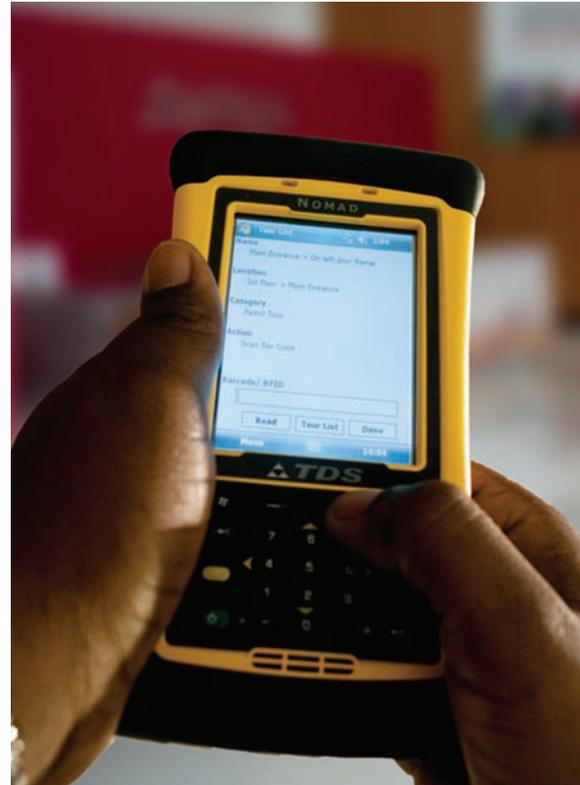


Taking a Look at SecuritasVision

The fundamental duties of professional Securitas security officers—detect, deter and report—are well established. But while these job functions have remained at the core of security services over the years, new high-tech tools can make performing them more effective and efficient.

One of those tools is SecuritasVision—our web-based, interactive system that allows security officers to access post orders and report incidents and daily activities electronically. With SecuritasVision, security officers can quickly, easily and securely manage Daily Activity Reports, Incident Reports, post orders, passdown logs, site tour information and other documents. Managers and clients can review critical information about the site and print only those reports that are needed. The rest are stored securely and can be searched and accessed anytime in the future.

Securitas provides a PC, PDA (as needed) and a secure internet connection. Security officers begin each shift by logging on to the system and confirming that they are at their post and have begun work. There they can start an online DAR, review critical passdown information from previous shifts, learn about upcoming events and check for updates to incident reports



they wrote during previous shifts. They can also check the current threat level. This is important since responsibilities, processes and procedures vary depending on the threat level.

Security officers can easily review and record acknowledgement and completion of duties that they have been assigned for the day. This allows our officers the ability to plan their day, and let's our clients know exactly what's happening when. Assignments may include single tasks (such as "Unlock Gate D at 8:05 a.m.") as well as more complicated multi-stop tours with different actions to take during each stop.

Smart Tours

Once outfitted with the proper tools security officers can perform important data-gathering tours.

On Smart Tours, Securitas security officers can:

- Review, record and automatically timestamp completion of specific tasks
- Record their patrol route by scanning checkpoint bar codes at each station
- Create brief incident reports on the spot and include attachments and photos (with most PDA models)
- Review post order sections that relate to specific kinds of incidents
- Immediately be dispatched to another location with specific instructions
- Automatically send email or SMS notifications about incidents to the responsible parties (e.g., notify the maintenance department about a water leak and inform the property manager about an angry visitor)

With SecuritasVision security officers enhance their role as vital and informed partners in incident management and response. They are automatically prompted with specific procedures to follow for incidents. And managers and clients are immediately informed about what actions have taken place.

Additionally, through the use of a highly sophisticated reporting engine, all the information that is gathered while on tour is converted into important data. Managers and clients can review that data and easily spot emerging trends.

At the end of a tour security officers return to the workstation PC. There they can send passdown information through internal mail. They can create Incident Reports or add details and

attachments to ones they started earlier. And they can write or add to their DAR electronically and use the “Spell Check” function to check for spelling accuracy.

As soon as reports and other information are submitted, they become immediately available to everyone in the organization—other security officers, maintenance, management, client contacts—authorized to access them. Instant access to information gives managers and clients greater insight into ongoing security issues so they can adjust programs accordingly.

The Importance of Training

High-tech tools like SecuritasVision can help you do your job more efficiently by automating reporting and making it instantaneously available, giving you immediate access to post orders and other relevant information, and helping you keep clients and management informed in real time. But tools are only helpful if you know how to use them.

If you are assigned to a SecuritasVision site, you will be scheduled for several online training courses and receive the *SecuritasVision Reference Guide for Security Officers* reference manual.

The Service Wheel

SecuritasVision is one tool in the Securitas security solutions toolbox. There are several others that help make our guarding services more efficient and effective.

But tools are only one part of our client service model—the Securitas Service Wheel. Procedures, training and feedback from clients all play important roles. And at the center of it all is you; our people are the most important service we can provide to our clients.



This guide is for informational purposes only and does not contain Securitas USA's complete policy and procedures. For more information, contact your Securitas USA supervisor or account manager.

