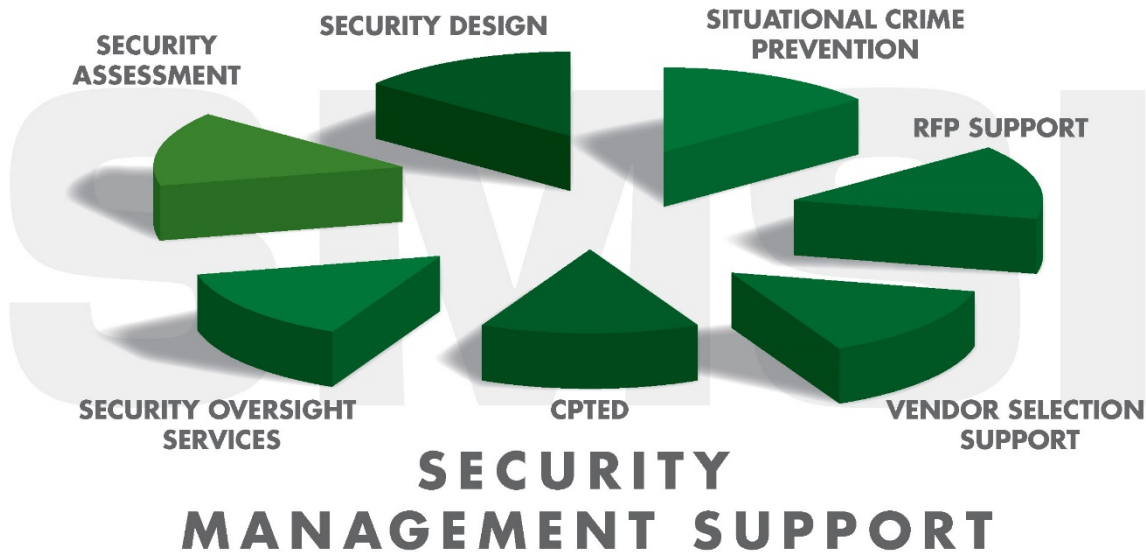


## Security Management Support Program Public Access Facilities



**SMSI Inc.** (Security Management Services International, Inc.) has been serving the Healthcare industry, as well as shopping malls, the lodging industry, and educational facilities for over 30 years. These services include, but are not limited to, provision of comprehensive security assessments, and to a lesser degree, our retention as court-certified forensic security experts.

Our considerable litigation experience has also made us keenly aware precursors that lead to claims of premises liability, primarily arising out of the claim of *inadequate security*. The defendants in these claims, are generally industries that afford public access, such as shopping malls, hospitals, the lodging industry, and educational facilities.

When these lawsuits make the assertion of inadequate security, the litigant must show that the security breach be reasonably foreseeable. The efficacy and the design of security programs requires an understanding, and the realities of the ambient threat environment.

For these reasons, and others, security is, and always will be considered a **situational discipline**. This means that security programs must be dynamic and flexible, as well as able adjust to fluctuations in the threat environment.

Finally, in the past few years we are seeing a flurry of attention being given, by numerous state and federal regulatory agencies, to the broad subject of **Workplace Violence (WPV)** mitigation. The accumulative effect of these actions has more clearly modified the expectation of a reasonable standard of care. Workplace violence may be from within, or it may come from external sources.

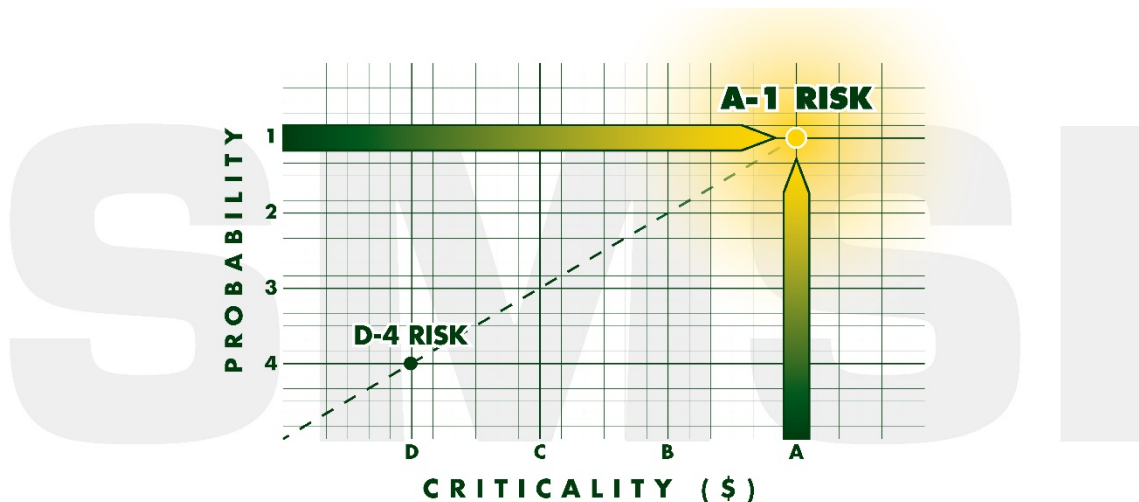
The backbone of any effective security operation is the availability of data as well as trending information. Therefore, the application of security management software is a must. One of the most effective providers of this software is **OMNIGO**. This software will track incidents, as well as exposes trending data. This allows for the effect application of appropriate mitigation. The **OMNIGO Security Management System** is also adaptable to the provision Visitor **Management**, as well as the tracking of the affirmative actions of security personnel. In other words, *what works, and what does not work?*

Our well qualified **Security Management Support (SMS)**. team is prepared to offer a wide range of security related services and expertise that are intended to identify and quantify the risk-mosaic at your facility (hospitals, hotel, educational institutions, and shopping malls, to name just a few. The mission is to develop a security program that is driven by ambient needs.

### Security Needs Assessment

Because security is a situational discipline, every security program is distinctive and unique, predicated on needs analysis. This uniqueness is driven by cultural diversity, sociological diversity and a unique crime pattern diversity. In other words, the threat matrix for every hospital, every shopping mall, and every entertainment venue, is unique. These preconditions must be reflected within the design and structure of each **security strategy**.

The first step of the **Security Management Support** process is to determine the security history of your facility. This entails gaining an understanding as where the security program has been, where it is now, and where it needs to go moving forward.

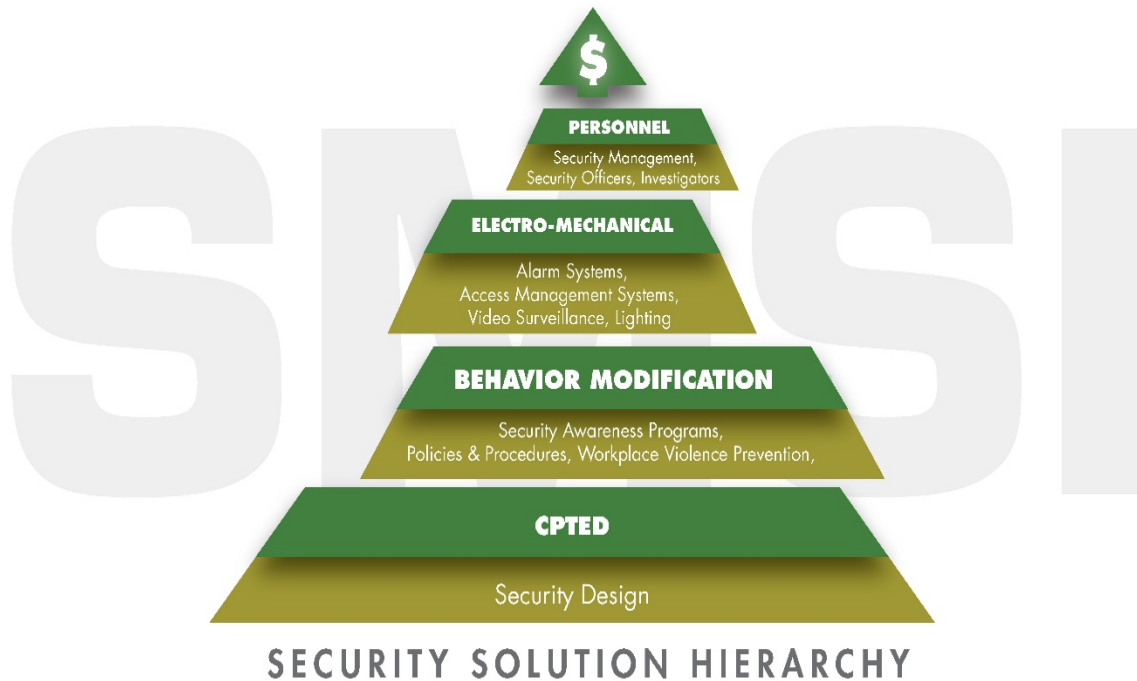


## VULNERABILITY ASSESSMENT MATRIX

This process requires an evaluation of the risk environment. As depicted above, the **Vulnerability Assessment Matrix** is a two-dimensional model for the quantification of a

wide range of security risks. All identified risk factors must be quantified as two dimensional: **criticality** and **probability**. **Criticality** is defined by the financial impact, should the identified risk come to fruition. **Probability** is quantified by the statistical data that defines likelihood that an identified risk will come to fruition.

It is important to remember that Security is an anticipatory/mitigating discipline. Given the ambient threat environment, security programs should be designed for reasonable prevention. In support of the notion of quantification, this phase will also include the usage of a **CAP Index CrimeCast Report**.



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The **Security Solution Hierarchy** depicted here defines and prioritizes four classes of mitigation. This hierarchy is patterned after Maslow's Hierarchy of Needs model.

The use of the **Security Solution Hierarchy** provides a theoretical roadmap for the application of appropriate security remedies. This model provides a logical sequence for the application of security solutions predicated on identified needs.

Analogous to the original version of Maslow's Hierarchy of Needs the hierarchy provides the progression ending in self-actualization. **These needs are sometimes characterized as prepotent needs.**

**The Security Solution Hierarchy is also a cost/benefit Hierarchy.** This means that less cost remedies must be applied first, until optimal and cost-efficient security is attained. All levels may not be required, as determined by the ambient threat milieu.

The **first** level of Security Solution Hierarchy **CPTED** (Crime Prevention Through Environmental Design) because it is the most cost-efficient remedy, and if properly

applied, has the potential to reduce, or minimize the security budget overhead. **CPTED** also illustrates the important role that perception plays in any effective security program. The SMSI Team are **CPTED Certified**.

The **second** level, **Behavior Modification**, acknowledges the participation of employees as part of the solution, and the need for staff training.

The **third** level encompasses **Electro -Mechanical Solutions** such as fencing, gates, locking systems, access control systems, lock and key systems and video surveillance systems

The **fourth** level is associated with the use of **security personnel, including support functions such as: Security Officers, Security Department Supervisors and Managers, including patrol taxes and benefits**. This level has the greatest potential to invite security litigation, including intentional tort, such as false arrest, and/or excessive use of force. This model also supports the notion of cost effectiveness and efficiency. When the needs analysis is complete, this model will become a whole, wherein the **whole is greater than the sum of its parts**.

It should also be noted that there is a level of interdependency for each layer of the hierarchy. Additionally, as one moves up the hierarchy, each layer is reinforced by the subsequent layer.

In the real world, it is not infrequent that levels depicted here are turned upside down. In those cases, the first option is often the hiring of security officers.

### **The Application of CPTED Principals**

Because **CPTED** is not widely understood, it is briefly addressed here. Each pentagon depicted here, represent a component of **CPTED** design for hospitals. CPTED is applicable to the architectural design of hospitals, as well as landscape architectural design.

(The CPTED model, depicted here, applicable to hospitals, malls and/or any vertical that caters to the general public.)

Properly applied, **CPTED** is a very cost-effective methodology, as well as a security system multiplier, applicable to any security program. Security programs lacking **CPTED** consideration are less than optimal. Most **CPTED** design principals are very cost efficient and will



improve almost any security program. In some areas of the country, the application of **CPTED** principals are required by code. **CPTED** can become the glue that holds security programs together.

## **Security Management Support**



### **The Underlying Assumptions of Security Management Support (SMS)**

Every hospital, mall and/or, any other facility that affords public access, demands, and deserves well qualified and experienced security management expertise. The role of SMSI is ensure that the security program is reflective to the ambient needs of each facility (hospitals, schools, shopping malls, entertainment and sports venue and industrial facility).

Because security is a situational discipline, the security program of every facility, should be unique, and driven by need. This is the mission of a wholistic security review, keeping in mind that all security programs are situationally determined.

When it comes to security design for surveillance systems, access management and protection of sensitive and high value areas, expertise is required. Security expertise is required for effective security design, as well as providing support for security vendor selection and subsequent oversight.

The most efficient security programs train all employee in application of crime prevention behaviors. Security programs that are heavily dependent on uniformed security officers *may be overspending*. Over the past 20 years, security technology has vastly improved, and it has become very cost efficient. Services such as virtual patrols and virtual employee and visitor escorts represent just a few of the cost-effective options now available. There is real potential to improve your security program, while reducing payroll burden and while improving your security operation.

Security management software has evolved over the last 15 years, or so. The **OMNIGO security management software** will produce the information required for the legitimization of the security budget, as well as the security budget moving forward.

## **The Initial Security Assessment**

To know where we are going, we must determine where we have been, and how we got there. The **SMSI security assessment** will provide a dynamic baseline from which to move forward and remain contemporary. It is interesting to note, with the passage of time, security technology has gotten better, and in many cases, such as video surveillance, it has become much more cost efficient, interactive and has reduced payroll burden, when properly applied.

Finally, SMSI will support the establishment of a system-wide security awareness program, wherein every employee will become a security surrogate.

## **Special Security Needs**

These services may include, but are not limited to:

- Establishment of **OMNIGO** Daily Activity Logs and Incident Tracking System using software.
- Security system design
  - Access management systems
  - Perimeter security systems
  - Visitor control provided by OMNIGO
  - Video surveillance system
  - Proprietary and/or Contract Guard Services
  - Special security systems
    - Infant security systems
    - Behavioral Health
    - Pharmacy security
    - ER security protocols
    - Business Office security system
    - Central supply
    - Tank farm
    - Loading docks
    - Parking facilities

Security is a dynamic discipline. The threat environment is always in a state of flux. The extent of our **Security Management Support Offering** will be predicated based on mutually determined needs assessment, including emerging needs that may be determined with the passage of time. Such needs may include:

- The implementation of employee Security Awareness Programs
  - Crime prevention
- The ability to prevent and mitigate aggressive behavior
- The development of strategies to better protect property
- The Development of Active Shooter protocols

- Sexual assault mitigation strategies
- Response to emerging trends identified by OMNIGO

### **Potential Benefits Derived from Security Management Support**

- **Cost efficient security system design driven by definable needs**
- **A need driven security program, includes, but is not limited to:**
  - **Security officers**
  - **Electronic security systems**
  - **Video surveillance systems**
- **Enhanced employee participation**
- **Cost effective security budgeting**
- **Liability minimalization**
- **A safer campus**
- **Reduced management overhead**
- **The advantages derived from CPTED Design**
- **Ongoing threat assessment analytics**
- **Security vendor selection oversight**
- **A welcoming campus**

**If your organization would benefit from of these services, do not hesitate to call Bill Nesbitt CPP, President of SMSI Inc. We welcome the opportunity to provide you with a site specific Proposal.**

#### **Contact Information:**

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**Forensic Security Expert**

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