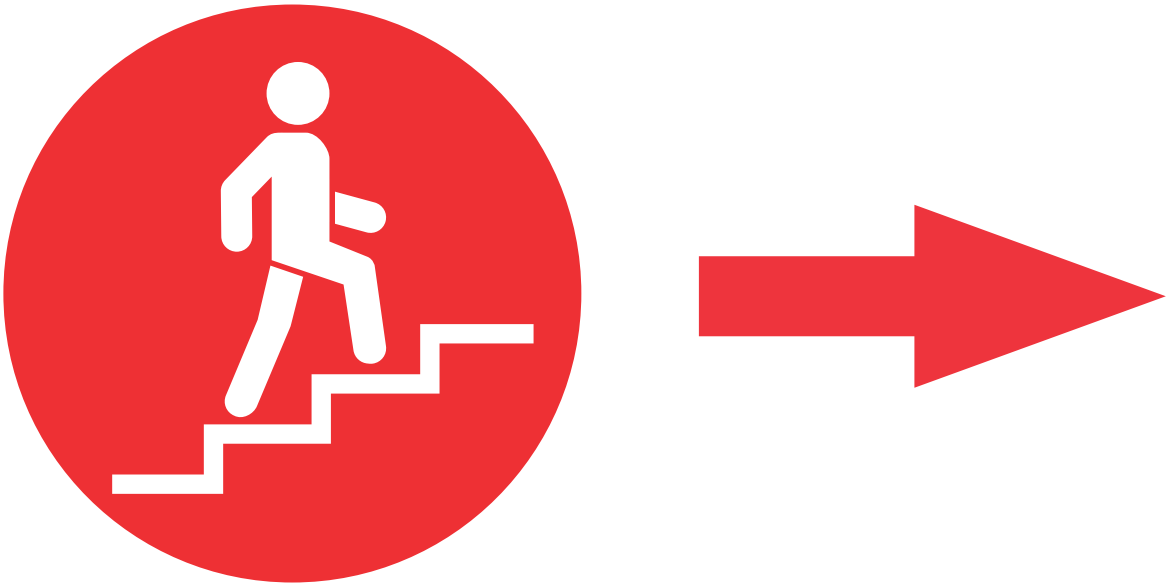

UP STAIRCASE THIS WAY

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HELPING YOU TO WORK SAFELY

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UP STAIRCASE THIS WAY

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DOWN STAIRCASE THIS WAY

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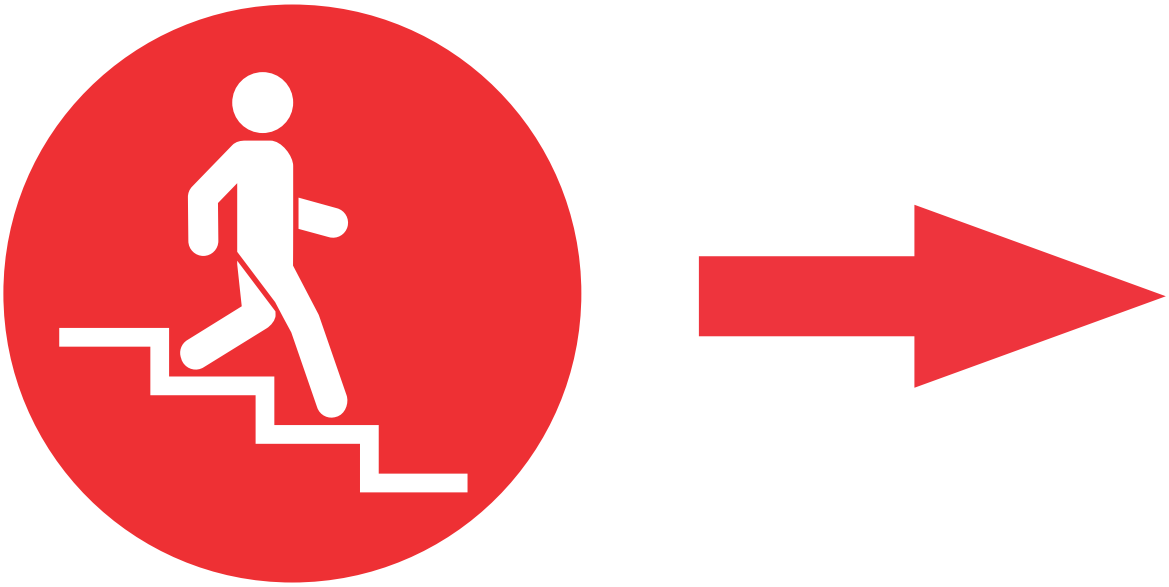

DOWN STAIRCASE THIS WAY

G4S RETURN TO WORK ASSURANCE PROGRAMME

HELPING YOU TO WORK SAFELY

Securing Your World

PRINT

YOUR COLLEAGUES NEED YOU TO KNOW

ONLY USE THIS MEETING ROOM IF ESSENTIAL

Always try to make meetings virtual, but if you can't:

- Stay as far apart as possible
- Try to keep meetings short
- Sit side-by-side, not face-to-face
- Cough or sneeze into your elbow
- Say if it's not okay

G4S RETURN TO WORK ASSURANCE PROGRAMME

HELPING YOU TO WORK SAFELY

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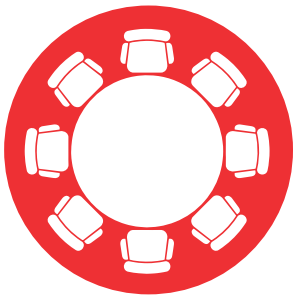

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G4S RETURN TO WORK ASSURANCE PROGRAMME

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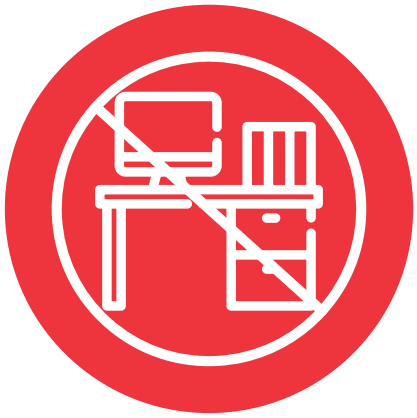


KEEP DESK FREE FOR SAFE DISTANCING

Putting temperature solutions into operation

Technology, Process & People considerations

G4S Academy

Table of contents

Introduction

Choosing the right temperature detection solution and service provider is a difficult task. With many organisations planning a "return to work", screening is a new area which requires implementation at short notice and can come with risk.

Operating under severe financial constraints, businesses need to make sure that any investment is optimised. Technology that is inaccurate and not fit for purpose is simply not an option. A reception area or ingress point with long queues of disgruntled colleagues looking to enter their place of work will have a negative impact on staff morale and leave staff reluctant to return to work.

Our technology is currently screening over 21,000 people per week. We're confident that we've developed a clear understanding of the variables involved across technology selection, process design and people to ensure that any implementation is a success.

Technology

(1) The Importance of Accuracy

It is essential that the technology that you choose is able to accurately detect the temperature of people passing through your screening process.

Whilst Fever Screening solutions are not regarded as medical devices, there are recognised International Standards for the accuracy of temperature measurements using thermal non-contact devices.

ASTM E1965-98 states that the measured temperature reading should be within +/-0.3°C. Thermal cameras alone can not achieve this level of accuracy and require a reference point known as a Blackbody calibration unit.

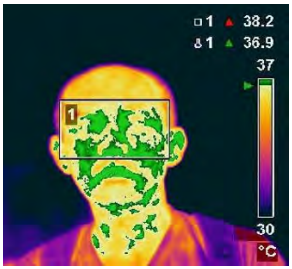
This device provides an accurate constant temperate source used by the system to measure accurately the temperature of the target.

Should you be presented with a system that measures to within +/-0.5°C, it is unlikely to include the blackbody device and will therefore not operate within the suggested accuracy ranges.

(2) Consider Resolution

A fever (elevated body temperature) first starts to show around the eyes and then spreads. Higher resolution thermal cameras are more accurate in being able to detect small 'Fever' areas in the face in the early stages. A lower resolution camera or handheld device may miss this area.

Early Stages Fever



Developed Fever

HIGH ACCURACY

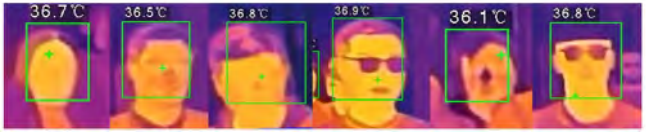
Choose a solution that has measures to +/-0.3°C

RESOLUTION

Higher resolution gives you the best chance of identifying early stage fever

(3) System Intelligence

Our solutions can use advanced real time video algorithms targeting facial detection/recognition areas of the face to measure temperature and can detect if people are wearing masks or glasses and then will measure other target points to ensure reliable measurements.



Some Examples of Thermal Detection

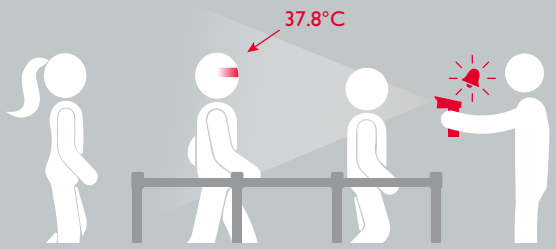
(4) Handheld or Portable?

Many of our customers have considered Handheld Fever Screening devices. These come with limitations as indicated in the table below. The key limitations include;

- the need to be in close proximity to the patient - providing additional health and safety considerations for the nominated resource who will require acceptable PPE
- the accuracy of temperature detection
- an inability to support high volumes of throughput in short spaces of time

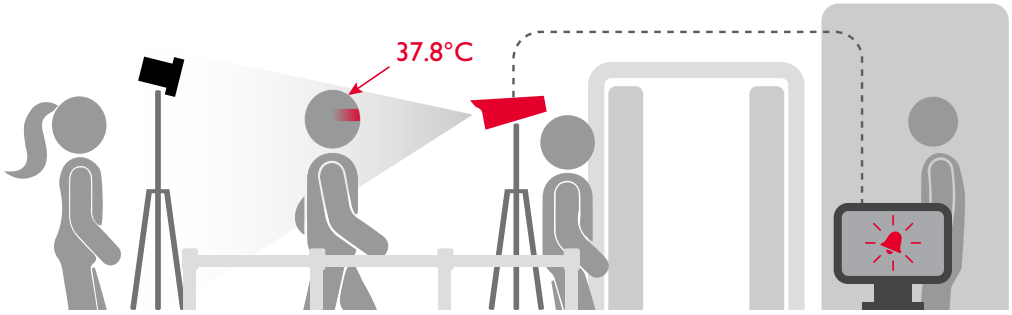
	Handheld Fever Screening	Integrated Fever Screening
Temperature Measurement Accuracy	+/-0.5°C	+/-0.3°C
Sensitivity	Low	Medium to High
Measurement Range	1m to 2m	3m
Measurement Speed	25 People/minute	60 People/minute

Learn more about fever screening



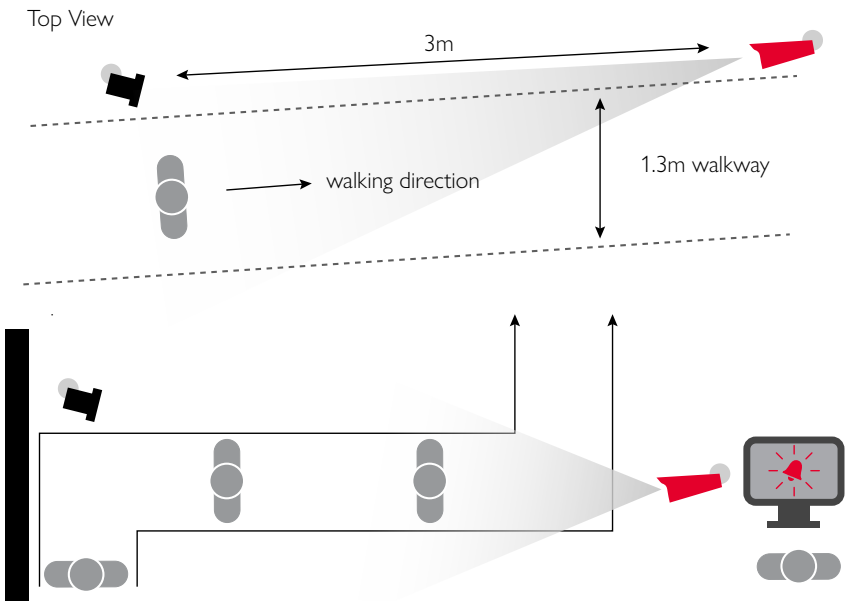
Process Design

Integrated **Mobile** Fever Screening Solutions



Fever Screening should typically be the first, or one of the very earliest interactions, people have when entering a site or premises. Placing Fever Screening in the centre of a site having already completed multiple site entry procedures is akin to having a bag search once onboard an aircraft. The point of screening at the earliest opportunity is to detect the presence of a high temperature (an indication of the presence of COVID-19 or other disease) and therefore to inform the denial of access in order to limit the spread of infection within the site.

Sites deploying Fever Screening Solutions will need to consider where best to place their fever screening lane(s) or designated area. These can either be placed internally in entry lobbies (providing there is adequate room) or they can be placed externally under temporary closed cover that is sufficient to protect the electronic equipment from the elements.



The following Principles of Deployment will assist in planning where to deploy. These principles assume that the Fever Screening lane(s) are placed at the start of a site entry process.

- **Space**. There is sufficient space to hold the maximum number of anticipated arrivals prior to screening lane entry such that individuals conform to social distancing guidelines.
- **Depth**. The screening lane(s) should be placed as far away as is practically possible from the heart of the site ensuring that once screened, non-screened individuals cannot mix with screened individuals.
- **Positive Control**. Individuals passing through the screening lane should be under positive control, again conforming to social distancing norms.
- **Separation**. Once screened, it should be impossible for any non-screened individuals to mix with screened individuals.
- **Linear approach**. Pre-screened individuals should approach the screening lane in a linear fashion, conforming to social distancing norms
- **Escape Lane**. In the event of a positive temperature indication there needs to be sufficient room to extricate the positive individual with no interaction with those that are pre or post screened.
- **Clear Communication**. There should be clear communication on what is expected of the individuals going through the screening lane. This is done through clear signage and trained security personnel who will manage the people flow through the screening lanes.
- **Footfall Distribution**. The distribution of footfall over a 24/7 period will dictate the use of the Fever Screening lane(s) just in the same way that normal site entry procedures are affected by footfall distribution. The manning of Fever Screening lanes will be commensurate with anticipated footfall.

People

There are two main functions performed by allocated people resources during a screening process. The resources may come from your existing personnel or by investing in temporary security personnel. Without this designated resource, the screening process will not operate and any investment in technology will be wasted.

The main functions are listed below:

- **Control.** Security personnel can be used to control the flow of pedestrian traffic into the screening lane as well as enforce social distancing norms. In the event of a positive indication, security personnel can be used to give instructions on the actions to be taken.
- **Operation.** The Fever Screening system will need an operator to view the console and monitor the images of individuals as they pass through the screening lane. Should there be multiple screening lanes in operation, additional personnel shall be required. In the event of a positive indication, the operator will need to communicate with the controlling security personnel to enact the positive indication Standard Operating Procedure (SOP) or in the absence of controlling security officers, the Operator will need to enact the SOP on their own.

Choosing the right solution doesn't need to be complex. Our team of trusted advisors will help ensure you have what you need.

Find out more at www.G4S.com/en-gb

Appendix
FAQs

Temperature Screening - Key questions answered

INTRODUCTION AND BACKGROUND	
Clearly these are unprecedented times, what is the specific reason that fever screening has emerged onto the market place?	Quite simply, Fever Screening is a means to see if someone has a temperature, which, as we all know, is a symptom of having COVID-19. Long before COVID-19 arrived in mainland UK we were seeing people at airports and other transportation hubs having their temperature taken. People might recall the images from the TV were of hand held thermometers being placed up against an individual's forehead. This was being done as a way for screening people for a high temperature and therefore identifying someone with the potential to be carrying COVID-19. Fever Screening is nothing new. It has been around since SARS in 2002 and MERS in 2012 Today, there are safer, more accurate and efficient methods for screening temperature and this is what we are recommending. Businesses have a duty of care to do something to secure a safe return to work. Fever Screening delivers reassurance that something is being done. So, in answer to your question, Fever Screening has emerged as it assists in preventing the spread of viral diseases by allowing for quick, accurate and safer detection of elevated body temperatures.

PROVIDING A SAFE RETURN TO WORK	
What are some of the key considerations in planning a return to work?	Paramount must be the safety and well being of employees – this includes those returning to offices where individuals may be nervous about travelling and also those concerned about resuming work within an enclosed environment. Also it is important not to forget those continuing to work from home who are used to a team environment and still relatively unused to home working. There are very different considerations businesses need to think about and ensure adequate measures are in place to support both populations.
What are some of the key recommendations in the Government's guidance to businesses?	I think we need to be mindful that any Government guidance has to be quite generic because it applies across so many areas, Within that, some of the key messages are around social distancing, protection of employees within the workplace, risk assessing whatever you do and communicating effectively to your workforce and key stakeholders, It is critical to keep them informed at all times. If there is a communication vacuum, that space can get filled with inaccuracy and speculation
What types of initiatives are businesses undertaking proactively in order to plan for a safe return to work	This list can be extremely lengthy but will include; ■ social distancing within the workplace ■ providing a means of moving between offices safely includingthe same floor as well as across different floors ■ first aid and fire marshall provision - those services must be maintained at the correct levels if you're re-occupying offices ■ provision of PPE if necessary ■ enhanced cleaning regimes ■ contingency planning that activates in the event that someone starts to display Covid-19 symptoms in the workplace. All these and a myriad of other considerations need to be thought through. The key though will be to implement measures that are proportionate, practical, effective and accurately risk assessed

What are some of the key recommendations that have been made to frontline staff such as security officers or facilities staff?	Organisations should continue to follow Government guidance at all times and work to ensure the health, safety and well being of all employees. Advice should always be to reinforce key messages around good health hygiene and social distancing. Regularly communicate with all employees to update them on evolving guidance and to support them by, for instance, signposting them to appropriate welfare support if they need it. One key thing to remember is that any business continuity plan mustn't just include measures to react to whatever emergency triggered the plan initially. Organisations must consider a plan to come out of business continuity mode and return to whatever BAU will look like. This should involve all key stakeholders to ensure a smooth transition.
For those with office based staff what guidance would you give?	The key to risk mitigation is identifying a hazard and removing it from the equation at the earliest opportunity which, in the case of COVID-19, will help prevent the spread of the virus through onward transmission. That is why G4S have adopted temperature screening technology as a one part of our integrated health, safety and security response for our clients.
INTRODUCING FEVER SCREENING	
So, will temperature screening detect COVID-19?	No. We need to state from the outset that this technology does not detect the presence of COVID-19. The technology is made up of a very accurate thermal camera that can measure temperature. As we all know, running a temperature is one of the symptoms of having the viral infection or fever.
Why is it safe?	The system measures temperature passively, from a safe distance so we are not breaking any physical distancing regulations. Another factor that contributes to safety is the speed of transaction. Compare this with a handheld device where an operator must get close to the subject, and whilst hand held technology might still be passive, a longer time is spent in closer proximity. We all know that proximity and time are two factors that increase the risk of infection.
What exactly does it detect?	It detects an individual's facial temperature exactly in the same way as you would test your own or your child's temperature with a handheld thermometer, but at a distance of 3 meters. As I said, it is very accurate +/- 0.3 Deg C and is highly efficient - allowing multiple people to be screened in a fraction of the time it would take to perform manual tests

What makes up effective temperature screening?	This system's effectiveness is borne from the very fact that it is passive yet highly accurate. Individuals' temperatures are measured as they walk through the screening channel. It is in fact possible to screen 30 targets simultaneously but the way we are seeing it used at the moment is in a linear fashion therefore people get screened in turn, that said it is still very efficient.
Why is it important to think more than just deploying the technology on its own from a security point of view?	This technology should be seen as an addition to a site's overall security solution. It is an extra layer of defence, and we would not recommend using this technology to replace any existing screening or detection methods that are looking for other things. Typically we would see this technology being the first layer of a site's Detect solution within a Site Entry Function. This is why I referred earlier to it being used in a linear fashion. When we see things starting to return to the new normal, we can see this technology being used where individuals enter places on mass for example, airports, stadia, shopping centres etc. It is still a front line measure for detection however.
Can you give an overview of what you believe to be an effective temperature screening process	Yes, the most effective use of this technology would be to place this right at the start of your site entry process so individuals would go through temperature screening first before any other control. If an individual passes temperature screening, they can move on to the next stage, whatever that may be. The further back you can safely push the process from the heart of your operation, the better. Clearly placing temperature Screening at the end of your site entry process would be wrong - this would be analogous with searching hand luggage whilst airborne in an aeroplane. Implementing the process might require all staff to come in through one entrance so that they can be screened, or it may require more than one screening location. It all depends on the layout of the site. The number of screening lanes will be dependant on a number of factors such as how many people you want to get into your site over what period of time as well as the size of the site.

Obviously speed of transaction is a consideration to prevent congestion and a bad experience. Exactly how many people can the system screen per hour?	The system can process up to 30 people at a time but with social distancing and moving people through a screening channel in a linear fashion in reality you would be looking at between 3500 to 7000 people per hour. The system can actually operate faster than it can be approached so the defining factor for speed of transaction is a controlled walking speed as well as physical distancing within the queue.
What are the actions typically taken in the event of a positive reading?	We must remember that the aim of temperature screening is to prevent or slow down the spread of viral diseases by screening out individuals who have a fever and therefore may be carrying a virus. Typically the action would be to deny access to anyone who has a temperature that is out of range (remembering that the system is highly accurate). It is possible to have a False Positive result i.e have a skin temperature that is above or below the normal range but have a core temperature that is in normal range. Typically when someone first indicates as having a temperature above or below normal range, they are re-tested immediately. If they fail again, they are quarantined for 15 minutes and tested again. If they fail a third time the typical practice we have seen is to deny access to site for the recommended period. Reasons for false positives include getting out of a car that has had the heating/ air conditioning on and immediately going into screening or having recently done physical exercise. Simple working practices such as advising people not to present themselves immediately after exercise can reduce false positives.
What are some of the key limitations to be aware of around temperature screening?	As already stated, we need to be cognisant of the fact that this is not a silver bullet to catch everyone that has COVID-19. It is a layer of defence that will detect individuals that have a fever, and having a fever is one of the signs of having a virus.
Can you talk round some recent examples of where it has been deployed?	We have installed these in many different types of sites: large construction, manufacturing, distribution, Health Care etc The system is appropriate for any site that needs to monitor pedestrians entering the premises

The market is currently being saturated with information which makes making informed decisions hard. What are the main variables to consider when choosing a temperature screening solution?	There is lot of data to look at from many and various manufacturers. All claiming to have particular USPs that are difficult to assess objectively. The two prime criteria to focus on are; Resolution - the higher the numbers the better. Accuracy - The lower the number the better Remember to check if the stated accuracy requires the use of a black body calibration unitas this is a relatively expensive addition and the headline cost may not include it for 0.5% accuracy - but it will be required for 0.3%
What are the different product options and the pros and cons of each option?	There are 3 main "types Handhelds - Pro is the cheapest option Cons -Typically very low resolution and accuracy. The big con of handheld is that operators typically have to break the social distancing rule to use it successfully. Handheld manufacturer's state that low resolution is not an issue as you get the unit v close to the person being scanned. A proper catch 22 situation! Tripod Mounted Installation -Pro's would be - rapid deployment < 1 day - Minimal involvement from client FM - we only rq 230x within circa 20M Cons - looks like a temporary install (it is) and aesthetics might not be up to the standards of the environment it is installed in - The tripods could get knocked and put the system out of alignment. Fixed Installation - Pros's would be - can be installed more aesthetically - Equipment can be securely fixed and much less likely to be moved out of alignment - potential for integration to other building systems (Access control etc) Cons - longer install and therefore more costly - we will require permanent 230v supplies adjacent to some of the equipment - We may require access and use of the clients network.

With that in mind What should make up a technology screening technology kit?	Three key components of our preferred solution are; ■ hybrid sensor which has a thermal and optical camera ■ blackbody calibration unit this ensures the accuracy of the system to 0.3C ■ temperature screening station for the operators to monitor pedestrians entering the screening area
Why is it best practice to include a blackbody calibration unit?	A black body is essential to provide a calibrated and CONSTANT temperature reference. This reference temperature is used by the system to compare the heat radiation emanating from the person being scanned. Without it a skin temperature scanning device cannot achieve 0.3 deg C accuracy (as of today) which is a recognised accuracy metric within medical standards.
Are there any GDPR implications?	The data that is captured (or not) is still data and needs to be written into your existing GDPR policies. If you have a policy for CCTV it will almost certainly be close to allowing these systems to be added. The systems are configurable to store the data from zero (never) to multiples of hours dependant on HDD site & activity. Most systems can also be configured to only record positive readings. There is still ongoing debate as to whether this situation falls under " Significant public interest"
Can you talk around a normal installation?	The system can be deployed as a fixed or temporary solution. The majority of installations to date have been temporary installations the cameras and blackbody units are installed on tripods cabled back to the screening station. This can be deployed very quickly in a few hours followed by training of the operators the system is very easy to use.
Do the screening systems have to be installed inside or is there any way of installing them outside if there is a limitation in space?	The requirement is for an internal environment - if that can be replicated in an external temporary structure then it will be ok - the important considerations are that is is between 10 & 35 deg C - draught / wind proof and not subject to sudden changes in temperature or light levels - avoiding highly reflective or indeed heat absorbing surfaces would also be recommended.

What about handheld devices - is there a place for handheld?	In certain scenarios, yes they potentially have a place, but you need to understand their limitations 1) They are slower to process people through the screening environment (approx 25/min) 2) They are less accurate than a static system (only 0.5C) We have to stress when using the handheld it is essential the operator is wearing appropriate PPE due to limited read range. Our preference is the higher resolution camera with blackbox calibration unit for accuracy
Can we talk a little about resolution and accuracy - why are they so important?	These systems work on the same principle as a visible light CCTV camera and the higher the resolution the more detail it can see. Resolution Its a known fact that an elevated fever appears in a small area (usually the area of the tear duct) - and spreads out and grows over time. A higher resolution camera may pick up the smaller area of elevated temperature on a day that the lower resolution model may not till the following day or later. So the resolution is all about catching the information as early as possible. Accuracy Accuracy relates to the manufacturers confidence in the margin of error based on the efficiency of their thermal hardware and firmware to analyse it. You will naturally get more false positives on a 0.5 deg C unit than a 0.3 deg C unit. There is also more opportunity for missing lower temperature scale of fever temperature if the unit is not v carefully calibrated.

You mention +/- 0.5 Deg c for Handhelds and +/- 0.3 for static cameras - those figures are not that far apart?	The values we are working to are quite precise and in a limited range - whilst 0.2 deg C does not sound a lot - it is actually an accuracy variance of 66%. There are no current standards for these systems used in this way (although we imagine they are pending) - however standards DO exist for medical cameras using thermographic (infra red temperature reading) methods, and the guidance in these document refers to an acceptable variance of 0.3 deg C being the requirement. It is worth reminding the reader that these systems are NOT presently classified as medical devices.
What changes have you seen since Fever Screening was launched	The market has been flooded with offerings. Since the initial introduction of the camera solution we are now seeing multiple fixed & handheld camera options plus integrated access control pedestals. This has added to the confusion in the market hence the reason we have fully invested in identifying the correct solutions for our clients.
How can you be sure the temperature detection is accurate?	We carried out a field trial for a group who were screened using the system and also had their temperature taken using an in ear thermometer which confirmed the system accuracy of 0.3deg
It sounds like a complicated set up - how quickly can it be set up and operational?	No, it's a very simple and straightforward installation. The system can be deployed as a fixed or temporary solution. The majority of installations to date have been Temporary installations. The cameras and blackbody units are installed on tripods cabled back to the screening station and this can be deployed very quickly in a few hours. A permanent solution takes longer due to install time on camera brackets etc. but is still generally done in less than a day. This is followed by training of the operators. As the system is very easy to use operator training is generally less than 30 minutes.

Can you talk around some of the screening process principles of use?	The most important principle is positive control. You need to positively control the flow of your individuals through the screening channel, maintaining the two meter separation or current physical distancing guidelines. A linear approach is important, you don't want a gaggle of people bunched up waiting to be screened. Having an assembly area that is large enough to contain the maximum amount of pedestrian traffic that is expected such that they can all be 2 or more meters apart, and from here they fall into the line or queue. Having an SOP to follow if you have a positive reading is key. Starrting your Fever Screening process as soon as possible within your staff/visitor entry procedure is vital The final principle alongside positive control would be communication. Communicate with your staff, this will be a change in culture. Consider also consulting with unions if applicable as well as the use of signage.
What is some of the key information required to make sure the solution is specified correctly?	We need to understand the environment and some other factors such as – ■ How many entrances are there to the site? ■ What is the throughput/ footfall? ■ Is there 230V supply in the proposed screening area? ■ Is there a desk or screened off area in reception? ■ Does the client have temporary barriers? ■ Does the client have an existing screening plan? ■ Describe the current access process? ■ Are there suitable mounting locations? This information helps us to propose the correct solution.
What will we (a client) need to have prepared in advance of the installation?	The client will need to have prepared;- ■ Marshalling / social distance control ■ Queue management to suit the requirements of the detection process (defined width - defined route) ■ 230 v supply / location for operator ■ Person available to be trained on day of installation Please note that the equipment works to tight tolerances and it is important that the queue management is in place and it is not amended after the installation.

Does the system have to be networked?	No, indeed for ease and speed of installation we are providing everything required for a working system with no requirement or involvement of the clients IT teams.
Are there any benefits to networking the system?	There are benefits but this would be assessed on a site by site basis. Some of the benefits this brings would include remote management of access points with remote audio challenge or integration with access control systems and other third party systems.
What will happen on the day of install?	We will have already agreed the layout and positioning of the screening lane and cameras prior to installation day. Once the hardware is installed we would commission the system and then train the client's operator.
What happens if the system gets moved?	The system would need to be recommissioned as the black box alignment is crucial for accuracy. We will give some guidance on realignment, but in some cases it may require an engineer visit to realign
What happens if we can't amend the alignment or indeed there is any other issue with the system	We would provide an element of training for the operator to make small amendments. For significant changes, we would supply support which would assist. Most interventions have been completed remotely on our installations to date
What happens with the system when this situation is over? Is the system future proof?	We believe that the requirement for fever screening will continue beyond the current situation. The equipment can be used as a standard CCTV optical/thermal system and can be incorporated into a much larger system in the future to effectively become part of a standard CCTV rollout.

Form a broader perspective, Can you talk a little about the "Contactless Journey"? Why is it important and what does it include? How can thermal temperature screening play a role?	Certainly - as the name implies, the aspiration would be for people to move through buildings without having to make contact with anything, whilst that is the aspiration, it will be a challenge to achieve, however we are putting some thoughts towards how we achieve it in our arena of security and life safety. Thermal screening when implemented at the entrance to your site or as early in the journey as possible is a proven method to pick up elevated temperature which may be an indicator of fever, identifying these people and not allowing them onto your site removes the possibility of that individual passing through the building and potentially leaving the virus on surfaces they touch in the building. We understand that some people with the virus may not have an elevated temperature and no thermal fever screening system can ever detect them. It is likely that they will breach that first line of defence. Implementing a contactless journey strategy wherever possible is the next line of defence towards stopping (or at least reducing) the transmission from those people to others via shared touch points

I appreciate that this technology is constantly evolving. What new features might we see and when?	I agree, our industry is always evolving, but this situation has increased the speed of evolution. Along with new technology we are also looking to apply some of our existing solutions too. Starting with access control, solutions exist around cards or other credentials to make existing cards work at a greater distance – it is worth noting this might also require a different reader technology. Touchless biometrics may also be a consideration, this could be facial recognition / touchless fingerprint or hand readers / touchless iris recognition - technology also exists today that can recognise a person to a very high level of accuracy just by the way they move (Gait recognition). All those solutions have the possibility to give an authorised person access through a secured door etc - with the inclusion of an auto door opener there is no need to touch anything at all to get entry. Egressing a building is simpler to achieve where it is traditionally via a button, there can be replaced with proximity versions - alternatively a different model of button could be fixed at elbow / knee or even foot level - whilst this obviously still requires contact, it is not allowing contact with hands. Alternatively a movement detector could be utilised to open the door on approach. I think its worthwhile and important to note that we appreciate not everyone will have a budget for some of these solutions, but there will almost certainly be some form of solution available to at least assist in the contactless journey in most instances.
Why do we think that screening will become "The New Norm"	As we start to return to normal, or the new normal as it is starting to be referred to I think we will see Fever Screening as a main staple within site entry processes. The main driver behind that is that people will want a level of assurance that things are being done to keep them safe. People will be coming out of lockdown and will want to see measures in place. Business and venues will want to match those that have the technology. We are also seeing a demand for frictionless visitor entry and thermal screening will, in time, be integrated within the frictionless journey as a condition of entry.