

# Virtual Security Management



SECURITY MANAGEMENT SUPPORT



# Security Management Support

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## SECURITY FOR PUBLIC FACILITIES



# Security Management Support

## An Introduction

Because **Security Management Support** is a relatively contemporary security service option, it is difficult to describe this service in a 100 words or less on a website, where the linger-time is often less than one minute. The offering of **SMS** service requires a longer explanation, in part, because security is a *situational discipline*. Therefore Dick Sem and Bill Nesbitt have put together a downloadable version of this offering, allowing the reader time to digest this unique offering.

The motivation behind the **SMS** program is the reality that criminal behavior, and even terrorism, is not going to abate any time soon. Additionally, given an economy that demands efficiency, security programs are needed more than ever. We believe the solution being offered will be effective, as well as, cost effective. This cost effective approach should reduce payroll burden, yet allowing security technology to accomplish more for less.



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## VIRTUAL SECURITY MANAGEMENT

### Security Management Support (SMS) & Workplace Violence Prevention

**Virtual Security Management** is a service designed to serve a niche constituency. The constituency served by this offering falls somewhere between a large structured corporate security program and a security program overseen by a non-security professional who may wear many hats. This clientele may include small to moderately sized healthcare organizations, shopping malls, supply chain operations, educational organizations and manufacturing operation, including biotech.

In years past this type of service required a reasonable amount of onsite presence. Onsite presence is still part of the equation, but thanks to current security technological advances, that presence is much less required than it was 10 to 15 years ago.

Our team of **William Nesbitt, CPP, Richard Sem, CPP, CSC** and **Ron Lander, CPP, CMAS, PSM** are all Board Certified Protection Professionals, along with many other professional achievements, including over 100 years of combined security management expertise. The mission of the **SMS** team is to ensure that your security program is relevant, effective, cost efficient and need driven. Furthermore, our team wants to confirm that the security vendors you are using are providing effective state of the art services providing acceptable return on investment. This also requires that all security



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methodologies are synergistically providing a satisfactory thereby assuring that the whole is greater than the sum of the parts.

Security is a situational discipline, which means one size does not fit all. Security programs are somewhat differentiated from *safety programs* where frequently *universal precautions* rule the day. One of the situational components affecting every security program, is the crime/threat environment, both internal and external. In order to have some understanding of the crime environment, we provide a **CAP Index Report** to

every client we serve under this program <http://capindex.com> . The **CAP Index** helps us to quantify the threat environment as a means to ensure the resultant security program is reasonably appropriate to the task at hand.



SECURITY SITUATIONAL DISCIPLINE

The situational nature of security programs are not only affected by geography, they must also be industry specific in order to satisfy a reasonable standard of care. The standard of care for a hospital security program differs from the standard of care for a security program for a shopping mall.

For this reason and others, the foundational basis for all security programs is a comprehensive security assessment. If you do not know where you are, you have no basis for determining where you are going. Therefore the first step in the **SMS** process is a *security assessment*. The assessment process will be clearly defined as to methodology and scope within our initial **SMS Proposal**. This would also include an objective assessment of all security vendors/suppliers from guard service to alarm companies to access control providers.





## CPTED

Unique to this **SMS** offering, is the inclusion and application of the principals of **Crime Prevention Through Environmental Design** known as simply **CPTED**. The basics of **CPTED** are depicted in this drawing. The inclusion of **CPTED** principals in your security program will warrant cost effectiveness, while at the same time, maximizing the return on investment for every security program. Conversely, the lack of **CPTED** design will all but ensure less than equitable return of investment for security budgets.

For those who are not familiar with **CPTED**, it is worth the effort to fully understand this strategy. The application of **CPTED** strategies is analogous to a force multiplier. **CPTED** will make almost any security program better and much more cost efficient.

This *Wikipedia* link will help to define **CPTED** for those who are not familiar with the concept. **CPTED** acknowledges Environmental Criminology and that there should be psychological components to any security program.

[https://en.wikipedia.org/wiki/Crime\\_prevention\\_through\\_environmental\\_design](https://en.wikipedia.org/wiki/Crime_prevention_through_environmental_design)

**CPTED** reinforces the perceptual impact of any security program, which in turn produces a beneficial impact on perception. A property that is perceived as neglected, will have higher rates of criminal behavior than a property that is perceived as well managed. Some of the components of **CPTED** are depicted in the graphic image above.





## The Initial Security Review

The first step in the process is a **comprehensive security assessment**. One needs to know where they have been so they are able to determine where they are going. The purpose of this initial security assessment is to analyze the strengths and weaknesses of the existing security program and to establish a foundational basis from which to move forward. **The first step in the process is the initial security assessment that will provide the foundational basis from which to move forward, with the agreement of the local management team. Every enterprise should have a security assessment at least every five years, especially given the advancement of emerging security methodologies and technology.**

**Some of the areas included in the assessment process include, but are not limited to (Depending of the industry being served):**

- Level of Employee Security Awareness Training
- The use tracking software in support of trend analysis & investigation
  - Incident reporting
  - Daily activity logging
- Internal Crime & Loss Prevention programs
- Workplace violence prevention protocols, including employee education
  - Employment bullying mitigation
  - Sexual harassment mitigation
  - Employment termination protocols
- The efficacy of current Physical Security Design
- The appropriateness of use of Security Personnel (Proprietary, Contracted)
- Internal investigation capability
- The level of law enforcement liaison & support
- The current application of security technology & design
- The efficacy of vendor design & support
- The deployment & synergy of security technology
- Video surveillance system usage and design
- Access management systems (employee & visitor)
  - Key & lock control
- The application of **CPTED** principals
  - Natural surveillance

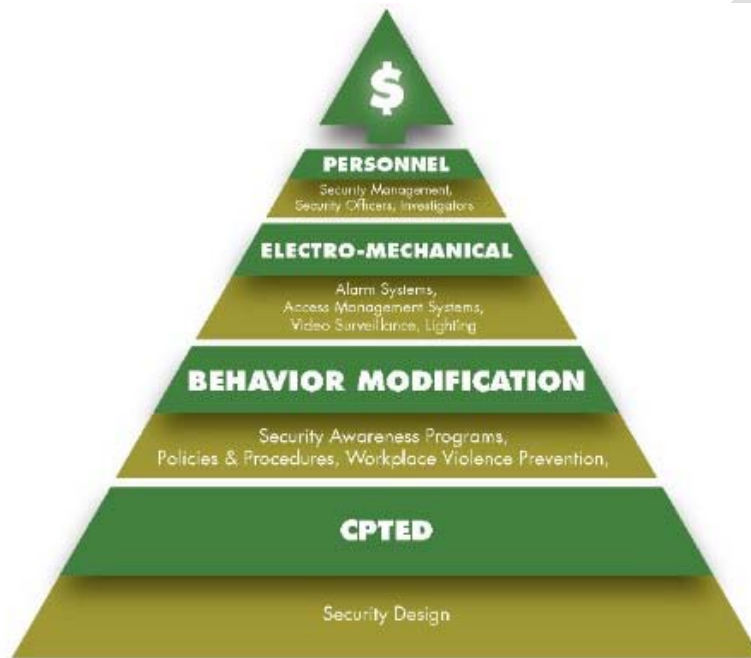


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- Natural access control
- Natural territorial reinforcement

The next step, after the assessment process, is to agree on an effective security program. The **Security Solution Hierarchy** conceptually models *Maslow's Hierarchy of needs*.



## SECURITY SOLUTION HIERARCHY

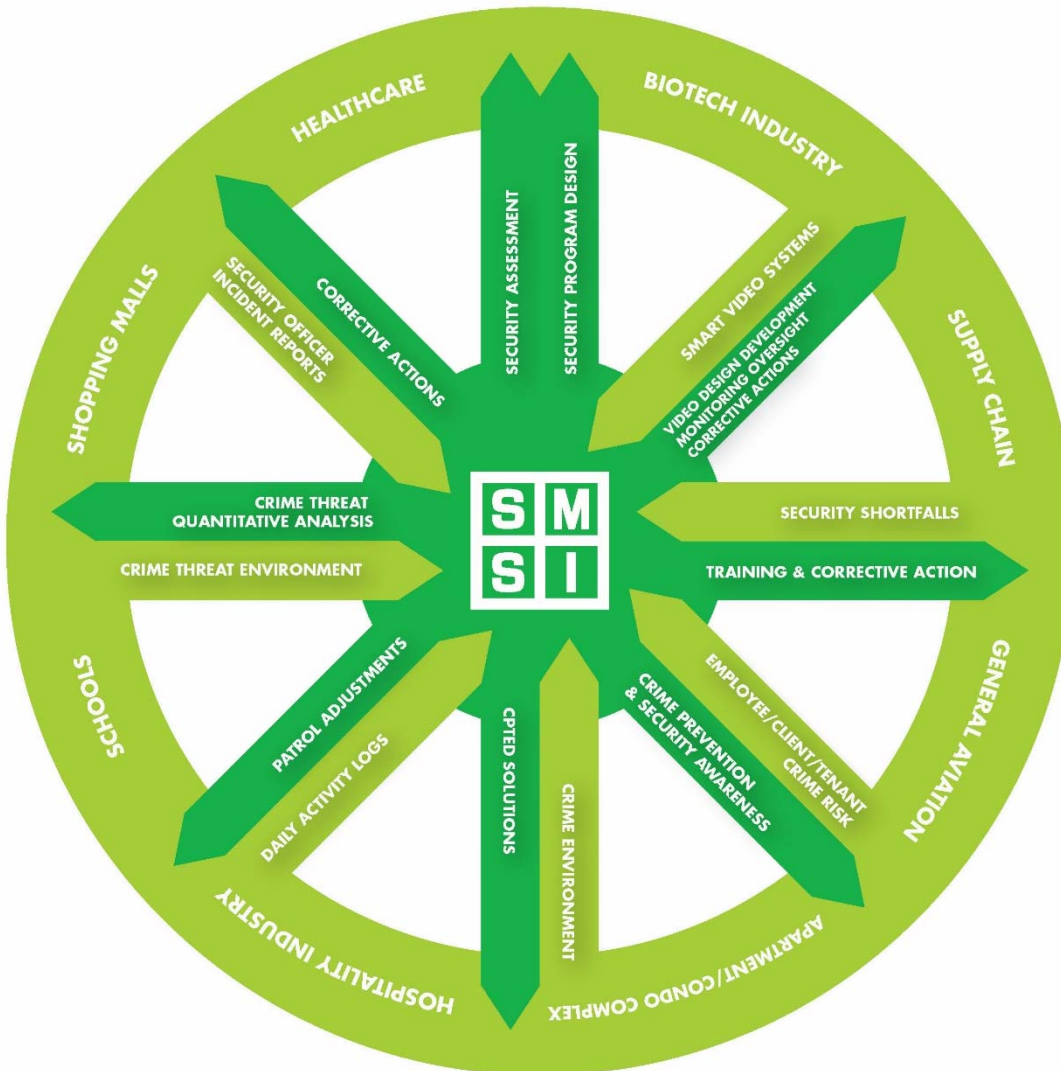
The **Security Solution Hierarchy**, depicted here, provides a security program road map that ensures cost-efficiency. As one moves up the hierarchy, the remedies become more costly. Obviously the most costly remedies are security personnel (payroll burden). Using the Hierarchy as a guide, some of the more costly remedies may not be required, and even if they are required, the number of security personnel may be minimized by efficient security design at to lower levels of the hierarchy. By using this Hierarchy as a guide, there is an assurance that the methodologies at the top of the Hierarchy will be more effective and will optimize ROI if good decisions are made at the two lower levels.



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## Security Management Support Must Be Industry Specific



The Application of the **SMS** program must be industry specific. The protection of patients and children require the very highest standard of care. On the other hand, the standard of care for the protection of property, in the case of a supply chain company is lower slightly less. However, if there is a property loss of goods within the control and custody of a third party vendor, such as a trucking company or warehouse facility, the





compensatory damages can be very high, especially if it is shown that the security protocols were inadequate.

**The SMS team understands the special security needs of vertical industries, such as:**

- **Healthcare (Hospitals, Urgent care facilities, Clinics, Behavioral Health units and Pediatric Hospitals)**
- **Educational Institutions (Primary & Secondary Schools, Colleges & Universities, Daycare Facilities)**
- **Shopping Malls**
- **The Lodging Industry**
- **Biotech Industry**
- **Residential Complexes**
- **High-rise Office Buildings & Office Parks**
- **Supply Chain facilities (Warehouses, Trucking companies)**



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## Security Vendor Review & Oversight

The **SMS/WPV** program will review the performance of current security vendors, ensure the correction of deficiencies and/or provide management support in the selection of new vendors. Such vendors may include, but are not limited to:

- Security Guard Agencies
  - K-9 services
  - Patrol services
- Access Management & Control Vendors (Visitor Control)
  - Locksmiths
- Lighting Vendors
  - Exterior
  - Interior
- Video Surveillance Vendors
  - Monitoring
- Background Checking Vendors
- Perimeter Control Vendors
  - Fencing
  - Sensors
- Security System Monitoring Companies
- Landscape architects
- Alarm system vendors
- Vault & safe vendors

### **Security Personnel Hiring Support**

If needed, the **SMS Team** will support the hiring of security personnel through the development hiring criteria and job description. This would also include ensuring that applicant measure up to the requirements for security personnel consistent with State requirement. (This does not include the provision of background checks,)



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## Security Solutions & Oversight

The **SMS** program will require some onsite presence of the security management team after the initial assessment and set up process. In support of cost effectiveness, a majority of the services provided will virtual, including the use of webinars, when training is needed. Site visits can be arranged on a monthly basis, or even quarterly, depending of the client's desires and needs.

The primary tool provided by the **SMS** team will be the **Report Exec** security management software. This software is provided as the backbone of our **Security Management Support Service**.



With the consensus of the **Client** and the agreement of the **SMS** team, decisions will be made as to how to configure **Report Exec** predicated on the need for specific sets of information needed to continually tweak the security program to adjust to emerging risks in a manner to prevent trends from getting out of hand. This tool will promote efficiency resulting in cost savings and by mitigating loss. **Report Exec will also provide the**



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**data need to keep the security program relevant over time. Report Exec will also provide information regarding training shortfalls and employee security awareness needs. Remember this instrument is provided by the **SMS Team**. The Report Exec system will identify security weak points thereby facilitating timely corrective adjustments, well before a breach becomes a trend. Because **Report Exec will be available to the SMS team, timely corrective action will ensue. The Report exec system will facilitate the ability of onsite security staff to record daily activities and security incidents in real time via hand held iPads or iPhones.****

Virtual Security Management Support and **WPV** mitigation will also aided by our ability to virtually review video surveillance evidence of various security breaches, thereby allowing the SMS Team to offer adjustments in the security program as a means to mitigate future like security breaches.

**If your organization is seeking a cost effective alternative to traditional security management, this Security Management Support program is worthy of your consideration.**

**Our team has more than 100 years of accumulative experience. Time and time again we have seen that the cost of being reactive is two to three times (if not more) the cost of being proactive, especially litigation ensues. All of us on this team also have extensive experience as court certified forensic security experts. These experiences have made us better security consultants. Our contact information is at the bottom of each page.**

**Here is a small sample of the range of questions we may be expected to respond to at any time:**

- Whom can we call on when we need security expertise, especially following or during an incident?
- Are our security and WPV policies, procedures, plans and training programs comprehensive enough and do they address our true risks and vulnerabilities, considering our particular culture, mission, locations and budgets?
- Who can give us continuous security and WPV guidance and sit in on related (i.e. Safety, Environment of Care, EHS) committees as well as help liaise with local law enforcement?





- Who can we call on whenever we need to discuss security or WPV issues?
- Who can help develop and implement security and WPV programs that will be seen by the courts (and the public, media, parents, families, customers, etc.) as prudent and reasonable?
- Have our staff been adequately trained (as needed) on:
  - How and why to report
  - The early warning indicators of potential violence
  - Every employee's responsibilities under the security program, their need to be aware and own the process, and be a part of the Safety and Security Team
  - De-escalation techniques
  - Safely managing aggressive and threatening behavior
  - Robbery prevention and response
  - Responsibilities during and after serious threats including the active shooter
  - Etc.
- Who can assist as our organization changes and grows?
- Who can measure the effectiveness of our security program, especially our security officer program?
- Who can provide us with best practices in our industry so that we can assure the best possible protection?

**We are prepared to respond to a wide range of security design questions. All questions would be subject to our agreed upon Confidentiality Agreement.**

**The configuration of the SMS program will vary from one client to another predicated on mutually determined needs. The SMS footprint will range from large to small depending on the mutually determined requirements of each client. This footprint may also evolve over time, including the possibility that the SMS program is no longer needed.**





## WHAT INDUSTRIES WOULD BENEFIT FROM SECURITY MANAGEMENT SUPPORT?

- Healthcare Facilities
  - Community Hospitals
  - Behavioral Health Hospitals
  - Large Level I Trauma Hospitals
  - MOBs
  - Community Outreach Clinics
- Shopping Malls
  - Large Regional Malls
  - Smaller Community Strip Malls
  - Outlet malls
- Private Schools (k-12) and Smaller Colleges & Universities
- Private Residential Complexes
  - Apartment
  - Condominiums (HOAs)
  - Small to Moderate Industrial sites
  - Light manufacturing, **Biotech**
- **Small to Moderately Sized Office Buildings & Office Parks**
- **Supply Chain Facilities**
  - Warehouses operation
  - Transport hubs
- **Parking Facilities**
  - Surface Lots
  - Parking Structures



## Request for Proposal

The **SMS Team** welcomes the opportunity to respond to your **RFP**. In order to submit a proposal, we would require information regarding your enterprise. These interviews typically take no more than a half an hour. The first step in the process would be an onsite security assessment. We would then submit a very specific scope of service. Once the assessment has been completed we would make cost effective recommendations. The cost of this initial assessment would be lower than our normal stand-alone security assessments and would include the first month's fee for security management support.

If security upgrades are recommended and accepted, the **SMS** team will hold any security vendors under consideration to task, including security their design and pricing models.



# GOOD SECURITY IS JUST GOOD BUSINESS



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