



# DEPARTMENT FOR WORK AND PENSIONS MANNED SECURITY AND SECURITY TECHNOLOGY IN HARMONY

In 1998, the UK Government's Department for Work and Pensions (DWP) concluded arrangements with Telereal Trillium (TT) to transfer ownership and management of its estate portfolio comprising some 650 properties under a 20 year agreement known as private sector resource initiative for the management of the estate (PRIME). During 2003, the contract was further expanded to accommodate properties relating to the former Employment Service Estate.

G4S Secure Services are TT's Security Service Partner for the PRIME contract. The AEGIS Project (Automated Electronic Guarding Initiatives) was introduced as a means of achieving TT's requirement for enhanced security throughout their Estate, whilst at the same time providing a year on year cost saving by the reduction in the manned security presence.

A number of areas were identified whereby Symmetry™ Security Management Systems (SMS) would either enhance security or carry out a task automatically, allowing manned security resource to be reduced and/or utilised more effectively.

Key areas for deployment of security technology were identified as follows:

- Automatic or remote locking or unlocking the main entrance doors;
- Automatic or remote arming and disarming the Intruder Detection System;
- Prevention of client staff entering an Alarmed Building by "lockdown" in the event of an Alarm;

- Receipt of visitors either locally or remotely after audio and video verification;
- Provision of secure access at all times thereby removing the need for separate keys;
- Provision of common card access control and a single database across the Client Estate;
- Local or remote control of Car Parking Area.

G4S Technology has over 30 years experience in the design, development and implementation of sophisticated security systems. Working closely with G4S Manned Security Services and TT, G4S Technology developed the optimum solution. The key objectives have been achieved by the integration of various elements of electronic security, the hub of which being G4S Technology SMS and Access Control System interfaced with sub elements encompassing, Audio/Video, Intruder Detection and Public Address Systems.

The AEGIS system employs card readers with integral keypads for enhanced security, supported by audio and video facilities to provide access control of main or nominated entrances to buildings. Further card reader control is employed at those facilities wishing to control pedestrian movement to other internal areas. Vehicle barriers are used in conjunction with card readers and audio/video intercoms to control and monitor entry to car parks. G4S Technology's 24 hour Access Information Centre (AIC) provides centralised management and administration for the AEGIS system together with help desk facilities.



"A tailor made solution meets particular customer needs"

G4S Technology's 24/7 Service Centre provides technical support for the AIC and remote sites.

The system is a scalable security management system, in this particular application, accommodating a user data base in excess of 100,000 persons and hosting in excess of 400 remote sites. It is anticipated this will continue to expand to eventually accommodate in excess of 700 sites Existing Intruder Alarm Systems are retained, upgraded where necessary to enable interface with and control from the Symmetry SMS.

Pre-recorded audio message speakers are provided on smaller sites, whilst on larger sites this is interfaced to the buildings public address system. Message annunciation being initiated by a pre determined timed command from the Symmetry system, warning of the imminent setting of the buildings Intruder Alarm System. This is followed by a further command to set the system. Should the Intruder Alarm System fail to set then this condition is reported at AIC that dispatch Patrol and Response Security officers to investigate.

When accessing the building in the morning, the first card holder entering the building automatically switches off the Intruder Alarm by presenting a valid card to the reader. In the event that the Alarm System has been activated, the card readers that control entry to the building display a warning light and automatically change to "key card mode." Under this status only "key cards" which are assigned to Security Staff and other nominated persons are valid, allowing entry. This prevents persons inadvertently entering a building where intruders may be present.

At times when a site has a manned security presence, audio and video door slave stations communicate with a local master station located at the manned security point. This enables the associated door or barrier to be released locally, if required. On other occasions when a site is unmanned, audio and video communication is transferred to the AIC where similar facilities are provided enabling remote locking or unlocking.

"G4S Technology have provided Telereal Trillium with a tailor made solution that meets particular customer needs and gives the flexibility that is called for from an integrated access control solution," said Dennis Gotts, Security

Director, Telereal Trillium. "It enmeshes with the static guarding service on which the Department of Work and Pensions is so heavily reliant and allows for true flexibility from on-site or remote monitoring of visitors and callers. The need to be able to upgrade security in times of increased Alert States is inherent with the system and G4S Technology's after sales support ensures we have a robust system that stays fit for purpose. This solution will be used by Telereal Trillium for a wide and varied client base with absolute confidence and the ability to configure it to meet bespoke situations makes it a winner."

#### About G4S Technology

G4S Technology is part of G4S plc, the world's leading international security solutions group.

G4S Technology designs, manufactures, installs and maintains fully integrated building security systems, protecting everything from small offices and schools to large multi-national organisations and high security Government facilities. G4S Technology has been providing unified security solutions for over 30 years, delivering 30,000 systems across 80 countries, to mitigate risk and protect staff, premises and assets.



**G4S Technology**

[www.g4stechnology.com](http://www.g4stechnology.com)