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SECURITY

INTELLIGENCE SERVICES

Empowering security strategy & operational decision-making

CONTENTS

EXECUTIVE INSIGHT

04	WELCOME FROM JASON TOWSE
06	INTRODUCTION BY EMMA SHAW
08	EMPOWERING SECURITY STRATEGY & OPERATIONAL DECISION-MAKING

INTELLIGENCE HUB

12	OUR INTELLIGENCE NETWORK
14	SECURING LONDON WITH DEDICATED INTELLIGENCE RESOURCES
15	CASE STUDY: EXTINCTION REBELLION

INTELLIGENCE TECHNOLOGY

18	INTELLIGENCE TECHNOLOGY: POWERING ACTIONABLE INTELLIGENCE
22	CASE STUDY: MERLIN PROTECT 24/7

ESOTERIC

26	TSCM & COUNTER-ESPIONAGE SERVICES
27	CASE STUDY: COUNTER-ESPIONAGE FOR AN INTERNATIONAL BANK
28	RISK & ASSURANCE SERVICES
31	CASE STUDY: RISK CONSULTANCY FOR COVID VACCINE SITES
32	TRAINING, SCENARIO TESTING & LIVE EXERCISING

INTELLIGENCE METHODOLOGY IN ACTION

34	DELIVERING THE SCIENCE OF SERVICE

WELCOME
FROM OUR
MANAGING DIRECTOR OF
BUSINESS SERVICES
JASON TOWSE

The risk landscape facing UK businesses has changed significantly in recent years – and continues to evolve at pace. The pandemic, Brexit, Global unrest, together with an increasingly interconnected world has had a significant impact on threats and risks faced by UK business.

To help our clients to protect their people, assets and environments, it's vital that our intelligence services are relevant, current and agile enough to meet changing demands. We've introduced Mitie Intelligence Services – a dynamic risk assurance solution that integrates the three pillars that we feel are so vital to delivering robust protection – Intelligence, Technology and People.

Combining our Intelligence Hub, Intelligence Technology and specialist Esoteric division, we are able to effectively assess our clients' unique risk profile, analysing the resulting insight to evaluate and mitigate potential threat. Using outcomes to inform the decision making process, we can support our clients to build a robust, risk-based security strategy to protect their businesses – both today and into the future.

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MORE ABOUT JASON

Having worked across Security throughout the UK for over 25 years, Jason is passionate about delivering the Science of Service.

Driving the industry forward, Jason is a proven innovator, leading the development of a more intelligence and technology led approach to enable clients to make more informed decisions and implement effective and efficient security solutions.

"Through our industry-leading scientific approach to security, I am confident that Mitie is in the best possible position to continue to effectively deliver intelligence services that empower clients to make more informed security decisions and better manage the risks and threats we face, not just today, but into the future."

INTRODUCTION
EMMA SHAW
DIRECTOR OF MITIE INTELLIGENCE SERVICES

In today's world, access to reputable intelligence is essential for robust security. However, up-to-the-minute information on threats is just one part of the picture.

With growing pressures on people, time and budgets, our clients tell us they need reliable intelligence sources aligned with automated and seamless communications that deliver actionable insights to the right people, at the right time. This ensures prompt and proactive security decision-making that protects people, assets and environments.

With Mitie Intelligence Services, we are delivering the dynamic risk assurance that clients need today, while preparing for their future needs.

Joining Mitie on the back of a long-standing security career with expertise in the field of counter-surveillance and intelligence, it is exciting to lead the ongoing evolution of this division to provide clients with the optimum degree of assurance, protection and peace of mind against the current and emerging threats they are facing.

MORE ABOUT EMMA

Emma started her career in the Royal Military Police and later moved to the Ministry of Defence before founding Esoteric Ltd, a global specialist counter-espionage and TSCM provider.

An MBA graduate, Emma is the first military police woman to serve in the United Nations and the first female Chartered Security Professional (CSyP). She was also the first female Chair of the Security Institute, and the first and inaugural Chair of the Security Commonwealth.

Emma is currently Board Director of Defence Industry Security Association (DISA) and Council Member for City and Security Resilience Networks (CSARN). She is also a Trustee and member of the Board of the City of London Crime Prevention Association (ColCPA) and Deputy Chair of the UK TINYg (Terrorist Information Network) Advisory Council.

Empowering Security Strategy & Operational Decision Making

OUR VISION

Mitie Intelligence Services empowers security strategy and operational decision-making, assuring people, assets and environments.

By identifying and assessing threats through our network and dedicated Intelligence Hub, we utilise our Intelligence Technology to analyse and communicate actionable insight, and our specialist Esoteric division to evaluate risks and mitigate espionage.

Intelligence is essential in the development and improvement of effective security strategy and operational decision-making. Understanding the evolving threat landscape is essential to maintain a robust, risk-based, intelligence-led approach, with actionable insight disseminated in an integrated and effective way using the latest technology. Analysing this insight, and evaluating and mitigating the resulting risks, calls for specialist assurance expertise.

Mitie Intelligence Services power our clients' ability to adopt an intelligence-led approach to security, providing them with dynamic risk assurance through our Intelligence Hub, Intelligence Technology and specialist Esoteric division. Each element represents a best-in-class service offering, but in combination are an industry-leading proposition providing holistic, layered security defences for the most effective protection. This is the science of securing people, assets and environments. As the leading intelligence and technology led security business in the UK, we have experts from a range of backgrounds, including the police, military and business crime. We support an extensive range of industries, including Government, Public Sector and Critical National Infrastructure, Retail & Logistics, Transport & Aviation, and sectors at high risk of espionage such as Legal. As threats evolve, we take action to ensure our clients are protected, alongside monitoring emerging legislation such as Protect Duty, to ensure clients always have effective, compliant security solutions.

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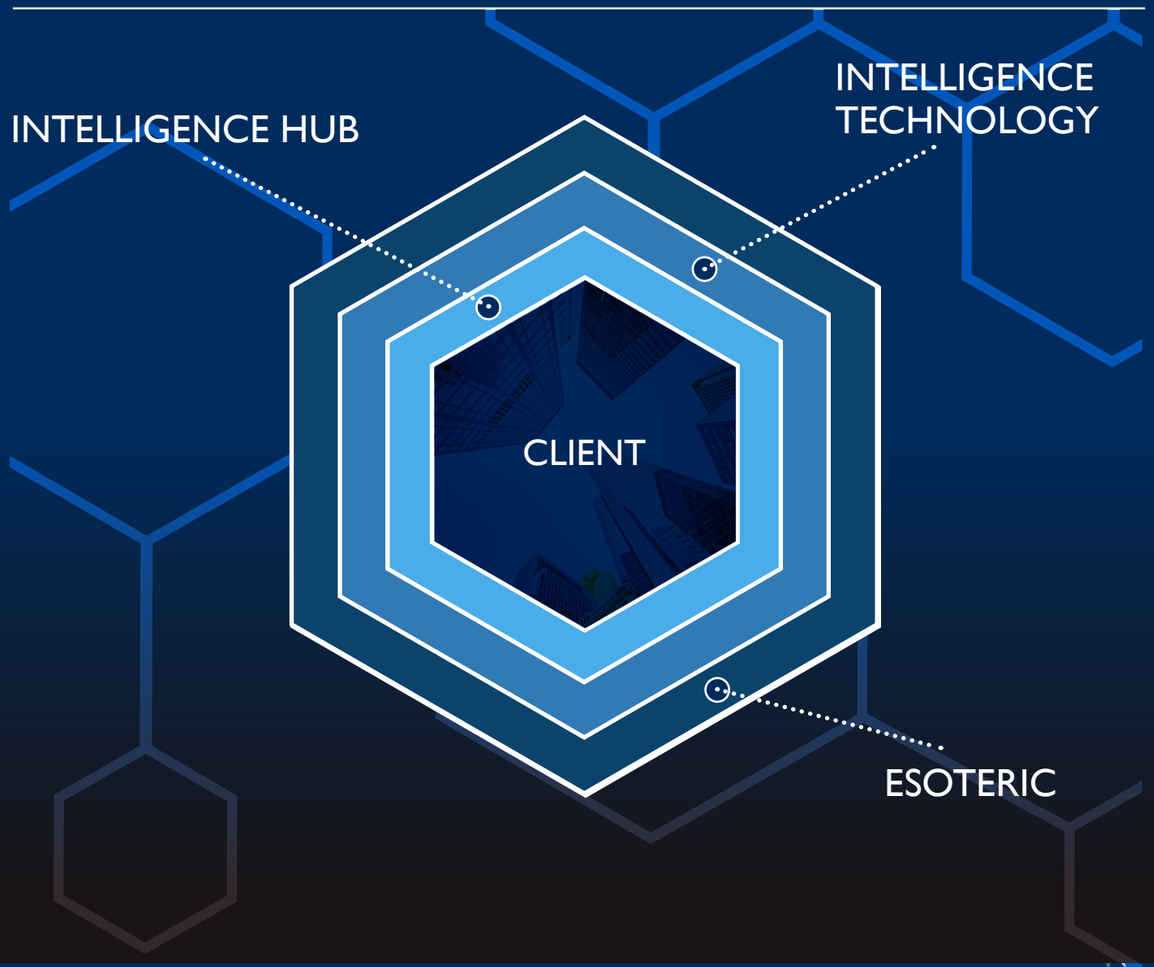
Our three core offerings build on the widely adopted Defence In Depth approach which focuses on holistic, layered security defences for the most effective protection, but with the Mitie touch of delivering the exceptional, every day.



Intelligence Hub

Our Intelligence Hub is the heart of our intelligence network and analysis capability focused on providing our clients with actionable intelligence.

Actionable intelligence requires a range of inputs, including the identification of our clients' unique risk profile, statistics for the types and locations of potential threats, as well as detailed analysis of any trends.

What makes this intelligence 'actionable' is the ability to use the outcomes of any analysis to inform the decision-making process. Understanding the frequency of threats, their location and timing, provides our clients with the intelligence to build a robust, risk-based security strategy, promoting the identification of potential threats, proactive action and management of security resources in the most efficient way to mitigate the applied risks.

Our expert team are specialists in open-source intelligence gathering and analysis with 24/7, global operations. As technology and society change the way we interact and communicate, so threat actors change their approaches and intelligence gathering has to adapt. Our teams have the knowledge, networks and expertise to do just that.

Through our Science of Service approach, we provide real-time and relevant incident alerts focused on the core threats to our clients, communicated to the right individuals and teams, in the right locations, at the right time. Today, the threats of most concern are primarily activism, protests and urban explorers (UrbEx); major incidents; business crime and site portfolio risk management; while we adapt to emerging trends or specific concerns as required.

We are also placed to analyse particular geographies for clients to assess travel risks, as well as undertake more detailed investigations to solve a particular issue or concern.

With actionable intelligence in hand, we communicate in a real-time fashion to the contacts and teams who need it via our Intelligence Hub App or in agreed messaging formats, as well as producing reports and trend analysis to amplify client understanding of current and emerging threats. Our detailed intelligence reports offer clients predictive insight on potential risks and threats that can be reviewed alongside their own risk profile and action as they deem necessary, empowering them to take a scientific and intelligence-led approach to security.

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Over **5,800** alerts annually

Over **3,200** daily monitoring inputs

Over **2,100** protests monitored in 2021

Intelligence for **6,000+** client locations

Through Mitie's Science of Service approach, we amplify the impact of this intelligence by combining it with the power of technology. With innovative technology, greater automation, integration, reliability and effectiveness can be achieved, allowing teams on the ground to focus on their core duties.

Our Intelligence Network

Our intelligence network operates to utilise data, information and insights from a range of sources to fulfil specific security tasks and objectives for our clients. Our main Intelligence Hub utilises open-source intelligence (OSINT) supported by an expert analysis team; while our client SOCs and dedicated client analysts within our Hub also draw on dedicated information channels.

OSINT

One of the core real-time feeds for our Intelligence Hub is open-source intelligence. Utilising industry-leading tools and information feeds, data is compiled, analysed and interpreted by our expert in-house team to quickly create a picture of an emerging or changing threat.

Our team is compiled of intelligence specialists with diverse backgrounds, from military, police, government and private sector, in order to create a robust and rounded approach within the team.

The variety in experience means a more comprehensive approach to data gathering and analysis, with the honed skill of avoiding being overwhelmed by the vast amount of information available to identify the security threats of concern to our clients.

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With our Intelligence Hub, Assurance Managers, frontline officers and industry collaborations and data-sharing relationships, we are confident that the resulting actionable intelligence from our network is an effective tool in the security toolkit to cater for our clients' needs and risk profiles.

Client SOCs and Crime Centres

Delivering a number of dedicated Security Operations Centres (SOCs) and Crime Centres for our retail clients, including Sainsbury's, Co-op and M&S, as well as non-retail clients such as Meta and local Government agencies, we monitor and respond to risks and threats on a national basis, across entire portfolios to identify crime patterns and trends affecting operations.

Our Client SOCs have delivered substantial cost savings, through resource efficiencies and success in detecting and preventing retail crime, while improving customer service and relationships between security and store colleagues.

Assurance Managers

As embedded proactive security advisers, our Assurance Managers are skilled in utilising our intelligence network to ensure the security of physical, personnel and information assets, based on threat and risk profiles. Covering a broad range of sectors, we are proud to support clients including Westfield and HMRC with embedded Assurance Managers.

Intelligence actioned by our Assurance Managers leads to preparedness, proactive decision making and increased protection.

Frontline Security

Our current deployment of over 20,000 frontline security officers has seamless access to the benefits of our intelligence network to provide an exceptional level of service, while also providing a source of intelligence on the ground which benefits our whole operation.

Using our intelligence and technology, our officers are strategically deployed to maximise efficiency and effectiveness, supporting clients in a range of key sectors such as Birmingham Airport, Sellafield, BBC and Hammerson.

Industry Collaborations

With a wealth of strong relationships with leading security industry organisations in the public and private sector, including the Police, NBCC, City Security Council, Crimestoppers, BSIA, TINYg and more, we regularly collaborate with trusted partners to achieve optimum success for our clients.

Drawing on the knowledge and connections across our network, we have delivered numerous award-winning initiatives and projects while also helping to shape security standards and influence future regulations to drive best practice across the industry.

Securing London with Dedicated Intelligence Resources

As the capital, London and its organisations face significant risks every day. The unique threat profile in London, including greater risk of protests, activism and urban exploration, means businesses must take a proactive approach to ensure the best protection of their people, assets and environments.

To do this effectively, organisations need to utilise intelligence. With dedicated intelligence resources focused on the capital, Mitie continue to support clients to ensure that the impact of large-scale disruptive events, such as protests, and other risks, are managed effectively.

Through a dedicated intelligence resource, organisations can gain better insight into key patterns and trends in criminality, enabling a more risked based approach to resource deployment. In addition, by having intelligence analysts focused on protests, activism and urban explorers, security teams in London can gain greater awareness of common modus operandi. This intelligence can then inform security protocols and procedures in order to manage the common actions of these groups or identified individuals.

Finally, to truly understand the full threat landscape in London, collaborating with both the public and private sector is crucial. For example, working closely with the Met Police, as well as the City Security Council, security providers can gain additional insight and bridge the gap between the public and private sector, providing not only a better security service to its clients, but to the wider city as well.

CASE STUDY

Extinction Rebellion

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Mitie's Intelligence Hub were integral in helping secure customers throughout recent Extinction Rebellion protests, delivering actionable intelligence to empower them to make more informed security decisions and protect their people, assets and environments.

Extinction Rebellion: A Recap

Mitie's intelligence hub played a pivotal role in protecting clients across london during the 2019, 2020 and 2021 extinction rebellion protests.

Delivering relevant, timely and actionable intelligence taken from a variety of open sources of information, the Intelligence Hub provided this insight to clients to enable them to continue business as usual.

Over the course of both protests, the Intelligence Hub supported clients with pre-Rebellion reports, to ensure they could plan accordingly, as well as webinars detailing known plans. During the protests, the Intelligence Hub App delivered real-time updates to clients, as well as providing access to an interactive situation map, detailing the locations of known planned activity, and activity in progress, helping clients to get a 'live' view of activity and implement mitigation measures when necessary.

Over the course of both protests, the Intelligence Hub provided more than 450 intelligence reports and covered more than 100 protests and events. The delivery of actionable intelligence to over 200 individuals across multiple sectors in the Capital helped our clients to take proactive action to keep their people, assets andenvironments secure.

What's next for Extinction Rebellion?

With intelligence reports indicating future protests are planned, Mitie's Intelligence Hub is now highly attuned to the group threat potential, its methodology and techniques.

As in previous years, Intelligence Hub will continue to monitor open sources of information to identify any additional insight that will help clients make decisions around their security during the protest periods.

Utilising the Intelligence Hub App, the Intelligence Hub will deliver pre-Rebellion intelligence, as well as real-time alerts during the activity.

Mitie's dedicated London intelligence resource will be on hand to support clients pre, during and post event, to ensure their people, assets and environments remain secure and the impact of protest activity is minimised.

In addition, where criminal activity is known or reported, Mitie's Intelligence Hub will liaise with the relevant police forces to ensure action can be taken against any criminals.

Intelligence Technology

Our Intelligence Technology is crucial to our Science of Service approach, allowing clients to keep one step ahead, enhancing security solutions and providing peace of mind that people, assets and environments are safe by providing actionable insight. It is, in effect, business intelligence; allowing our clients to automate and improve reporting, enhance performance monitoring and real-time solution management, communicate to frontline teams and re-assign resources to fit their precise needs.

Whether for a single site, or a complex organisation with multiple feeds from multiple sources across multiple sites, Intelligence Technology drives efficiency and is scalable, providing a single home for all security data and thus empowering clients to take a more scientific approach and make more effective, informed decisions.

Our Merlin Protect 24/7 software gathers data from sources including our Intelligence Hub, Security Operations Centres (SOCs), frontline heroes, fire and CCTV monitoring centre, operational systems, third-party systems and existing systems in place with our partners and affiliations, such as the police. For best performance and in recognition of changing threats, data sources and integrations evolve constantly to meet our clients' needs.

Integration also applies to output as Merlin can feed into other systems and power further insight and action. A feature that can be particularly useful in relation to criminal activity is the ability for security teams to collate information and create intelligent case files that can be sent directly to the police already populated in a format they can utilise.

With data collated and integrated, our Intelligence Technology enables smart communication.

OUR APP-POWERED MASS COMMUNICATION FUNCTIONALITY ALLOWS CLIENTS TO APPLY SEGMENTATION CRITERIA TO DIRECT ALERTS TO USERS QUICKLY AND EFFICIENTLY, ENSURING THAT ALERTS ARE RELEVANT AND CAN BE ACTIONED WITH THE BEST EFFECT.

Full audit trails provide the opportunity to monitor and improve performance, adjust people needs or apply learnings, while tasking and daily occurrence logs automate operational administration and planning.

Project Zeal

Project Zeal is a collaborative operation between Mitie, Co-op and Nottinghamshire Police which was established with the explicit objective of reducing crime and tackling violence.

The initiative saw the combined powers of the Mitie-operated Co-op SOC, Crime Intelligence Team, Co-op store teams, our Intelligence Technology and implementation of a data-sharing agreement across four local neighbourhood policing teams.

The collaboration enabled intelligence to be captured in one central repository and access point on criminal incidents within the Co-op stores in the region, generating a 32.26% total crime detection rate during the period of the trial vs the average police force rate of 15%.

Nottinghamshire Police successfully secured 25 prosecutions of prolific offenders in six months, and the initiative resulted in a 35% reduction in violent crimes and a 30% reduction in thefts.

Project Zeal won The OSPAs 2022 award for Outstanding Customer Service Initiative.

35% REDUCTION in violent crime

30% REDUCTION in thefts

30% LESS CRIME overall

Intelligence Technology: Powering Actionable Intelligence

Understanding the power of business intelligence software is the first step in effectively implementing it and embedding it within an organisation. A system that can process big data and make it usable can have a significant positive impact on a security solution.

DATA HARNESSING

With a huge amount of data drawn from multiple intelligence sources, the first key function of our technology is data harnessing. Inputs from OSINT, crime and incident data, third-party integration feeds and manual inputs from our frontline and SOC teams are kept in one centralised location which is robust, secure and reliable and allows for a single reference point.

The continued convergence of security technology with IT security is leading to improved availability and accessibility of real-time data. Bringing these data points together is crucial for the ongoing development of a cohesive and comprehensive view of a business' whole security profile and the solutions they implement. By embracing this approach, businesses benefit from increased situational awareness for security teams, enabling a more efficient and effective approach to address the risks and threats they face.

5 million lines of data processed every month in the retail sector alone, including leading grocery stores, shopping centres such as Westfield, and large national retailers including IKEA.

DATA ANALYSIS

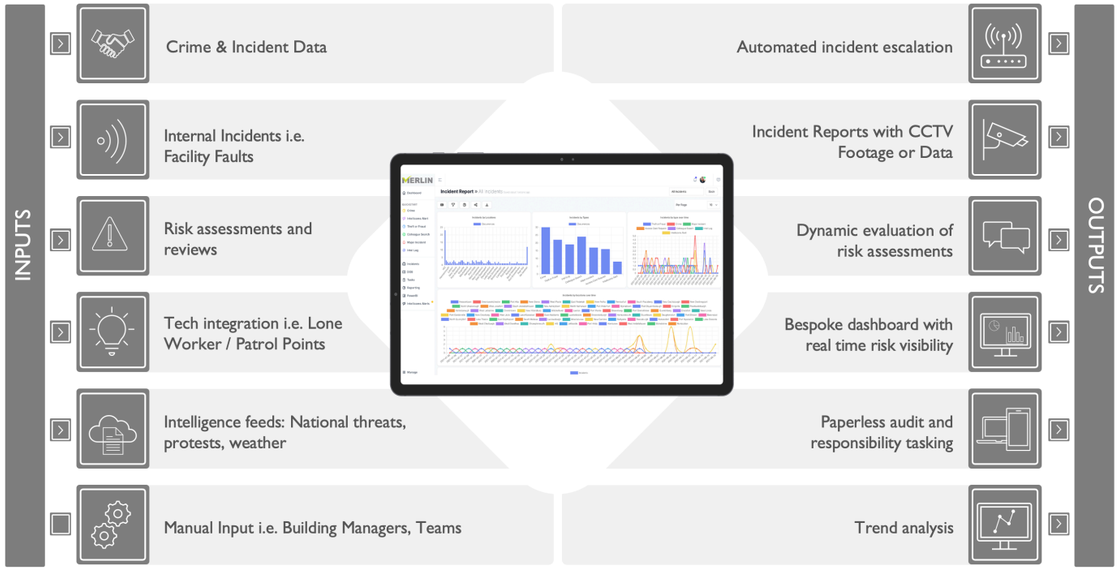
Real-time analysis is automated and intelligently facilitated by our technology to provide reports, dashboards and trend indicators, with a range of standard and custom options to cater to client needs.

By analysing and understanding big data, more informed decisions can be made around the utilisation of resources and teams can be mobilised proactively, rather than reactively. Knowledge is power, and our business intelligence software Merlin Protect 24/7 has the ability to process big data quickly and efficiently, giving clients more knowledge than ever before. Our digitised solution also provides complete visibility of tasks and incidents with date stamps to make auditing easy.

Through geo-fencing on Merlin, clients occupying locations in close proximity, for example organisations in the City of London, can be notified about incidents in real-time, such as protest activity, allowing them to implement any necessary mitigation measures to protect their people and assets.

This geo-fencing capability was a key feature of the Merlin-powered Intelligence Hub App that was utilised during the Extinction Rebellion protests in 2019, 2020 and 2021. This empowered security teams throughout the capital to gain deeper understanding of the movements and actions of the various protest groups, enabling them to make decisions on what action was necessary to protect their environment, or what advice to provide to their people to avoid disruption to their day.

DATA INSIGHTS & OUTPUTS



With shared intelligence agreements, our Intelligence Technology empowers geo-fenced alerts and communications for other users in the local area. This can enable greater reactivity and success at protecting people, assets and environments, alongside the ability to take proactive action.

CASE STUDY

Merlin Protect 24/7

One of the UK's largest supermarkets, employing around 150,000 people, identified that their incident management and reporting procedures needed updating, and that they needed to become more data driven in their approach to security. With Mitie already in place as their security partner, they gave us the problem to solve. It would require a complete overhaul to modernise the process and start providing the detailed insights the client needed.

Stores reported incidents using a CID (Crime Incident Database), accessed through desktops in store by the commercial manager within a supermarket, or store manager in a convenience store. With most incidents being dealt with by security officers, the process to report an incident required officers to complete a paper incident report form, detailing all information relating to an incident. The paper form, known as an IRF (incident report form) was then handed to the appropriate person in store for the details to be manually transferred onto the CID system.

THERE WERE 2 KEY CHALLENGES THE CLIENT FACED WITH CID:

DOUBLE HANDLING

Commercial teams having to enter information from an IRF into CID, led to approximately £689,655 labour cost on admin tasks

DELAYED REPORTING

As information was entered onto paper forms then transferred onto the CID system, many IRFs were not put onto the system until certain times of the week or month, therefore information around risk could not be used to allocate security resource in a timely manner and trend analysis was complex.

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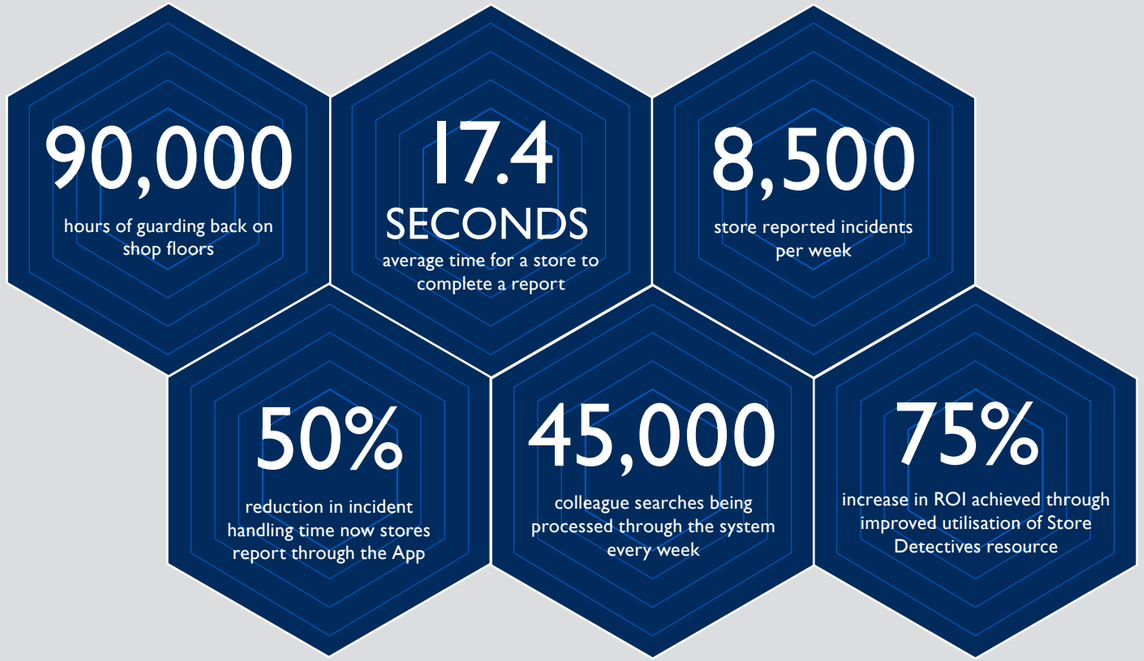
Merlin Protect 24/7 software changed everything. With real-time incident management, the software completely digitised the process for the client, saving time and providing detailed data into one central location.

Once data is captured, the software analyses the risk profile of each store and assists in creating a tailored security service based on an individual store's threat profile; because we understand that some stores are more likely to be a target than others, and that posting four security guards in a low-risk store is a poor use of the budget.

By deploying our multi-skilled security officers in line with risk, both safety and cost efficiency of the service are improved.



Building on a 20-year presence in the security industry providing independent counter-espionage services, Esoteric is our newly formed risk assurance division specialised in Technical Surveillance Counter-Measures, Risk, Assurance and Counter-Espionage services (TRACE).

With the tools provided by our Intelligence Hub, Intelligence Technology and additional proactive intelligence gathering and analysis, our risk management and consultancy services help assess a site's security, ensuring that defences, protocols and processes are sufficient for the risk profile. Ongoing site reviews, testing, training and mitigation measures ensure that security provisions meet the required standards.

To effectively mitigate the espionage threat and tackle eavesdropping, Esoteric specialises in Technical Surveillance Countermeasures (TSCM), commonly referred to as bug sweeping. With our knowledge of the threat landscape, inspection vulnerabilities highlighted during our survey and risk profile of an organisation, we have a range of additional countermeasures including 24/7 monitoring systems, shielded rooms and Electromagnetic Egress reviews which we can recommend to provide a proportionate degree of protection which is value-adding and provides peace of mind.

Through the Science of Service, our TSCM, risk and assurance specialists ensure clients get a comprehensive understanding of potential threats to their organisation, enabling them to better manage and mitigate their risks.

TSCM & Counter-Espionage Services

A consideration of the threats posed by espionage should be an integral part of the risk management and business strategy of any organisation. Espionage is used by the determined adversary to gain sensitive information, proprietary assets and intellectual property such as trade secrets, R&D and strategic intelligence. The techniques used vary according to the asset and organisation targeted, but often a combination of attack techniques are employed in order to target multiple security layers and exploit specific vulnerabilities.

Technical Surveillance Countermeasures (TSCM)

The use of technical attacks by adversaries is well documented. When physical security controls are strong or the information the adversary seeks cannot be gained by entry to premises, they look to exploit other vulnerabilities or to target other channels such as trusted insiders. Technical attacks aim to 'eavesdrop' on their victims, using various technologies and methodologies to intercept and collect information from conversations and signals.

TSCM surveys are systematic physical and technical inspections of areas to detect, and provide protection from, illicit eavesdropping devices. Using the very latest in counter-surveillance technology, Esoteric TSCM surveys will identify attacks from the widest range of threats including covert cameras, listening devices, GSM devices, Wi-Fi, Bluetooth, telephone bugging and laser attacks. Our approach is to advise on a proportionate and appropriate TSCM programme, taking into account the requirement and risk profile of an organisation. As well as detailing any evidence of eavesdropping activity, we go a step further to provide our recommendations on further mitigation strategies.

With a highly skilled in-house team who are qualified in electrical engineering or installations and come from military and police backgrounds, the Esoteric division provides an independent focus on counter-espionage services which offers discretion and confidentiality at its core.

Counter-Espionage Services

Esoteric advises layered security defences to form the most robust protection against the espionage threat. Adopting a range of cyber, physical, technical and personnel controls and countermeasures is the optimum strategy for organisations operating within the most sensitive sectors where espionage can cause the most damage. Indeed, the Centre for the Protection of National Infrastructure advises this approach for organisations facing national security threats, which includes espionage.

Esoteric can advise on the most appropriate range of defences according to a client's risk profile. Technical defences can include installing shielded rooms which can be used for the most sensitive of conversations, window film for buildings in built-up areas to limit signal leakage and reduce the risk of interception and in-place monitoring systems for 24/7 monitoring of illicit eavesdropping activity.

CASE STUDY

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TSCM & Counter-Espionage services for an International Bank

THE CHALLENGE

A leading international investment bank was reviewing the provision of its TSCM inspections which had long formed the basis of its counter-espionage strategy. The company invited TSCM suppliers to tender for the company's future counter-surveillance requirements.

THE SOLUTION

Esoteric were awarded the contract to support the bank by providing an innovative and effective counter-espionage strategy that included a range of solutions that would deliver sufficient flexibility to meet the ever-changing needs of the business and act to consolidate, automate and strengthen its security defences following acquisition activity.

As well as regular TSCM inspections of the most sensitive of areas of its UK HQ, bespoke training was provided to the company's security personnel to enable them to carry out interim, short-notice physical searches in key areas in support of the regular TSCM inspections. Value-add security briefings were provided to key personnel and an educational campaign was introduced to raise awareness of the threats to the wider staff population. A permanent 24/7 monitoring system was installed within the organisation's boardroom, where the most sensitive of conversations were deemed to take place, to deliver 24/7 protection from eavesdropping.

Merlin Protect 24/7 was implemented to integrate security incident reporting, including alerts from the monitoring system, and task management of its frontline security personnel.

THE RESULTS

This multi-dimensional strategic approach provided great protection to the bank, whilst delivering improved efficiencies and a return on investment. The new in-house capability not only supported the organisation's overall counter-surveillance strategy but provided the organisation with greater confidence. Information collated through Merlin enabled the bank to build comprehensive risk profiles for all of its locations, and ultimately the resource and focus efficiencies delivered a benefit saving in the region of £1.2m.

THE STRATEGY WAS REVIEWED QUARTERLY TO ENSURE THAT IT WAS FIT FOR PURPOSE AND ALIGNED TO THE ORGANISATION'S OBJECTIVES AT ALL TIMES.

Risk & Assurance Services

ASSURANCE MANAGERS

Assurance Managers are an embedded resource, acting as critical advisors with access to the full breadth of Mitie Intelligence Services as well as wider resources across Mitie Security. Assurance Managers have a responsibility to not only be abreast of the most current security guidelines, standards, and regulations, but to also fully engage in a client's business, sector and community to promote those principles.

Our Assurance Managers are the first to embed new government training initiatives, improved ways of working, innovative technologies and risk mitigation requirements to better service delivery and improve the protection afforded to their client. Such innovation is gained from involvement in industry workshops, research projects, memberships with certified bodies and authoritative bodies in the UK who set business standards in security. The benefits received from having such an advisor is the knowledge that business assets; from people, buildings, property, to equipment, information, or reputation, are protected using the knowledge and guidance of an entire industry, and the experience of a capable professional.

Our Assurance Managers have been trained to consider continuity management as a result, rather than a task; an output of considered impact reduction strategies. All Assurance Managers are ASIS PSP qualified or have the security management experience of a minimum 10 years, with a proven capacity for security assurance design, development, and delivery. Certified in either risk management or protective security, all have previous experience in delivering standards auditing, intelligence operations and operational readiness exercises for public sector authorities.

Through effective identification of risk, management strategies can be embedded into everyday security delivery, so not only is protection enhanced, but the likelihood and impact of a crisis is significantly reduced. This identification, planning and implementation is the service you can expect from a Mitie Security Assurance Manager.

Risk & Assurance Services

RISK MANAGEMENT & CONSULTANCY

Our risk and resilience consultants work with our clients' key stakeholders to identify existing shortfalls and develop strategic solutions to ensure the security of people, assets and environments. Adopting a holistic approach ensures that policies and procedures are fit for purpose, and by assessing and challenging the existing we can advise on the correct strategy and governance to have in place to protect your organisation in the face of current and emerging threats.

With highly experienced, qualified advisers and consultants trained as both generalists and in security specialisms, we have decades of experience in assisting our clients across multiple disciplines and to meet various objectives.

PHYSICAL SECURITY SITE REVIEWS

for both new build and existing premises ensure that physical security protocols and measures are fit for purpose to withstand threats such as urban explorers, espionage and terrorist activity.

MARKET ENTRY RISK REPORTS

are compiled to assist in assessing how a market should be entered, or how existing threats can be managed.

CYBER SECURITY ASSESSMENTS

help to build a picture of digital security risks and how resilient cyber defences are to protect an organisation's information and digitally held assets.

HOLISTIC COUNTER-ESPIONAGE CONSULTANCY

takes a rounded strategic review of an organisation's assets, the threats it faces and vulnerabilities which exist to create a risk profile and thus recommend mitigation techniques to help in protecting its most sensitive assets.

CASE STUDY

Risk Consultancy for COVID Vaccine Sites

THE CHALLENGE

The race to vaccinate the UK population in the face of the Covid-19 pandemic was a colossal undertaking. However, the scale of the vaccine centre deployment combined with the diversity of sites used meant that many environments that were never intended to be used as critical health centres - such as conference halls, community centres, racecourses, showgrounds and shopping centres – found themselves on the frontline of the Covid-19 response effort.

THE SOLUTION

Mitie Intelligence Services was instructed to deliver a comprehensive physical and personnel audit programme across key priority sites involved in delivering the Covid-19 vaccination programme in England, including manufacture, storage, distribution and deployment of the vaccine.

A comprehensive audit methodology had to be developed and agreed with a UK Government Department within four days and the project had to then deliver detailed security vulnerability audits across 141 sites within 14 days. This Audit Programme included a review of existing response plans and incident reporting routes, ensuring that each site could implement threat mitigations locally.

The Audits followed a systematic approach employing CPNI recognised methodology of a holistic approach to the protection of assets. A dedicated project management team was implemented and ensured the effective coordination of design, mobilisation, and programme delivery, while the core 35-person team conducting the reviews had an impressive level of security and risk experience. Their diverse backgrounds and experience (Police, Counter Terrorism and Security Advisors, National Counter Terrorism Security Office (NaCTSO), Government Agencies, Military and Business Security) allowed the team to add value at every level.

Merlin Protect 24/7 was configured and put into operation quickly in order to harness the data captured during the auditing process and enable simple collation and reporting. Utilising technology enabled the teams to deliver results in a more automated, consistent and timely fashion.

THE RESULTS

The result of the audit programme included enhanced security of the end-to-end vaccine programme, enhanced security of personnel running individual vaccine facilities, and improved safety of members of the public attending the vaccination facilities.

Training, Scenario Testing & Live Exercising

Mite Intelligence Services offers clients the ability to empower their people with further security knowledge and skills through training, while also allowing them to ensure that their security protocols and processes are truly robust to withstand an incident or attack by challenging them with a range of scenario testing and live exercises. With our Esoteric division, we can draw on specialist counter-espionage trainers and independent assessors to give peace of mind to our clients that Mitie frontline personnel and protocols are impartially evaluated.

SPECIALIST SECURITY TRAINING

Conducting regular training of your security personnel ensures that the highest standards are consistently met, and you are always up to date with the latest techniques. As frontline security officers assume broader responsibilities and need to be aware of the latest threats and ways to mitigate them, the upskilling of security officers through training also provides further ways of increasing efficiency and effectiveness.

Mitie Intelligence Services offers a wealth of training options. We design bespoke training programmes tailored to our client's unique risk profile, ensuring any training is relevant and proportional to the potential risks and threats your people, assets and environment may face. Having specific training ensures people's skills are kept up to date, so they can better deal with incidents as well as better understand new processes and procedures aimed at making security strategy more effective and efficient. We are skilled in delivering such programmes through e-learning, classroom and on-site practice environments.

Through Esoteric, we offer a range of TSCM training courses. Dependent on the knowledge and background of delegates, basic or more advanced TSCM training is offered to fulfil specific objectives and learning outcomes. Delivered by our highly trained team, physical and technical search techniques are taught through a combination of classroom and practical exercises, with the option to run through practical assessments in a variety of physical settings including offices, residential homes, hotel rooms, data centres, vehicles, and more.

SCENARIO TESTING & LIVE EXERCISING

Penetration testing and live exercising are vital tools in a security teams' armoury, as they identify areas to improve but can also provide peace of mind that current measures in place are adequate for the location. Testing regularly ensures that processes are adapted as threats change and new weaknesses become exploitable, but it also demonstrates good governance and can provide evidence to support investment in further security measures.

Our penetration testing approach starts with a detailed analysis of your existing security and any publicly available intelligence to plan the 'attack'. Our individuals, trained and experienced in Covert Human Intelligence Source (CHIS), intelligence and surveillance, conduct the access tests, gathering video evidence as necessary, and upon completion provide a detailed report outlining their findings and suggested recommendations to mitigate and manage any vulnerabilities they identified.

Live exercises are devised and conducted to provide invaluable intelligence that helps to identify gaps in existent security processes or procedures in order to make them more efficient. Dependent on the scenario, such as a suspicious package, terrorist incident or protest action, the test is designed to be proportionate to a client's unique risk profile.

Delivering The Science of Service

Our Intelligence Methodology is Mitie's Science of Service in action. Providing actionable intelligence and innovative technology solutions, ensures Mitie Intelligence Services positively impact our clients' security decision-making, allowing them to make more informed decisions and be more agile in their approach to protecting their people, assets and environments.

Through a scientific approach, our Intelligence Hub identifies the threats to our clients assets and captures rich, reliable intelligence on the specific threats. This information is then reviewed by experts and fed into our Intelligence Technology to analyse multiple data inputs and make the intelligence actionable. Our technology then disseminates this to relevant stakeholders at the right time, ensuring they have a real-time picture of the threats their organisation faces. This intelligence can then be evaluated by security teams and on-site risk and assurance managers, who work with our clients' to implement measures to mitigate and manage the risks and threats more effectively.

As a continuous cycle, this approach to intelligence brings the Science of Service to life, emphasising the importance of data and insight to deliver meaningful impact for clients. Through this methodology, our Intelligence Services are leading the industry with a full suite of solutions that enable improved management and mitigation of risks and threats to better protect our clients' people, assets, and environments.

The Science of Service - Mitie's Intelligence Methodology

mitie

SECURITY

THE EXCEPTIONAL, **EVERY DAY**

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