

10 things to expect from a large scale return

A G4S guide to securing a return to business as usual



INTRODUCTION

Whilst the majority of the UK and Ireland have turned to a remote working model through the Pandemic, G4S have continued to operate services at a number of critical national infrastructure sites as well as testing centres and vaccination hubs.

Through this period, we have gained a considerable amount of insight on what situations may present themselves

1 STAFF WILL FEEL UNCOMFORTABLE RETURNING

Clearly, for many people it could be up to a year since they were last in public places. From those who have continued to work through the period, we have observed:-

- Increased tension and signs of mental distress
- Noticeable anxiety and discomfort about being in other people's company
- Staff expecting the employer to have visible and tangible activity in place

HOW WE CAN HELP?

In addition to the simple operational measures such as signage and staff communications, our COVID Ambassador programme offers specially trained individuals who provide a visible presence to reassure staff and visitors.

These individuals are customer friendly, personable individuals who operate with a "We're here to help" mentality with an escalation path into second level security where needed.

They undertake dedicated training to perform their roles and are available on a temporary or short term basis to help you through this change.



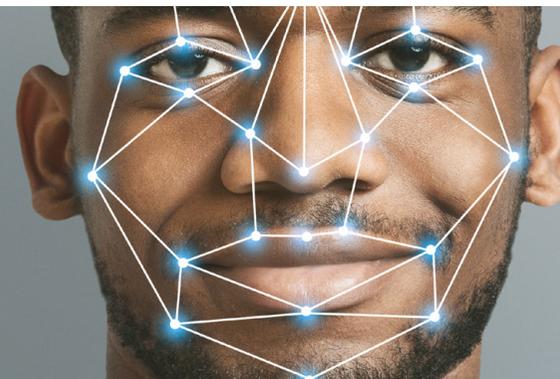
2 LIMIT PHYSICAL CONTACT WITH "FREQUENTLY TOUCHED" SURFACES

Occupational Health recommends minimising physical contact. Whilst continuing to operate, we also quickly noticed people's nervousness about coming into contact with frequently touched surfaces such as lift buttons or access control points.

HOW WE CAN HELP?

Frictionless Access Control

We supply a suite of biometric readers that help individuals move around a building without coming into contact with physical access points.



3 ENFORCING COMPLIANCE WITH DISTANCING AND PPE GUIDELINES REQUIRES EFFORT

Enforcing compliance with new social distancing and face covering regulations is critical to combating the spread of infection and providing people with the confidence to return to work.

HOW WE CAN HELP?

COVID Ambassadors

Our COVID Ambassadors provide a highly visible presence and intervene in the event of a distancing or PPR breach.

Intelligent Video Surveillance

Back in the control room, advanced analytics with intelligent loitering detection allows building operators to monitor large spaces for social distancing adherence, monitor hot spots where chances of exposure is high (such as office lobbies and entrance halls of public buildings) and trigger alerts if a person remains too long in one area or too close to another person.

Standalone Access Management with Mask Detection

Finally, at points of ingress we offer standalone devices which validate that all individuals entering the building are wearing appropriate PPE and flag exceptions for an Ambassador to take corrective action.



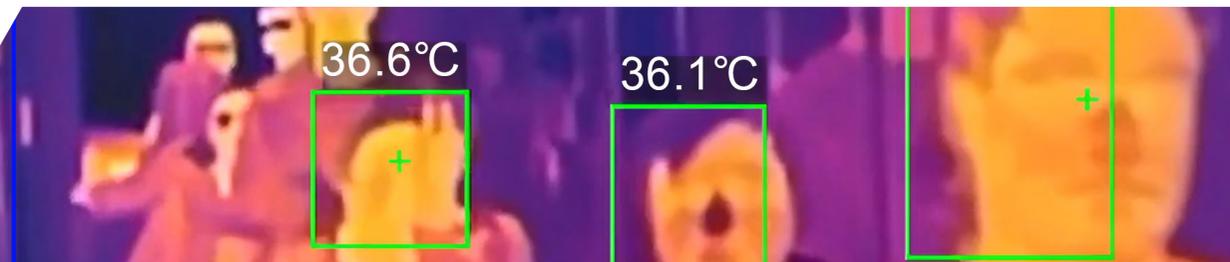
4 PREVENTING UNAUTHORISED ACCESS IS CRITICAL

Clearly it has become so important to prevent unauthorised access into the building until people have gone through the correct screening processes, whether temperature checking, lateral flow testing, PPE compliance checking and so on.

HOW WE CAN HELP?

We can provide a visible presence in busy reception and points of ingress and use our years of queue management experience to ensure a smooth passage into the premises, whilst the appropriate controls are followed.

We offer thermal screening equipment to check for temperature and for anyone new to access controls, we can provide a range of controls from physical barriers to biometric readers to control and secure access and make sure that you operate in a safe environment.

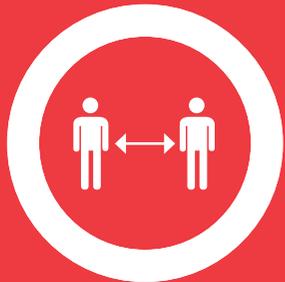


5 PERSONNEL THROUGHPUT AND FLOW MAY LEAD TO CONGESTION

We have seen the increased controls and point of ingress lead to bottlenecks and crowding in reception and holding areas.

HOW WE CAN HELP?

We have provided consultancy on queue management, together with Ambassadors to prevent congestion and ensure a smooth and safe passage into the building.



6 DON'T GET OVERCROWDED! OCCUPANCY LEVELS NEED CONTROLLING

Health and safety have been clear over the past six months that building and campus occupancy levels cannot reach levels which make distancing impossible.

Maintaining a safe distance between individuals in a building is recommended by organisations such as Public Health England to help reduce exposure to infection.

HOW WE CAN HELP?

Video analytics and people counting technology can help manage the flow and count of building occupants based on your threshold for building size and regulatory compliance.

Automating people flow and counting helps reduce personnel required to staff doors, and reduces human error associated with manually counting people at entrances. In addition, system generated reports can help manage compliance guidelines and gain valuable business insights.

Our systems can easily be set up to automatically create the reports needed for audits and compliance checks related to people counting and flow, social distancing and mask detection.

7 IDENTIFY AND TRACE CONTACT

Where we have continued to operate, it has become clear that a robust system is required to identify and trace contacts in the event of a positive reading.

HOW WE CAN HELP?

Advanced video analytics, access control data and facial recognition provide valuable information to ensure that you have the appropriate controls in place to support in the event of a positive reading.



8 SOME STAFF WON'T RETURN

Whilst we have been supporting sites that deliver critical services through the pandemic, we have also worked with many businesses that have operated successfully in a remote fashion.

This method of working has presented new security challenges to protect information as well as the health and wellbeing of employees working from home. Employers must meet their duty of care and ensure regulatory compliance.

HOW WE CAN HELP?

We have supplied lone worker technology which provides a valuable means of keeping your remote staff in permanent contact with support teams and offering assistance should a security or safety incident occur.



9 LARGE VOLUMES OF REAL ESTATE WILL REMAIN EMPTY

With this migration to remote working well underway, large volumes of real estate has remained vacant and in many cases will remain vacant over the medium-term.

HOW WE CAN HELP?

For these sites, we offer random or scheduled property inspections with documentary evidence to give you peace of mind that what is being left behind is safe and secure.

In addition, we have provided temporary CCTV towers for real time external surveillance supported by 24/7 from our monitoring station, making sure your assets are permanently monitored.



10 PLAN, PLAN, PLAN

Finally, we have learnt to expect the unexpected and to plan for every eventuality in order to be fully prepared. Here are just some of the scenarios that have presented themselves:-

- Staff no longer feel safe in the workplace and are refusing to return
- Your reception area becomes dangerously congested
- You are asked to organise and manage the lateral flow test process
- Someone returns positive on the 3rd floor
- You have seen an increase in lost and stolen mobile devices since people have been working remotely

With this in mind, we are holding a complementary desktop scenario planning exercise for anyone with security management responsibility who is currently involved in planning their return.

This session will play through a number of the scenarios that may present themselves in the coming weeks and help equip you with the right plans to respond

We'd love for you to join us.

Registration is simple - follow the link below to book your place.

All you'll need is an open mind, willingness to contribute and access to the Internet.

REGISTER FOR DESKTOP EXERCISE

<https://www.g4s.com/en-gb/what-we-do/academy/events/g4s-security-virtual-workshop>



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