



Return to Work Assurance Program Guide

As we prepare for the reopening of workplaces it is likely that some pandemic control restrictions and precautions will continue to be necessary to limit virus transmission.

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

This is an evolving guide and we will issue updates as and when health authority guidance changes.



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Considerations for Your Organization's Program



There are many considerations when preparing a facility to return to work, or to return to previous production levels after a closure or pause. To assist you in this complex process we have compiled a list of considerations for you. You can make adjustments or accommodations around the areas that are most critical to your business.

Entrance

- ☐ Front entrance signage
- ☐ Staggered entry
- ☐ Temperature screening
- ☐ Thermal cameras
- ☐ PPE checks
- ☐ Physical distancing
- ☐ Post orders
- ☐ Alternate entrances
- ☐ Touchless entries / exits
- ☐ Remote video monitoring
- ☐ Screening questionnaire

Accessing Office

- ☐ Access control
- ☐ After-hours access
- ☐ Elevator usage
- ☐ Staircase usage
- ☐ Reception control
- ☐ Plexiglass barriers
- ☐ Visitor badges
- ☐ Mail / parcel delivery
- ☐ Parking zones
- ☐ Capacity requirements

Office Policies

- ☐ Locked-door policy
- ☐ Mask / PPE policy
- ☐ Closed-door office policy
- ☐ Air-conditioning / heating
- ☐ Cleaning policy
- ☐ Reduced work hours
- ☐ Office flow policy
- ☐ Face-to-face policy
- ☐ Training policy
- ☐ Travel policies
- ☐ Outbreak policies
- ☐ Review cadence & policies
- ☐ Fire code policies
- ☐ Escalation policies
- ☐ HR policies - Hiring
- ☐ HR policies - Terminations
- ☐ Visitor policies

Workplace

- ☐ PPE supply
- ☐ Internal signage
- ☐ 6-foot workspaces
- ☐ Printers / scanners / fax
- ☐ Boardroom
- ☐ Office
- ☐ Break rooms / kitchens
- ☐ Bathroom
- ☐ Dishes / lunch

Workforce

- ☐ State-of-mind
- ☐ Shifts
- ☐ Staggered lunches
- ☐ Virtual meetings
- ☐ Remote worker assurance
- ☐ Communications

Health Authority Advice



To prepare the workplace for a Return to Work, health authorities such as the U.S. Department of Labor Occupational Safety and Health Administration (OSHA)^{*} recommend the following:

Update Your Business Continuity Plans

- Stay informed of guidance from health agencies, and consider how to incorporate those recommendations and resources into workplace-specific plans.
- Understand where, how and to what sources of COVID-19 might workers be exposed.
- Understand non-occupational risk factors at home and in community settings.
- Follow health authority recommendations regarding the development of contingency plans for situations that may arise as a result of outbreaks, such as:
 - Increased rates of worker absenteeism.
 - The need for physical distancing, staggered work shifts, downsizing operations, delivering services remotely and other exposure-reducing measures.
 - Options for conducting essential operations with a reduced workforce, including cross-training workers across different jobs to continue operations or deliver surge services.
 - Interrupted supply chains or delayed deliveries.

Prepare to Implement Basic Infection Prevention Measures

- Promote frequent and thorough hand washing; provide workers, customers and visitors with a place to wash their hands.
- Encourage / enforce workers to stay home if sick.
- Promote proper respiratory etiquette, including covering coughs and sneezes.
- Provide customers and the public with tissues and trash receptacles.
- Explore establishing policies and practices, such as flexible worksites (e.g., telecommuting) and flexible work hours (e.g., staggered shifts), to increase the physical distance among employees and between employees and others.
- Discourage workers from using other workers' phones, desks, offices or other work tools and equipment.
- Maintain regular housekeeping practices, including routine cleaning and disinfecting of surfaces, equipment and other elements of the work environment.

^{*}Excerpt from: "Guidance on Preparing Workplaces for COVID-19" United States of America Department of Labor: Occupational Safety & Health Administration (OSHA) <https://www.osha.gov/Publications/OSHA3990.pdf>



Develop Policies and Procedures for Prompt Identification and Isolation of Sick People

- Prompt identification and isolation of potentially infectious individuals is a critical step in protecting workers, customers, visitors and others at a worksite.
- Employers should inform and encourage employees to self-monitor for signs and symptoms of COVID-19 if they suspect possible exposure.
- Employers should develop policies and procedures for employees to report when they are sick or experiencing symptoms of COVID-19.
- Where applicable, employers should develop policies and procedures for immediately isolating people who have signs and/or symptoms of COVID-19, and train workers to implement them.
- Take steps to limit the spread of the respiratory secretions of a person who may have COVID-19. Provide a face mask, if feasible and available, and ask the person to wear it.
- If possible, immediately isolate people suspected of having COVID-19 separately from those with confirmed cases of the virus to prevent further transmission.
- Restrict the number of personnel entering isolation areas.
- Protect workers in close contact with (i.e., within 6 feet of) a sick person or who have prolonged/repeated contact with such persons by using additional engineering and administrative controls, safe work practices and PPE.

Develop, Implement and Communicate about Workplace Flexibilities and Protections

- Encourage sick employees to stay home.
- Do not require a health care provider's note for employees who are sick with acute respiratory illness to validate their illness or return to work, as healthcare provider offices may be extremely busy and not able to provide documentation in a timely way.
- Allow employees to take time off to care for sick family members or children that are out of school or daycare.
- Be prepared to provide employees guidance when concerns are raised about pay, leave, safety, health, medical care or other related issues due to the pandemic.

Implement Workspace Controls

- Engineering Controls that involve isolating employees from work-related hazards. In workplaces where they are appropriate, these types of controls reduce exposure to hazards without relying on worker behavior and can be the most cost-effective solution to implement.
- Administrative Controls that require action by the worker or employer. Typically, administrative controls are changes in work policy or procedures to reduce or minimize exposure to a hazard.
- Safe Work Practice Controls which are types of administrative controls that include procedures for safe and proper work used to reduce the duration, frequency or intensity of exposure to a hazard.
- Provide personal protective equipment (PPE).

A detailed photograph of a classical building facade, showing ornate stone carvings, columns, and a pediment. The image is positioned on the left side of the page, partially overlapping the text area.

Links to Government Resources:

Global

- **World Health Organization (WHO) Public Advice**
<https://www.who.int/publications/m/item/getting-your-workplace-ready-for-covid-19-how-covid-19-spreads>

United States

- **Centers for Disease Control (CDC) Interim Guidance for Businesses and Employers Responding to Coronavirus Disease 2019 (COVID-19), May 2020**
<https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>
- **United States Department of Labor OSHA Return to Work Guidance**
<https://www.osha.gov/SLTC/covid-19/>

Pan America

- **Pan American Health Organization: Coronavirus disease (COVID-19) Pandemic**
<https://www.paho.org/>

Canada

- **Government of Canada COVID-19 Resources**
<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>



Carrying out a COVID-19 Risk Assessment to Plan Your Return to Work

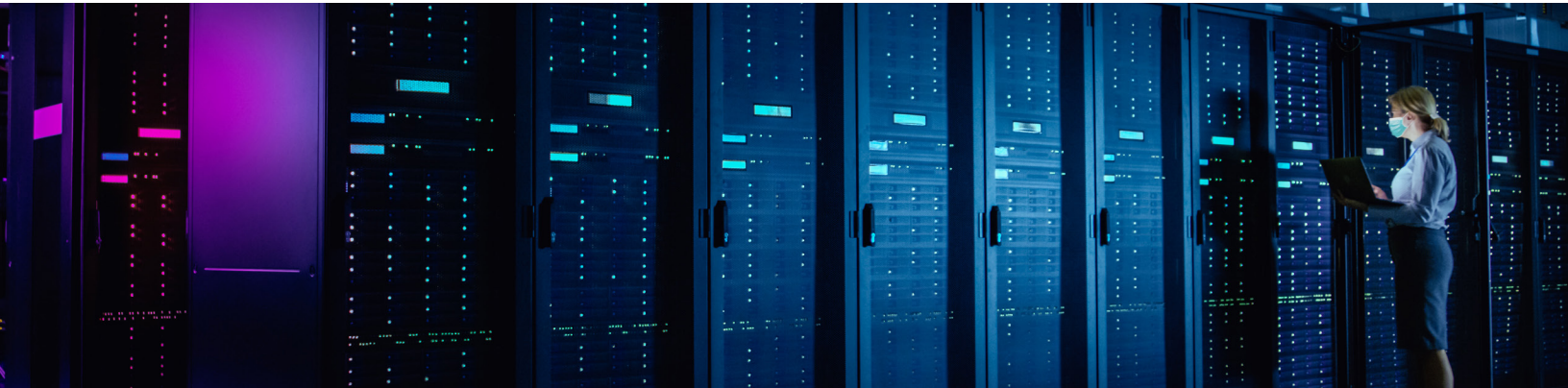
Assessing risk is just one part of the overall process used to help mitigate risks in your workplace.

G4S uses a risk-based approach to manage and implement a Return to Work Assurance Program. We encourage you to ask these questions:

- What assets do I need to protect?
- What do I need to protect my assets from?
- How can I most effectively protect my assets?

If we keep those three basic questions in mind, everything we do in our Return to Work Assurance Program comes together to bring value to your business. Any activity performed is in response protecting an asset from an identified risk. The true value of the risk-based approach to the Return to Work Assurance Program is in mitigating risk to the organization.





What Assets do I Need to Protect?

In regards to COVID-19, people are the most critical asset to protect. You need to also identify other assets that could be negatively impacted by the pandemic and consider them in your planning.

You may have critical facilities that, if taken offline in the event of exposure, could have a major impact on the ability of the organization to function. You may need to consider mobile assets such as delivery vehicles that have a different exposure to your other assets. You may need to consider your organization's reputation, both internal and external. You should understand the impact that choices made now have on how people feel about your business. You may also have additional considerations, such as the environmental impact of the program you choose.

Identifying what assets are most critical to your organization's ability to carry out its mission helps focus your planning on what you need to protect.

What Do I Need to Protect my Assets From?

Understand the evolved threats and hazards that are part of the "New Normal"

The global pandemic has led to an evolved set of security risks and challenges to operate "business as usual" for a sustainable period. "The New Normal" introduces a series of health and safety responsibilities that organizations need to meet to provide a safe working environment.

As security experts, we have a deep understanding of risk — and the importance of evolving security delivery in line with a changing risk profile. We help you navigate the changes in your risk profile that will come as local government and health authorities optimize their approach and update

guidelines. Security risks are dynamic and can change as new ways of thinking and vulnerabilities emerge. COVID-19 has presented new working practices that have accelerated the evolution of risk, and it is critical that security delivery keeps pace.

How Can I Most Effectively Protect my Assets?

With the answers to our first two questions in mind, our Return to Work Assurance Program contains a set of practical guidelines across health and safety and security to help you develop a plan to effectively mitigate the new risks that your most-valued assets are exposed to. These measures can be implemented immediately to adjust to the evolved risks presented by the new working environment.

The Return to Work Assurance Program 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 health and 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 Program includes comprehensive security solutions for compliance in the areas of:




- Temperature
- PPE Detection
- Physical Distancing
- Contact Tracing
- Occupancy and Throughput
- Workspace Control
- Remote Worker
- Business Resiliency



Return to Work Assurance Program Overview

Our Return To Work Assurance Program focuses on eight security solution areas. To support the practical guidelines that we recommend 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 organizations in the post pandemic world, each of our identified Return to Work areas is split between people, process and technology as indicated in the table on page 8.

	 People	 Process	 Technology
Temperature	Security personnel trained to operate temperature equipment	Policies and procedure development, access planning to controlled areas	Provide thermal screening technology (Handheld, Mobile, Integrated) to validate that anyone entering your facility has body temperature within an acceptable range
PPE Detection	Security personnel to monitor PPE distribution and adherence	Develop policy, procedure and process to meet compliance for PPE usage	Intelligent video systems that can detect if people are wearing PPE
Physical Distancing	Security personnel to monitor and enforce physical distancing compliance	Policy, procedure and workspace design development and guidance	Intelligent video solutions to detect when people are not in compliance, which can be managed through remote video monitoring
Contact Tracing	Security personnel to help with COVID-19 tracking, notifications and record-keeping	Develop policies and procedures around how to effectively conduct contact tracing	Augmenting visitor management and access control systems with software to digitize contact tracing
Occupancy & Throughput	Security personnel to manage congestion and ensure a smooth flow of traffic into and out of your facility	Develop policy, procedure and process to meet health authority and local regulatory guidance around facility occupancy and throughput	People counters on doors or intelligent video that can count people, measure throughput rates and traffic light signaling
Workspace Controls	Risk advisors who perform a hazard risk assessment with mitigation recommendations, help manage access to controlled areas	Develop policy and procedures relating to modifications for employees to interact and perform their duties while complying with local health regulations	Sensor technology can discreetly track office usage to determine heavily trafficked areas; and touchless access control systems to minimize contact with surfaces
Remote Worker	Operators will monitor the safety of key personnel while risk professionals will help you understand how remote work affects your overall security risk profile	A risk assessment can help you develop policies and procedures to mitigate harm to your remote employees and your organization	Location tracking tools protect your people in the field, supported by AI-augmented Intelligence as a Service (IaaS) tools
Business Resiliency	Experienced team of risk advisors to help identify areas of potential exposure	Help you incorporate the latest regulatory guidance and recommendations into workplace-specific plans for your business	Integration with current security systems or deployment of new solutions such as remote video monitoring for risk management of COVID-19

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

- What are common questions we hear?
- How G4S can help across people, process and technology

A man in a dark suit and white shirt, seen from the back, walking towards a glass entrance of a modern building. He is carrying a black briefcase in his right hand.

Temperature Solutions

COMMON QUESTIONS

- How do I protect my employees and company?
- Do I have the proper policies and procedures in place?
- What technology is available to help me?

How G4S Can Help

To ensure continuity of operations of essential functions as we return to work, health agencies and local governing bodies advise that we follow pre-screening protocols in our facilities. Pre-screening may include asking pre-screening questions, measuring an individual's temperature and assessing symptoms. Ideally, pre-screening questions and temperature measurements should happen before someone enters a controlled area. G4S Temperature Solutions help to ensure that a controlled screening area is maintained. While each location may have unique needs, guidelines recommend a primary and secondary screening location with an optional waiting area. Proper policies and procedures should also be in place to meet your short-term goals and long-term objectives.

Temperature screening goes beyond just picking the right technology. Creating a comprehensive program that includes people, process and technology is the key to minimizing your organization's risk. As health authorities continue to update their guidelines, G4S will continue to enhance our products and services to help you meet compliance.



PEOPLE

Our highly-trained security personnel balance the safety and security of your workplace with the comfort and customer experience of people entering your environment. Our security professionals are trained in verbal screening using questions designed specifically for your organization's needs, and also in the use of temperature measurement devices that can identify potential readings of concern. We can help ensure that employees, customers and visitors entering your facility meet set requirements for passing through your screening area.



PROCESS

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 organization's temperature screening needs.

Fully documented, step-by-step processes can help to ensure that a uniform approach is applied to every screening interaction. We can help you communicate your screening process with confidence to your employees and others entering your facility through internal communications, signage in your screening areas, or even in pre-visit communications to visitors.



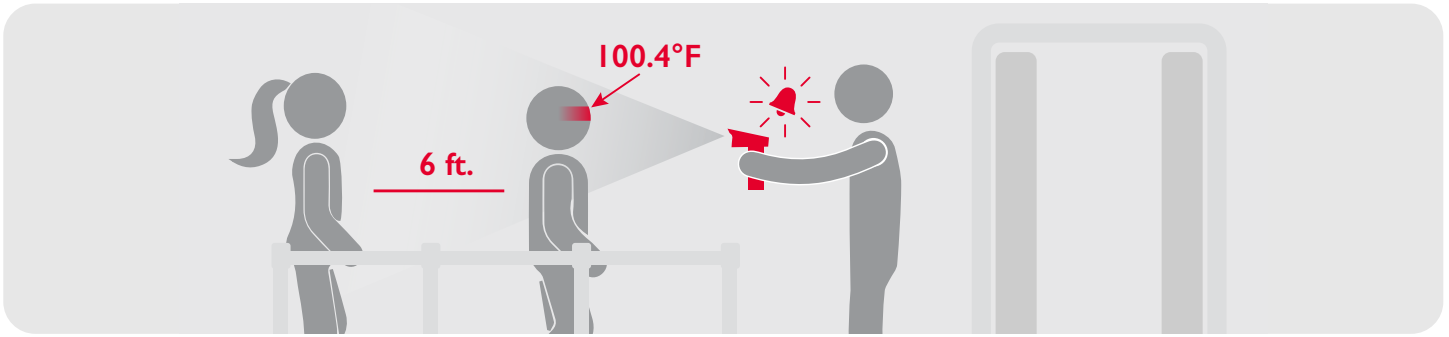
TECHNOLOGY

Technology is vital in screening for elevated body temperature that may indicate the presence of a fever, a symptom of COVID-19.

Picking the Right Technology to Protect your Brand, Employees and Visitors

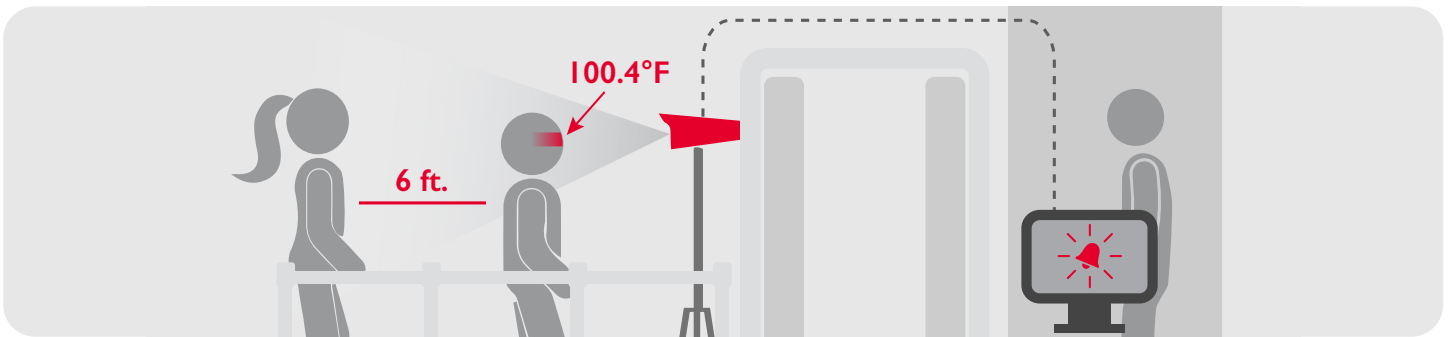
As the temperature screening industry has gained momentum, many manufacturers have come to market with a variety of products and services. How did we narrow our product search to find the right partners?

- Industry leadership
- A mature organization with prior temperature experience
- Supply chain resilience
- Knowledge of governing agency guidelines
- FDA approved devices
- Stable devices
- Inner canthus readings
- High accuracy without compromising screening throughput
- Reference temperature based on averages
- Multiple configurations available
- Operational ease of use



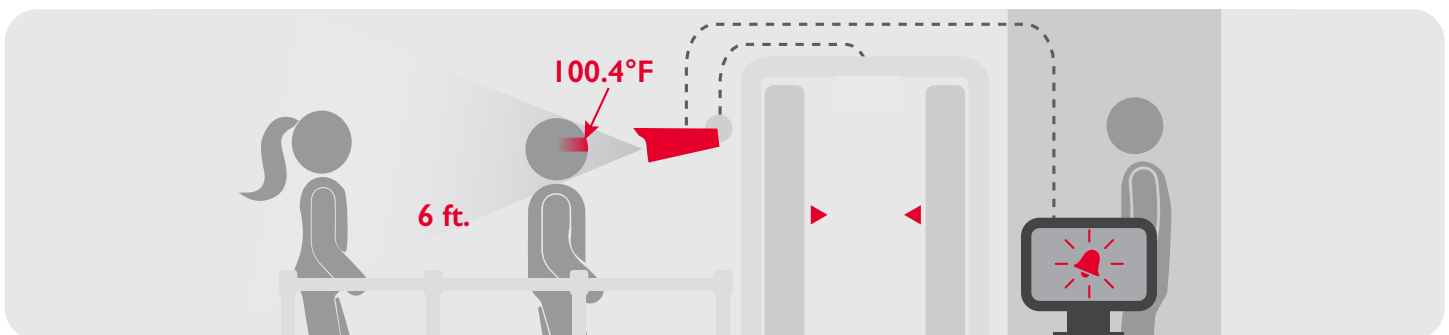
HANDHELD SOLUTION

- Our handheld solution is used by the operator to measure the temperature of a single person walking in a pre-designated screening area.
- When identifying a higher-than-threshold temperature, the handheld device provides a notification. Security personnel can guide the individual to an approved secondary screening area for further evaluation.



MOBILE SOLUTION

- Our mobile solution allows the system to automatically measure the temperature of a single person walking in a pre-designated screening area.
- The camera can be mounted on a temporary tripod and linked to a designated monitoring station, meaning installation can take place with no disruption to building or IT infrastructure.



INTEGRATED SOLUTION

- Our automated solution allows the system to automatically measure the temperature of a single person walking in a pre-designated screening area.
- When identifying a temperature outside designated parameters, the integrated system signals your access control system to deny access and ensure that the individual is unable to enter. Once access is denied, security personnel can escort the individual to an approved secondary screening area for further testing.

PPE Detection Solutions



COMMON QUESTIONS

- What resources are available to help me ensure people are adhering to PPE guidelines?
- What processes should I put in place to monitor PPE usage on my worksite?
- What technology is available to help monitor and enforce PPE usage?

How G4S Can Help

As people begin to return to work throughout the country, organizations need to take steps to limit the spread of respiratory droplets from people who may be infected by or be a carrier of the COVID-19 virus. One important precaution to mitigate the spread of COVID-19, as well as other viruses, is the appropriate use of Personal Protective Equipment (PPE). Health authorities suggest that employers take steps to limit the spread of COVID-19 by providing a face covering, if feasible and available, to all staff and visitors.

The presence of COVID-19 on your premises can lead to facility shutdowns, lost work time by employees, severe illness or even death. Having a standard in place for wearing the proper PPE sends a proactive, positive message. Informed workers who feel safe at work are less likely to

be unnecessarily absent. A comprehensive PPE compliance program provides reassurance to employees and visitors and will help your health and safety program, whether at a single site or across multiple facilities.

As your trusted security advisor, G4S provides discrete, effective measures for calculating the number of people wearing masks in your facility and provides staff to help manage PPE compliance. Using defined processes that leverage people and/or technologies, we help you design a solution that ensures employees and visitors in your facilities comply with your PPE requirements. We design, engineer and install intelligent video systems that identify the proper use of face coverings. These systems detect and alert you to the presence or absence of face coverings in real-time, enabling you to monitor and measure face-covering compliance over time and by location.



PEOPLE

Our security personnel monitor and report on PPE compliance of employees and visitors on your premises, setting an example for others while providing a sense of safety and heightened customer experience. If an individual is found to be without the appropriate PPE, our security personnel politely reinforce your policy. Our security personnel help ensure that no person gains entry to your facilities without adequate PPE. Our people are trained in the appropriate use of PPE and are available to conduct training for staff and visitors.



PROCESS

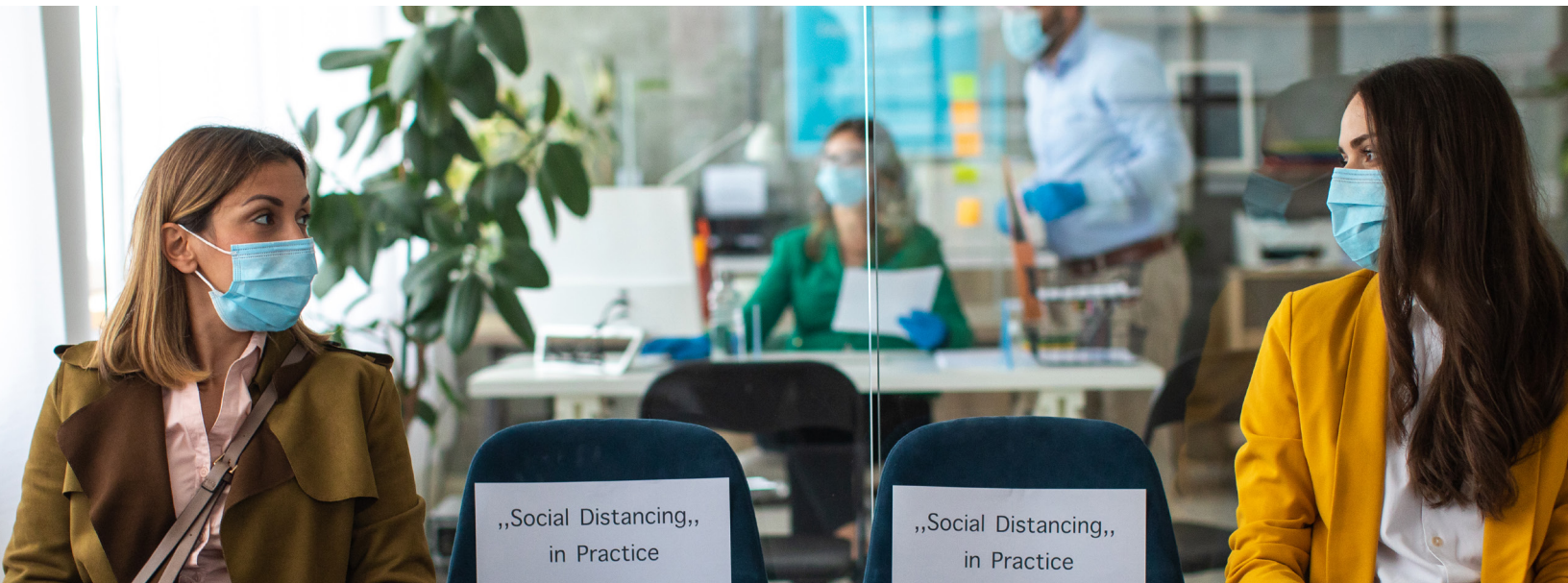
All organizations should take steps to limit the spread of the COVID-19 virus. In addition to providing appropriate PPE, organizations should provide training, education and information about health and safety, including proper hygiene practices and the use of PPE. Organizations should also provide additional engineering and administrative controls, particularly in environments with a high risk of exposure. G4S advises 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 organization.



TECHNOLOGY

Today, intelligent video analytics help protect the public and support procedures that limit the spread of COVID-19. Intelligent video systems have the ability to apply specialized attribute filters to search and identify PPE usage across a visual field. Systems monitor for face masks or other types of PPE in real-time and alert when they are not detected. Real-time alerts on PPE usage are delivered as notifications to a workstation or screening officer, and can also be tracked on customizable dashboards. These systems are privacy-friendly because no personally identifiable information is collected or stored. The data captured from intelligent video surveillance systems help you understand face mask compliance and provide metrics to aid in the development of informed policies and procedures that enable you to make focused improvements in compliance.

Physical Distancing Solutions



COMMON QUESTIONS

- How do I enforce the government and health recommendations to stay six feet apart on my site?
- What new processes should I consider to limit the flow of people in my building?
- What technology could I use to help provide compliance metrics that people are adhering to physical distancing protocols?

How G4S Can Help

In the COVID-19 era, health authorities recommend that all employers enact effective policies and procedures to increase physical distance among employees and visitors while on site. Health authorities recommend that people stay at least six feet apart and avoid prolonged, close personal contact. Health authorities also recommend making efforts to comply with physical distancing requirements as a condition of opening your workplace and continuing operations.

Enacting visible physical distancing measures sends a positive message to your employees and visitors that you care about their health and wellbeing. Organizations that can document

their physical distancing procedures and provide data to support their efforts can be better protected against potential liability claims. Less visible tactics, such as intelligent video systems, can detect physical distancing hotspots and can help with workspace design controls.

As your trusted security advisor, G4S can help provide discrete but effective measures to reduce physical interactions and to maintain recommended physical distance between all on-site individuals. G4S can provide security personnel on a temporary or permanent basis to monitor physical distancing compliance and to kindly remind people of physical distancing rules. We can help you implement additional administrative controls and procedural safe work practices that comply with health authority guidance on physical distancing. We can design, engineer and install intelligent video systems that combine conventional security camera technology with artificial intelligence to identify where people are getting too close to one another.



PEOPLE

Security personnel to enforce your physical distancing policy

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



PROCESS

Physical distancing policy, procedure and process design

Our security advisors 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 develop a process in partnership with you and your internal security stakeholders to combine our highly trained security personnel with the most appropriate technology solutions to meet your needs for physical distancing.



TECHNOLOGY

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

G4S will design, engineer and install an intelligent video solution that combines camera technology with advanced intelligence. This solution will help quantify and analyze the distance between people on your premises to identify non-compliance with the rules you set for physical distancing. The solution can be tailored to the approach that best suits your business. G4S security specialists will work with you to leverage existing security infrastructure or create a new solution.

The software application is designed with custom algorithms. The system will detect when physical distancing rules are breached and alert you to that non-compliance. These cameras can be used to identify hot-spots where people tend to congregate. This is a non-intrusive method to monitor activity in these areas, enabling you to take action to discourage that behavior (additional signage or markings). A red light can be triggered in the area to draw an individual's attention or a voice prompt can be automated as a reminder to remain physically distant. You will have an opportunity to measure the results of your solution over time through reports and dashboards. It is not necessary to review hours of video footage. In addition, no personally identifiable information is collected or stored.

If required, the G4S Risk Operations Center (ROC) will monitor your system on your behalf. G4S operators will remotely respond in real-time to alerts and alarms that are received through the networked video system. With the addition of voice down capabilities, ROC personnel can send verbal direction and announcements to the site over intercoms or loudspeakers. G4S trained and supervised operators can provide scripted and recorded responses.

Contact Tracing Solutions

COMMON QUESTIONS

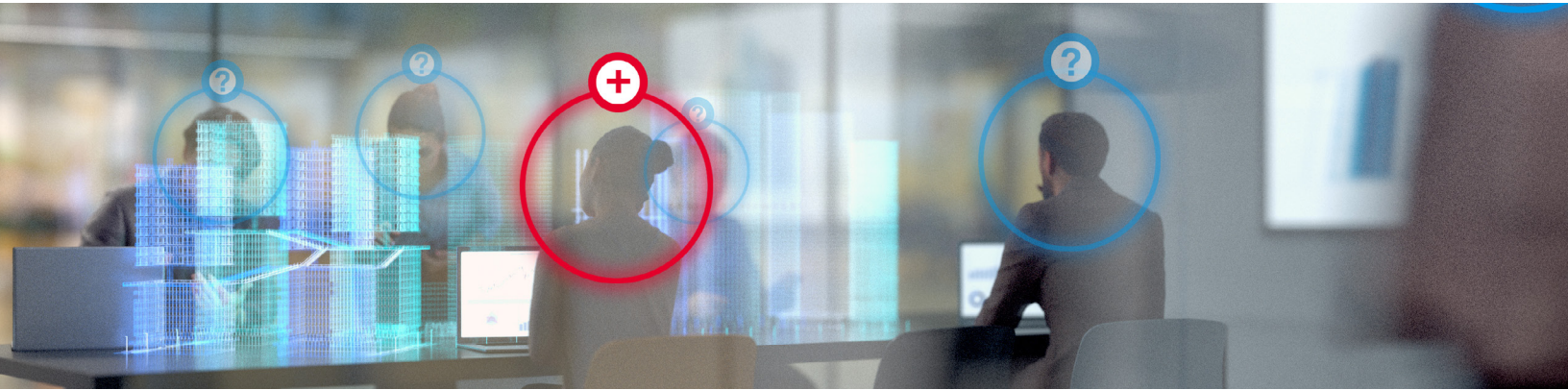
- What is the best practice for informing relevant teams, offices and contractors to remind them of the public health advice?
- Do I have the correct policies, procedures and tools in place to conduct contact tracing should the need arise?
- What technologies are available to help with contact tracing, and will they integrate with my current security system?

How G4S Can Help

Health authorities advise organizations to promptly identify and isolate potentially infectious individuals as a critical step in protecting employees, customers and visitors at a worksite. If someone was at your site and later reports that they are infected with COVID-19, you need a process to identify the people and areas that may have been exposed to potential infection.

Having a comprehensive contact tracing solution can help determine who was in contact with an infected person at your worksite, and when the interaction occurred. This can help minimize the risk of a potentially infected person spreading the virus to others, and can help mitigate the risk of multiple infected employees, which impacts business productivity. Contact tracing puts employees and visitors at ease knowing that they will be notified if they have been exposed to an infected person, enabling them to take appropriate steps to quarantine and/or be tested for the virus.

As your trusted security advisor, G4S can perform a risk assessment and design a contact tracing solution to suit your needs. Our security personnel can help manage the tracing and notification process. We can advise you on the appropriate steps to ensure you are in compliance with the most recent health guidance, as well as which technologies are best suited to assist with contact tracing in your business.



PEOPLE

Our security personnel help keep accurate records to meet compliance mandates and ensure the safety of employees. We can take steps to limit the spread by isolating infected individuals. Our security personnel help with COVID-19 tracking and notification to individuals who may have been exposed. G4S trains employees on how to quickly identify and interact with affected individuals, assist with isolation issues and work with impacted individuals to identify people with whom they have been in close contact.



PROCESS

As part of employers' pandemic response practices, many are implementing policies and procedures that attempt to ascertain the identities of employees who may have been in close contact with employees diagnosed with COVID-19, or those suspected of having contracted the virus. G4S can help implement best practices to ensure your company handles delicate issues appropriately while following health guidelines. We help you develop sensitive communications such as correspondence templates that notify employees and visitors of exposure while respecting the confidentiality and sensitivities surrounding COVID-19. Our team works with you to help ensure your organization is applying best practices, following proper guidelines and providing a safer environment for employees and visitors.



TECHNOLOGY

If you have an existing security access system, you may not realize that it can be used to supplement your contact tracing program. Access systems track an employee or visitor and determine who else was in the same area at the same time. They provide timely information that is critical for contact protocols. You can choose the amount of time to track. If an employee or visitor displays virus symptoms, these tools identify who that person may have come into contact with, and provide the data to notify other individuals who may have been exposed. Ongoing reports are generated to maintain compliance and meet ever-changing regulations.

G4S offers electronic visitor management systems to assist with contact tracing. These systems prompt people to answer specific questions related to self-declaration (e.g. have you been in contact with anyone who has displayed symptoms of a fever in the past 14 days?) and are used to alert personnel to any answers that may require secondary screening. As these systems are designed for employees and visitors to provide basic contact information, they generate a prescribed report showing who was in the building, when they were there and with whom they met.

Contact tracing benefits come from the basic information a user would enter when prompted, creating a contact list and a record of compliance about who entered, time of entry and a phone number to reach them.

Occupancy and Throughput Solutions



COMMON QUESTIONS

- How do I know how many people should be in my facility at one time?
- How can I control the number of people in my facility at any one time?
- How can I ensure that the people standing in line outside of my building are doing so safely and how do I measure how quickly they are being processed through that line?

How G4S Can Help

Health authorities recommend limiting the number of people inside buildings to minimize the risk of exposure to the virus that causes COVID-19. In order to meet this recommendation, it is important to know how many people are queued to enter your facility at any given time, and that they are not standing in line for extended periods. G4S offers a number of products and services to address these needs.

Security can play an important role in managing occupancy and reducing time spent standing in line helps to minimize the worry and frustration people might feel when they should remain physically distant

from others while still accomplishing their business in your facilities. Making some procedural changes to address occupancy and throughput sets a high standard for the duty of care you have towards your staff. Being able to provide accurate and timely reporting also shows your organization and the world that you are taking a managed and effective approach to these new challenges in the workplace.

As your trusted security advisor, G4S can provide staff, strategies and tools to help manage the number of people entering and exiting your building. G4S security professionals will manage the congestion that can occur to ensure a smooth flow of traffic. We can advise on the policies and procedures required to comply with the latest health guidance such as flexible worksites, flexible work hours, signage and other physical distancing strategies. G4S can offer visitor management tools that not only digitally register visitors, but also help you to understand who is in your building, how long they have been inside and where they've gone. Intelligent cameras can count the number of people who have entered and exited a facility and alert you when your pre-determined occupancy threshold has been met. By adding a time variable to the technology, we can measure throughput rates on line-ups.



PEOPLE

G4S can provide dedicated staff to manage congestion and ensure a smooth flow of visitors to your facility. With the aid of a simple handheld tally counter, security personnel can count the number of people entering and exiting the facility. They can help control the number of individuals allowed in designated areas such as lobbies or receptions. Whether the group is large or small, circumstances can cause a calm crowd standing in line to become unruly. Frustration from long lines can cause tempers to flare. G4S security personnel are trained to de-escalate charged situations and, if necessary, assist with crowd control.



PROCESS

Our health and regulatory authorities have provided clear physical distancing guidelines. We should remain a distance of 6 feet or more from one another. G4S can help you develop the policies and procedures required to manage occupancy load and throughput rate, therefore helping you to mitigate the risk of people not physically distancing within your facility. To limit occupancy, you may wish to consider flexible worksites (e.g., telecommuting) and flexible work hours (e.g., staggered shifts). A risk assessment can help with pedestrian traffic flow design. Consider one-way systems using floor markings and signage to highlight system and direction. Where queuing is necessary, floor marking should be used and overseen by security to ensure distancing requirements are met. Where possible, stagger arrivals to prevent peaks and therefore spread arrivals evenly across the open period. Temporary barriers can be used to help shape queues and control the flow of pedestrian traffic. Markings should be placed outside to indicate the required social distancing of queue spacing. Consider also flow arrows if needed.



TECHNOLOGY

G4S offers simple technological solutions such as plug-and-play door-mounted counters that install in minutes. These counters can be battery operated and WiFi-connected, providing an exact count for single adult entries. G4S also offers more advanced solutions, such as AI analytics on video cameras, that count the number of people in your facility at one time and produce an alert, sent to specified users or to a security operations center, when that count exceeds a predetermined threshold. Intelligent cameras can be positioned to view lines outside of your facility and by adding a speed variable, they can measure throughput rates. Cameras can be equipped with traffic light signaling technology that helps to ensure a smooth flow of people traffic. Intelligent video surveillance can help reduce loitering by notifying users when visitors have been idle or motionless for a specified amount of time. G4S offers visitor management systems that automate all processes associated with the lifecycle of a visitor to your facility. You can now know who is in your facility and how long they have been there.

Workspace Controls Solutions

COMMON QUESTIONS

- How has occupational health and safety guidance changed as a result of COVID-19?
- What steps should I take to control virus transmission in my organization?
- What modifications can I make to my security systems to comply with workspace control recommendations and limit exposure to the virus through surface contamination?

How G4S Can Help

As infection control and physical distancing requirements continue, employees need to have work spaces that conform to new standards. Health authorities recommend implementing workplace controls to limit the spread of COVID-19. Building engineering controls include installing high-efficiency air filters and increasing ventilation rates. Administrative controls include changes to workplace policies and sanitation practices to minimize infection sources as well as providing personal protective equipment. The list of requirements to create a safe workplace can be overwhelming, but G4S can help you implement a comprehensive solution.

As your trusted risk advisor, G4S will perform a hazard risk assessment and recommend appropriate workspace controls for your business that meet the new standards. We can help develop policies, procedures and processes to continually manage your health and safety program against these controls. G4S offers several technology solutions to assist, such as sensor technology that can track office usage to determine heavily-trafficked areas. These same sensors can be used to monitor, track and determine which areas are most in need of deep cleaning. Another workspace control option to minimize infection is the use of access control systems that leverage “touchless technology.” These solutions offered by G4S can help prevent contaminated surfaces and hinder the spread of the virus.



PEOPLE

G4S offers an experienced team of security risk advisor professionals who will perform a hazard risk assessment leveraging the latest guidance from the health authorities in your area. Our risk professionals will perform a holistic assessment, ensuring that health and safety recommendations do not negatively impact your security risk profile as you consider the best way to manage your workspaces appropriately.



PROCESS

Following a comprehensive hazard risk assessment, G4S will advise on the appropriate adjustments you should make to your physical security program to align with the workspace controls recommended by health authorities to minimize risk to staff and visitors of contracting COVID-19. Depending on your needs and budget, we may recommend that hand sanitizers be made available to all staff and at all entry points. We may recommend that key touch points such as door knobs, elevator buttons and access keypads be either cleaned regularly or replaced with “touchless” technical solutions. We may recommend plexiglass partitions that provide a safety barrier between people. We may recommend new workspace design configurations that promote physical distancing. We will keep your security needs in mind as we make any recommendations, ensuring that recommendations for traffic flow patterns or access options stay in line with your security risk tolerance as well as the health needs for your environment.



TECHNOLOGY

G4S offers several technology solutions for workspace controls. Sensor technology can discreetly and anonymously track office usage to determine heavily-trafficked areas. Data can be sent securely to a cloud platform, mitigating concerns about employee privacy. You will have access to rich data and powerful insights to know where people are congregating in your workspace and at what times of the day. By understanding this data you can more adequately provide workspace controls for physical distancing. And by understanding where your employees have been, you can determine which areas are most in need of deep cleaning.

If you have an access control system in your building you may wish to consider a “touchless access solution,” such as a Bluetooth enabled system, and possibly a system equipped with facial recognition to minimize exposure to potentially contaminated surfaces. Access control systems are a key aspect to your security program but they can require personnel to interact with them in a physical way. We may recommend that you replace your key card or pin pad system given that they provide excellent surfaces for germs to hide and spread.

Remote Worker Solutions



COMMON QUESTIONS

- How can I best protect the safety of my employees when they aren't in the office?
- How can I protect our company's intellectual property when employees are working remotely?
- How can I perform a risk assessment of an employee working in a remote location?

How G4S Can Help

In order to limit the number of employees at a worksite at any given time, many companies are encouraging or mandating a work-from-home policy for non-essential workers. However, while many employers are asking employees to work remotely, employers still have an interest in protecting those employees from risks, regardless of where they are, and the assets that the employees are given to work with. There are both physical and information security issues to consider when your staff is not protected by the office's security infrastructure.

When considering the physical aspects of remote work, ensuring the security of personnel is a key factor. You may need to be able to quickly communicate with employees whether they are in your facility or off-site. Knowing where your employees are could be necessary for a

number of reasons, including safety checks during natural disasters or verifying their safety during other significant public incidents such as a mass protest. Additionally, you have a duty to protect your company's proprietary information/intellectual property and other assets that may be issued by off-site workers. Business espionage can have a catastrophic impact on your business. With more people working remotely, your company could be susceptible to cyberattacks, where systems are hacked and confidential data is downloaded, copied or stolen, physical loss of physical assets such as computers, or the loss of key information or knowledge through social engineering attacks on personnel who do not have the knowledge of how to protect critical company intellectual property while working from home.

As your trusted security advisor, G4S can provide employee training, physical protections, remote worker security processes & procedure development, and information security solutions to help protect your remote workers. Risk Analysts working in the G4S Risk Operations Center (ROC) can help monitor the safety and security of key employees. If the safety of an employee is in jeopardy, these analysts can inform emergency personnel. G4S offers location tracking tools and an AI-augmented intel-gathering tool that alerts you immediately when incidents occur that might impact an employee's safety.



PEOPLE

Operators working in the G4S Risk Operations Center will monitor the safety of your key executives. They work 24/7 and, if requested, they will inform emergency personnel if the safety of your employee is in jeopardy. G4S Risk Analysts have advanced degrees, are multilingual and are often former law enforcement with private sector and military backgrounds. G4S risk advisors will perform a comprehensive risk assessment of your remote workers and their environment.



PROCESS

We will perform a risk assessment where we will consider what is to be protected (e.g. your employee, the company's intellectual property), what is it to be protected from and how it can be most effectively protected. We will tie our learnings to the value of your assets and the value of the program in ensuring that the organization does not experience harm. Where you have a pre-existing risk assessment process, we will align with you and bring solutions to help protect your organization.



TECHNOLOGY

G4S offers location tracking tools that offer actionable insights into your key employee's location and can reduce the response time of a dispatch center in case of an emergency. You can easily track and locate your employees with GPS technology and monitor, control and dispatch officers from a command center if needed. You can view status, availability, proximity and estimated drive time to an incident. G4S's AI-augmented intel-gathering tool alerts you immediately when incidents occur that might impact your employee's safety. If you are currently overwhelmed by the sheer volume of information associated with the pandemic, you can trust G4S to filter critical event information into a clear, relevant operating picture so that you deliver better results to protect your people.

For key personnel, G4S can recommend cyber solutions to help protect your company information when accessed remotely. Remote workers often lack cybersecurity awareness. Many employees are working from home for the first time. They don't know the best practices that experienced remote workers know well, such as using a VPN on public networks, or not saving sensitive information on their personal devices. Uninformed employees are the number one cause of cybersecurity breaches and the risk increases exponentially when working remotely. G4S recommends cybersecurity training and a cybersecurity risk assessment for your remote executives to protect your business from the potential of business espionage.



Business Resiliency Solutions

COMMON QUESTIONS

- What contingency plans should I have if there is another outbreak of COVID-19 in my community?
- What risk management controls should I take for my business to comply with the guidelines set by our health authorities?
- How can I update my current plans to address issues relating to COVID-19?

How G4S Can Help

With businesses starting to reopen, companies need to ensure their environment is safe when people return, and remains safe in the future. Companies are evaluating and adjusting existing emergency response, business continuity, disaster recovery and crisis management plans to allow effective operations while maintaining safety and security.

As part of our Return to Work Assurance Program, G4S offers risk mitigation planning and resources to support your reopening strategy and help your business remain resilient. G4S deploys experienced security risk advisors who leverage industry-leading tools for planning, reporting and managing incidents as they arise. Preparing now is the best defense against future disruptions. By demonstrating preparedness, you increase the comfort level of your employees and visitors.



PEOPLE

G4S offers an experienced team of security risk advisor professionals, most of whom have government, military or law enforcement backgrounds, augmented by a global network of strategic partners.



PROCESS

G4S security risk advisors help you update your risk assessment, emergency response, business continuity, disaster recovery and crisis management plans. We help you incorporate the latest regulatory guidance and recommendations into workplace-specific plans for your business.

Together, we develop contingency plans for increased rates of worker absenteeism, the need for physical distancing, staggered work shifts, downsized operations, remotely delivered services and other exposure-reducing measures. We advise on options for conducting essential operations should you face a reduced workforce and/or compromised supply chain. These plans address ways to reduce the risk of employee and visitor exposure to COVID-19 and other viruses, to include identifying, isolating and reporting on infected individuals. G4S security risk advisors help you implement engineering and administrative workspace controls to isolate employees from work-related hazards.



TECHNOLOGY

G4S collaborates with you to advise on the best tools to automate your emergency response, business continuity, disaster planning and crisis management operations.

We offer technology tools that identify geographic areas that are current and potential COVID-19 hotspots where you may have a high concentration of employees or suppliers, allowing you to inform staff and adjust operations in the event of local outbreaks. These tools provide information about local policies and closures relevant to operations and supply chain as they happen. By integrating the intelligence delivered by these tools with your security operations center, or by leveraging the G4S Risk Operations Center (ROC), you will have real-time access to information about areas with the most reports of COVID-19 as well as those with the highest day-over-day growth rates.

The G4S Risk Operations Center (ROC) can monitor your security systems on your behalf. G4S operators remotely respond in real-time to alerts and alarms that are received through networked video or access control systems on your behalf. Fully or partially outsourcing your security operations center to G4S can help you save money, decrease capital expenditure and expand resources.

Incident management tools help implement your Return to Work protocols. As you implement procedures, these tools can be used by security personnel to communicate and track incidents, especially COVID-19 specific challenges. Detailed workflows assist security personnel with ensuring proper protocols are followed and compliance is met. Security personnel understand how events unfold through notifications, detailed narratives and site-specific related information. Symmetry Incident Management also links to other systems within departments such as HR to provide an even more powerful tool to analyze new cases, identify hot spots and provide data to make better decisions. An audit trail tracks the entire process and provides information to meet compliance requirements.

Technical Solutions



TEMPERATURE SCREENING DEVICES

There is a wide array of integrated temperature screening devices, including simple handheld devices as well as integrated thermal cameras that can detect and alert to readings outside an established parameter.



INTELLIGENT VIDEO SYSTEMS

Cameras and video analytic software can detect and alert individuals in cases where specific requirements are mandatory for entry, such as mask detection, physical distancing and occupancy or line movement.



REMOTE VIDEO MONITORING

Remote video monitoring can be used to monitor a specific area of concern, either with existing cameras or through mobile applications. Cameras are monitored through our 24/7 Risk Operations Center (ROC) and, as an event is detected, the solution can be driven to alert authorities, alert on-site staff, or contact patrol services as required.



INTELLIGENCE AS A SERVICE

Our 24/7 Risk Operations Center (ROC) analysts actively correlate information from multiple sources and provide real-time information based on customer needs, thereby protecting their people and assets before trouble strikes.



ACCESS CONTROL SYSTEMS

Utilizing access control systems to track activity based on card recognition at readers allows for an employer to determine who entered the facility and, for visitors, who they met and the purpose for their visit. This allows for easier contact tracing as required. Bluetooth mobile credentials and other touchless technologies can be used to further limit the amount of exposure to common surfaces.



INCIDENT & CASE MANAGEMENT

Incident & case management systems utilize input based on events that occur and provide information that allow ESRMs to make educated decisions to better allocate resources and effectively identify trends that impact the organization.



DOOR COUNTERS SENSORS & CAMERAS

Door counters and cameras with people counting technology enable businesses to discreetly and anonymously track the number of people in any given area. Devices are placed at entrances and passageways, count individuals that enter or leave the space and can provide current occupancy in real-time.



VISITOR MANAGEMENT

Visitor management systems record people's contact information and can show when people were in a building and with whom they met. They can also prompt people to answer screening questions and alert personnel if further action is needed.



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 vacant properties
- Controlling flow and movement of people
- Securing remote workers
- Enhancing business continuity plans

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 forward.

**CONTACT US NOW FOR A FREE VIRTUAL
SALES CONSULTATION WWW.G4S.US**

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