

# SECURING LONDON

---

Intelligence.  
Technology.  
People.

# CONTENTS

## EXECUTIVE INSIGHT

|    |  |
|----|--|
| 04 | INTRODUCTION FROM JASON TOWSE                            |
| 07 | DELIVERING THE EXCEPTIONAL IN LONDON                     |
| 08 | LORRAINE MANSFIELD - DIRECTOR, LONDON STRATEGIC ACCOUNTS |
| 11 | TONY STALLARD - DIRECTOR OF OPERATIONS, LONDON           |

## SECURING LONDON THROUGH INTELLIGENCE, TECHNOLOGY & PEOPLE

|    |   |
|----|---|
| 12 | INTELLIGENCE  |
| 14 | MITIE INTELLIGENCE SERVICES                             |
| 18 | TECHNOLOGY  |
| 20 | PEOPLE  |
| 22 | PREPARING LONDON FOR PROTECT DUTY                       |
| 24 | INTEGRATED SOLUTIONS SECURING LONDON                    |
| 26 | CASE STUDY - SECURING THE Q3 BUILDING AND REGENT STREET |

## ENHANCING SECURITY ACROSS THE CAPITAL

|    |   |
|----|---|
| 28 | SECURING THE CAPITAL THROUGH COLLABORATION        |
| 30 | INTELLIGENCE, TECHNOLOGY, PEOPLE, SECURING LONDON |

“Security in London is changing, and everyone must change with it”



## AN INTRODUCTION FROM OUR MANAGING DIRECTOR **JASON TOWSE**



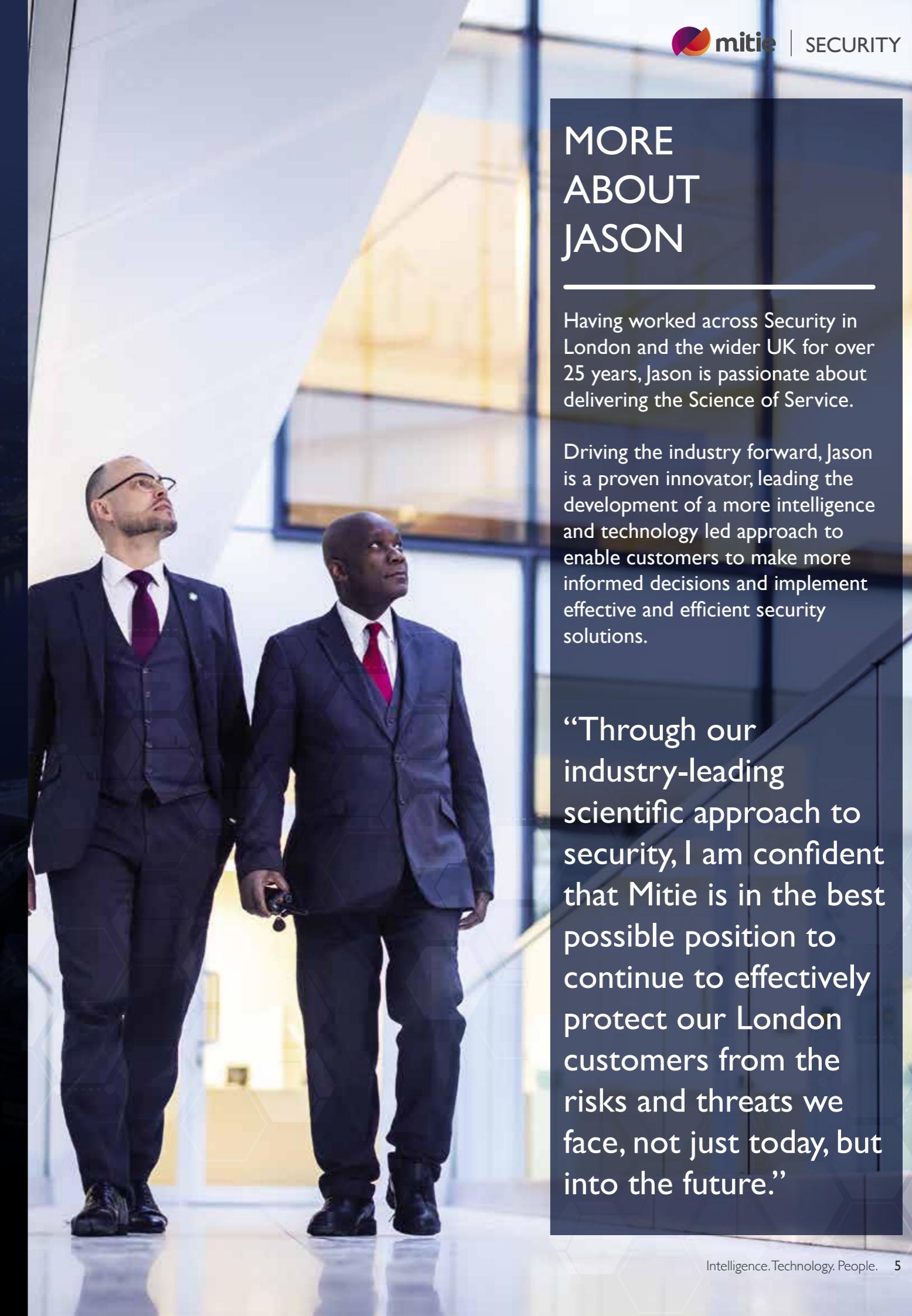
Keeping London safe and secure has never been more challenging. As the city faces uncertainty around its occupation, and reoccupation, businesses face the ever-evolving task of mitigating the risks that affect their people, assets, and environments.

Across both public and private sector organisations in London, and diverse sectors including iconic shopping centres, government buildings, corporate head offices and key transport hubs, there is a recognised need for agile, highly effective security. Truly effective solutions are driven by collaboration – a partnership approach with an experienced security provider who can utilise rich data and insight to inform the right decisions for your organisation will mitigate risk and create an environment that delivers both confidence and credibility.

Through innovative intelligence and technology led security, the need for connected solutions has significantly increased. Utilising technology, including systems and software such as Mitie's Merlin,

in tandem with intelligence functions such as assurance managers and dedicated analysts supported by an Intelligence Security Operations Centre, organisations in London can better understand their data and insights and implement a risk based approach to their solution.

It is important to remember that security goes way beyond a physical presence at your entrance. Other colleagues, such as Cleaning Operatives and Front of House members, must also be aware of security protocols and how to protect businesses assets. This holistic approach to security becomes increasingly important with the upcoming "Protect Duty" legislation as the responsibility sits across all employees to identify and manage risks and threats effectively.



## MORE ABOUT **JASON**

Having worked across Security in London and the wider 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 customers 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 protect our London customers from the risks and threats we face, not just today, but into the future."**

## DELIVERING THE EXCEPTIONAL IN LONDON

---

As the capital of England, and largest city in the country, London and its businesses face significant risks and threats every day. It is imperative that businesses stay on the front foot to protect their people, assets and environments, but to do so effectively, partnering with specialist security providers is a necessity.

As threats to businesses modernise, remaining proactive is getting progressively more challenging. However, taking a scientific approach to security through the implementation of actionable intelligence, innovative technology and

exceptional people and expertise, Mitie can help businesses in London remain one step ahead.

Securing key diverse sites across the capital, including Bank of England, Regent Street and Westfield, and across the public sector including HMRC and NHS Property Services. Working in collaboration with industry leaders such as the Police and City Security Council among others, Mitie are uniquely positioned to deliver holistic security solutions to customers in London, as visitors and commuters begin to return in earnest to the Capital.



“London is special, and I am proud to help protect it.”

**Lorraine Mansfield,**  
Director, London Strategic Accounts

**“London is special. A truly unique city with unique challenges. It is essential we all understand the threat landscape and key challenges London organisations face, including major incidents, protests and activism. Ensuring organisations in London receive real-time insight 24/7, to implement an intelligence-led security solution, is vital to managing and mitigating these issues.**

Combined with a collaborative approach with the local Police and other security colleagues, together we can continue to target harden areas in London and protect its iconic locations and businesses.

I am proud to continue protecting this great City. Collectively, we are in a fantastic position to keep London secure, and through a combination of intelligence, technology and people, I am sure that we will continue to effectively manage risks to the Capital and the organisations that call it home.”

#### **ABOUT LORRAINE:**

Serving over 34 years in the City of London Police, Lorraine is a former Superintendent who worked in multiple operational roles, notably as Head of Counter Terrorism and Head of Firearms Operations. Lorraine has exceptional knowledge of the London security landscape, supporting numerous iconic customers focussing on testing and exercising. Lorraine has been instrumental in the development and introduction of a new Critical Incident Management training program for control room operatives and is key in maintaining close relationships with law enforcement and other agencies. Lorraine has taken a role as one of the operational leads for the City Security Council fully endorsing the need to collaborate with a range of other key stakeholders in order to target harden and achieve a safer City.





**“Security in London is changing, and everyone must change with it”**

**Tony Stallard,**  
Director of Operations, London

**“Security has changed rapidly, particularly over recent years. Changes in methodology, as well as significant advancements in technological capabilities, have meant we are now able to be much more sophisticated in securing environments for our customers.**

However change is constant, and security, particularly in London, is no different. As one of the world's major cities, it will remain a key target for those wishing to do harm. That's why it is vitally important that businesses in the capital continue to seek the best solution for their specific needs. That is where Mitie come in.

Collaboratively, we must all be willing to adapt and introduce the latest techniques and technology to keep our people, assets and environments secure. By working together, we can continue to keep London safe.”

#### **ABOUT TONY:**

Tony started his security journey by serving 12 years with Her Majesty's Forces. His career in the military saw him operate as a Bomb Disposal Officer, before moving into Counter Terrorism on a National and International front.

Following his stellar military career, Tony put his skills to good use in the private security sector, starting with seven years at Chubb Security Personnel, before moving to VSG in 2006. During his time at VSG, Tony served as Operations Director, giving him a broad knowledge of security solutions, before going on to lead the growth of a prolific London centric portfolio, a role which he continued after Mitie acquired VSG in 2018.

# Securing London through Intelligence



Actionable intelligence is the cornerstone of modern security solutions. Understanding risks and threats, and being able to manage them more effectively, all comes from having the right intelligence. As the capital, London has been, and will remain to be, a key target for criminality and unrest, which is why Mitie have introduced a dedicated London intelligence function as part of the wider Intelligence Services.

As well as receiving the regular intelligence updates from Mitie, London customers benefit from a dedicated "London Weekly Executive Summary", covering an overview of the threat landscape in London, focused on notable recent incidents and upcoming events, as well as the general security landscape, covering terrorism, crime, activism and urban exploration activity among other topics.

## Managing the threat landscape in London: Protests, Activism, UrbEx, Major Incidents & Protect Duty

The threat landscape has changed significantly in London over recent years, and with the upcoming Protect Duty legislation, there will be greater responsibility for many locations in London. It is therefore imperative that those operating in the capital take an intelligence-led approach to tackling security, to ensure not only legislative

Knowing when and how to lockdown a building in the event of an incident for example, and empowering colleagues to be decisive in the moment, ensures that everyone on site can take incidents in their stride and effectively secure their environment.

compliance, but also to ensure they have done everything possible to secure their people, assets and environments.

Protests, activism and urban exploration (UrbEx) have been a rising trend in London, with the likes of Extinction Rebellion undertaking action on a regular basis in the capital. Throughout the Extinction Rebellion protests in 2019 and 2020, Mitie intelligence teams delivered over 500 intelligence reports and alerts to keep customers informed on protestor activity. Utilising Mitie's dedicated London intelligence service, customers get deeper insight into protest activity, better understand common tactics, and provide information to their employees and guests to help them avoid planned activism. In addition to protests and activism, Mitie's dedicated intelligence teams also support customers in the event of major incidents, ensuring they receive real-time updates to protect their people, assets and environments as effectively as possible.



As well as real-time intelligence updates, for businesses in London, conducting regular scenario tests and live exercises can be vital in training teams responses to certain incidents. Ensuring everyone on site knows their role, including front of house teams and other services, is crucial to protecting an environment and the people within it.

## Risk & Assurance: Training, Scenario testing, TSCM

As well as utilising wider intelligence sources, creating an in-house Security Operations Centre (SOC) can prove to be extremely beneficial, providing the opportunity to integrate systems monitoring with tailored intelligence specific to one site or portfolio. An effective SOC also integrates with a wider intelligence community, communicating with others in the same industry, geographical location or on a wider national scale to understand broader risks and threats to the business. Mitie's data sharing agreement, currently in use in the retail sector, is a fantastic example of how businesses in the same sector can share data and intelligence to deliver more informed and ultimately more effective security solutions. Knowledge is power, and through industry-leading agreements, Mitie enable customers to have more knowledge than

ever about risks and threats facing their business. However, outsider threats are only one potential issue facing corporations in London. Insider threats are a growing concern, which is why it is important to consider technical surveillance counter measures (TSCM) in a comprehensive security solution within the capital. Conducting TSCM helps to protect an environment and reduces the risk from insider threats.

Having actionable intelligence available in real-time is invaluable when creating and delivering robust security solutions. The best intelligence enables a truly proactive approach to security, providing a better understanding of risks and threats and how best to manage them.

# Mitie Intelligence Services in the Capital

At the heart of a holistic security solution is actionable intelligence. Having real-time insight empowers teams to take a more agile approach, enhancing their security and ensuring they are maximising the effectiveness of resources.

In the City, being proactive and having a deeper understanding of threats and risks is vital, as London is often seen as a prime target for major incidents, protest activity and business crime.

Being armed with actionable intelligence means businesses across the Capital can ensure they manage and mitigate risks more effectively and drive efficiency through their security solution.

## Intelligence Hub



Through Mitie's Intelligence Hub, over 15 intelligence analysts support our London customers with major incidents, business crime, portfolio management, activism, protests and urban explorers. These analysts provide real-time insight and actionable intelligence to our range of customers through more than 2,000 intelligence alerts per year.

**Our industry-leading, award-winning Intelligence Hub is the heart of our intelligence network, collating and analysing insight from multiple sources to provide our customers actionable intelligence that empowers them to make more informed security decisions.**

## Assurance Managers



Through embedded Assurance Managers, Mitie can ensure our customers have an expert engrained in their business, providing detailed risk and assurance insight, specific to their location and risk profile. Supporting customers to maintain an effective security posture, embedded Assurance Managers have a greater understanding of a customers needs and are supported by Mitie's Intelligence Hub and wider intelligence network.

Across a broad portfolio, covering multiple sectors including retail and shopping centres; corporate and iconic buildings; critical security environments and transport and aviation, Mitie's Assurance Managers take real-time insight and support our customers in the City to ensure their people, assets and environments remain secure.





## Terrorism

The UK national terror threat level is currently at SUBSTANTIAL. The chance of a terror attack occurring within the UK is now considered "likely." There have been no major terror related incidents or developments relating to central London in this reporting week.

## Suspicious Activity

During the past week there have been three reported instances of suspicious activity identified. On 28 & 29 March, an urban explorer trespassed onto the roof of buildings in the Bishopsgate and Nine Elms areas of London. On 29 March, two free runners were detained by security as they attempted to scale a building in the vicinity of Cabot Square in Canary Wharf. Separately, a suspicious individual was reported in the vicinity of Princes Street in City of London on 24 March. The individual was said to be sat in a white van. When approached, the individual claimed to be working for the police before quickly driving away, the police were not able to find a direct link between the individuals' vehicle and the Metropolitan Police.

## Activism

During recent weeks there has been an observable rise in protest activity across London, a development broadly in line with seasonal trends. Levels of activism across London are likely to increase with the arrival of spring, the onset of the forthcoming Extinction Rebellion Spring Campaign, and the arrival of AGM season. XR online outreach and skill-sharing sessions have increased in frequency in recent weeks, a trend consistent with the build-up to XR campaigns.

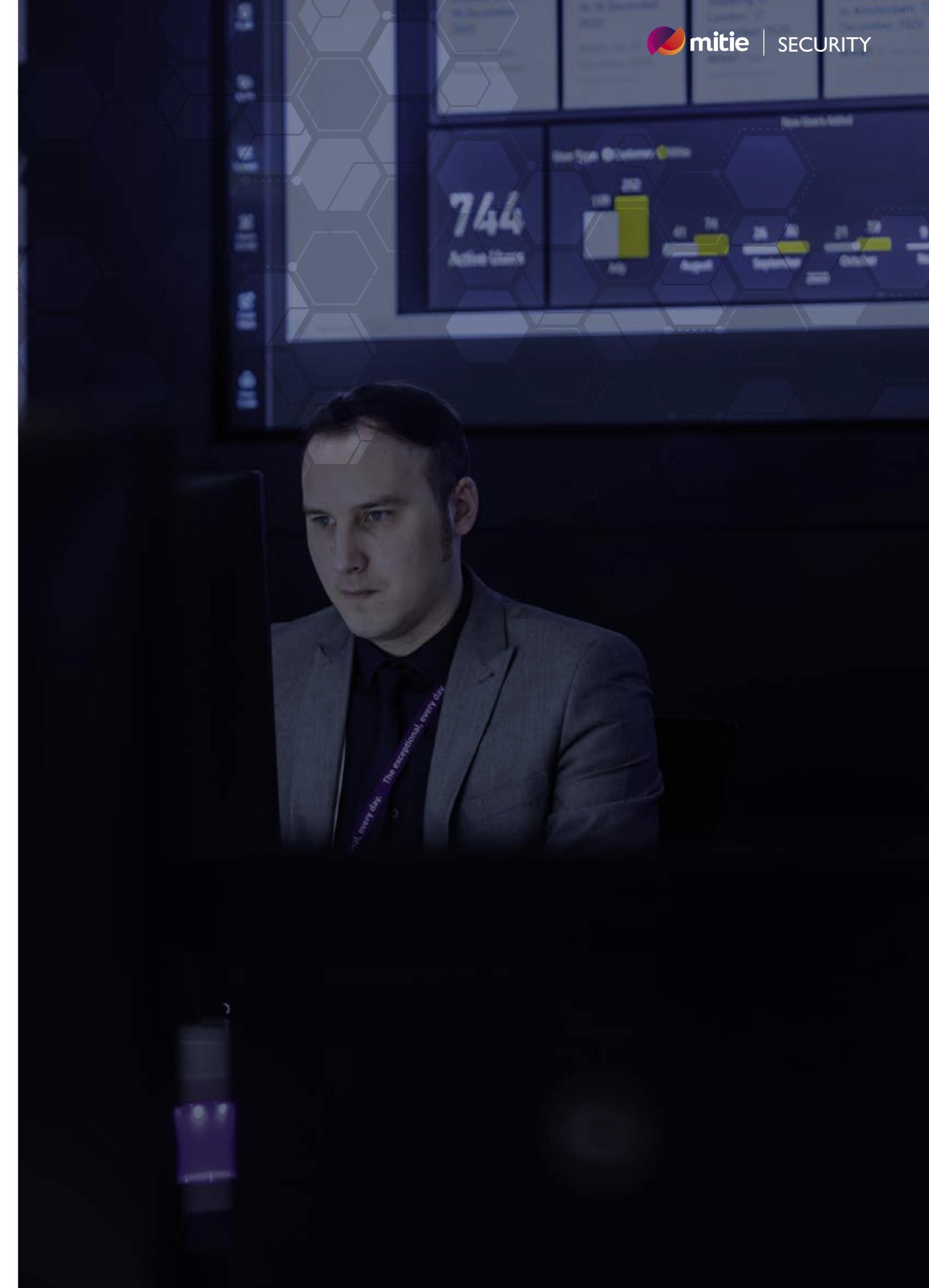
Significant numbers of well-attended protest actions in relation to the ongoing war in Ukraine continue to be held in London. The most recent large-scale action in support of Ukraine took place in Central London on March 26 and attracted approximately 10,000 attendees. The protest consisted of a march from Grosvenor Street to Trafalgar Square. The event passed without notable security incident; a feature typical of the majority of Ukrainian-linked protests. Despite the recent circulation of a large volume of negative media reporting focused on economic ties between various multinational companies and the Russian economy, at present there are limited signs of any associated activist threats against specific companies in relation.

## Crime

Crime levels in the City of London has decreased by approximately 25% since November 2021 according to City of London Police data. Overall levels of criminal activity in the area remain high, based on official statistics. During the past 12 months, theft was the most common type of criminal offence (2,078 offences), followed by violent and sexual offences (1,437 offences).

## Major Incidents

On 23 March, a large quantity of chlorine gas was accidentally released into the London Aquatics Centre in Stratford. The release of the gas prompted a major emergency response and the declaration of a major incident by the London Ambulance service. The incident resulted in hospitalisation of 29 people for breathing difficulties. There were no reported fatalities.



# Securing London through Technology

Technology plays a crucial part in any modern security solution. The most effective solutions now utilise the latest technology to better inform security decisions, and drive efficiency of service, ensuring Security Officers are utilised only where needed, in the right place at the right time.

Combining people and technology in such an integrated way enables a more rounded view of security and ensures the 'best-fit' solution is in place.

Empowering frontline heroes with technology means that more data can be captured in real-time, which enables greater levels of analysis and more accurate and actionable intelligence to enable a proactive and agile approach, always based on the latest insight. In addition, implementing technology alongside the best people allows customers to record a more robust audit trail, so tasks and incidents can be logged to ensure a complete history is compiled for the location.

Through Merlin Protect 24/7, Mitie's proprietary business intelligence software, customers can get complete visibility of security data, tracking in real-time completed tasks and patrols, reported incidents, enabling better management of assets, including people resource and building assets, providing a holistic view and enabling a more efficient solution to be implemented. This leading software integrates with multiple existing systems, ensuring customers have a single solution to collate, aggregate and analyse data to assist in making more informed decisions about their security. With features such as 'geo-fencing', that enable users to view incidents

and insight from a particular location or area, Merlin ensures customers can review and dissect data in the most appropriate way for them.

In addition, 'geo-fencing' in this way is a fantastic tool when sharing intelligence, with Merlin capable of sending out a mass communication to any user who has assets in a specified area.

Utilising big data in this way, Merlin empowers customers to be proactive, rather than reactive, taking a risk-based approach to security resourcing whilst ensuring their people, assets and environments remain secure.

However, technology is more than data. Security systems on site are essential to aid in creating a holistic solution. As technology evolves, these systems become more intuitive, more intelligent and more effective. CCTV for example, is no longer just a camera. Utilising intelligent CCTV systems, objects, weapons and even gestures can be identified and flagged to control teams to intervene. This takes CCTV from merely being a reactive tool, to one that can be used in real-time to improve monitoring, and assist security personnel quicker and more efficiently than ever. Intelligent CCTV systems also ensure that control room operatives can be more targeted in



their analysis, getting notified automatically by the system, instead of having to scan multiple cameras simultaneously. Improving their efficiency in this way ensures they are only viewing, supporting and reviewing crucial footage, meaning more incidents can be effectively monitored and lowering the occurrences of false alerts.

In addition to advances in CCTV technology, access controls have also significantly developed in recent years. Using modern smart access solutions, customers can eradicate the need for the humble key. Keys are easily lost or copied, which makes them a significant security risk. However, with digital, smart access solutions, users can see who entered where, at what time, and when they leave. This level of auditability is not so simple with a regular key. Smart solutions, such as using credentials on a mobile phone, also allows for greater access control, with individual users permissions managed centrally, only allowing them access to relevant areas, upgrading or downgrading their permissions as necessary.

**For customers in London, where it is often high value people or assets that need protecting, ensuring intelligent technology is implemented is of immense importance. With greater control on access permissions, as well as cameras that can automatically alert in real-time, modern security systems are almost purpose built for the London environment.**

# Securing London through People

Without the best people, delivering an effective, efficient and comprehensive security solution is not possible. But just doing the basics, such as ensuring people are highly trained, not just in wider security but also trained in the specific site and location in which they work, is not enough. To create high functioning teams, people must be integrated with the latest technology and empowered with actionable intelligence.

Connecting people with intelligence and technology allows the introduction of more proactive solutions, with real-time intelligence enabling resources to be utilised in the most effective and efficient way to maximise productivity and security.

In addition to empowering teams with technology and intelligence, developing their skills through scenario testing and live exercising can also be hugely beneficial, teaching not just security teams, but the wider services, more about how to deal with specific incidents that may impact the business' people, assets or environment.

To further ensure the maximum output from people, having strong operational, experienced leadership is also paramount to delivering exceptional service in London. With ex-military, police and counter-terror personnel engrained in the delivery of our London operation, Mitie's people have deep expertise of security in the capital, not just in the private sector, but also first-hand knowledge of the public sector. This combination of experience ensures we are able to deliver a truly holistic security solution for customers, who gain the benefit of our people's broad expertise of delivering security in the capital.

In addition to supporting people with the best intelligence, technology, training and expert operational support, providing enticing benefits packages ensures the best talent can be recruited and retained. Due to the pandemic, frontline heroes are more in the spotlight than ever, and Mitie are proud to have been at the forefront of the industry perceptions campaign to raise awareness and recognition to ensure these vital colleagues are better protected and respected. To reflect this, Mitie are honoured to be a recognised provider of the Living Wage Foundation, as well as being committed to delivering non-monetary benefits to all frontline heroes, such as a virtual GP service, life assurance and a free employee assistance programme.

Finally, to maintain a strong security presence, it is important to consider how your sites are protected when they are vacant or unoccupied. Having a reliable and efficient mobile and vacant properties solution in place is another essential part of a comprehensive solution. Whether that is a physical patrol, keyholding services or mobile response, these vital people services can not only keep customers compliant with insurance requirements, but also provide additional peace of mind that a site or multiple sites have round the clock protection, whether occupied or vacant.

## Expert people in London

### Emma Shaw Director, Mitie Intelligence Services

An MBA graduate, and a Chartered Security Professional (CSyP) Emma's early career was spent with the Royal Military Police, followed by a career in the Ministry of Defence before founding Esoteric Ltd in 1998.

Emma is Chair Emeritus of the Security Institute, having previously been Chairman (2013 to 2015); Board Director of Defence Industry Security Association (DISA), and Council Member for City and Security Resilience Networks (CSARN). Emma is a Trustee and member of the Board of the City of London Crime Prevention Association (ColCPA) and was recently appointed Deputy Chair of the UKTINYg (Terrorist Information Network) Advisory Council. Emma is also a Non-Executive Director of Cyber Security Challenge UK, Kings Security Group Ltd and Falanx Group Ltd.

### Ian Mansfield M.B.E. Business Security Advisor

Ian spent the last 17 years of a 32-year police career working in protective security, advising business partners on how to protect their staff and property from terrorist attack and protestor activity. This helped Ian to build an extensive network of trusted partner contacts, which to this day has helped him to continue to work in this specialist area on retirement from the police.

Ian provides specialist strategic and tactical advice to businesses teams and supports them in dealing with any reactive or proactive issues.

### Darren Pulman Head of Assurance London Strategic Accounts

Formerly in the City of London Police, Darren is vastly experienced in the sector, with a proven track record of risk management and outstanding leadership having undertaken various roles in the Police.

Darren's time in the Police included a 3-year secondment to the National Coordinators Protect and Prepare Portfolio where he was instrumental in the implementation of an enhanced intelligence and targeting capability in support of regional Counter Terrorist hubs. He was also Head of Firearms Operations and latterly the Chief Firearms Instructor for the City of London Police, with responsibilities as the Head of Firearms Training.

### Gareth Herbert Senior London Intelligence Analyst

Gareth is a Senior Intelligence Analyst with over eleven years' experience in various intelligence roles in the private sector.

Having significant experience with Mitie's London customers, Gareth has been integral to supporting customers with assets and travellers in multiple locations across the globe. Gareth also holds a master's degree in Terrorism & International Relations, giving him both the practical and theoretical background that makes him an invaluable intelligence asset to the London network.

# Preparing London for Protect Duty



## What is 'Protect Duty'?

Otherwise known as 'Martyn's Law', Protect Duty is a new piece of Government legislation set to be introduced in 2023, designed to provide better protection from terrorism for the British public. Protect Duty will apply to owners and operators of publicly accessible locations and will be required to comply with five key requirements.

- to engage with freely available counter-terrorism advice and training
- to conduct vulnerability assessments of operating places and spaces
- to mitigate the risks created by these vulnerabilities
- to put in place a counter-terrorism plan
- local authorities plan accordingly for the threat of terrorism.

Based on feedback from consultations in 2021, the policy should apply to venues with a capacity over 100 persons, and large organisations (over 250 employees) that operate at publicly accessible locations.

Publicly accessible locations include a wide variety of everyday locations such as:

- **PUBLIC VENUES** for entertainment and sports, tourist attractions and shopping centres.
- **LARGE ORGANISATIONS** including retail, or entertainment chains.
- **PUBLIC SPACES** such as public parks, beaches, town / city squares and pedestrianised areas.

Whilst this list is not a comprehensive list, it does demonstrate the diverse nature of publicly accessible locations that will be affected by Martyn's Law upon its introduction.

## How Mitie can support in making you 'Protect Duty' prepared

With the new legislation due to come into effect in 2023, businesses must begin planning now, working with risk and resilience experts to properly identify, plan and implement new measures to protect their locations and the general public.

equipped to deal with any issue in the event of a terrorist incident. Our solutions are tailored to your specific requirements and the size of your business, and are focused on any relevant potential incidents that would need to be managed.

**Partnering with Mitie, you can be assured you have taken the appropriate measures to protect your people and the public and are 'Protect Duty' ready.**

Working collaboratively with Mitie, you can ensure that your business has implemented the physical security measures required to keep your customers and colleagues safe, iteratively improving policies and procedures and ensuring your personnel are



How can Mitie Security assist with improving security, keeping the public safe and Protect Duty compliance?

### Physical Security:

We perform full physical risk assessments that identify vulnerabilities, and implement cost effective, risk-based, protective measures to ensure the ongoing safety of your people, assets and environments. We have already performed these threat and vulnerability assessments throughout our corporate buildings, including full terrorism threat assessments, and are actively working with our customers to support them with threat assessments of their own environments.

### Policies and Procedures:

We work with you to identify existing risk solutions to manage these effectively. Adopting a holistic approach to ensure your policies and procedures are fit for purpose, we challenge existing structures and ensure you have the correct strategy and governance in place to protect your organisation, with our consultancy team ensuring your risk and security posture meet the requirements set out by Protect Duty.

### Training and Empowerment:

Ensuring our colleagues are equipped with the very best training and resources has long been a key priority for Mitie. Through recent SIA top up training we have rolled out Action Counter Terrorism (ACT) for Security Awareness Training to our frontline personnel. As part of our continued commitment to Martyn's Law compliance, we have also completed an enterprise wide roll out of the ACT app onto all company devices and have made it available to all of our colleagues' personal devices should they choose to install it.

### Review and Assurance:

Risk management should be a regular process, repeated to include reviews of assets, risks and control measures that are in place, and at Mitie we promote a culture of quality and continuous improvement at all levels. To maintain compliance with Protect Duty for our customers, the security strategy, training and processes we implement are regularly reviewed and analysed, with contingency planning for potential situations assessed against CPNI advice, to deliver incremental improvements and recommendations on measures to minimise or mitigate potential risks.

# Integrated Solutions Securing London

To effectively secure environments, it is crucial to ensure that other functions aside from security understand the basics and are confident in implementing procedures in order to keep a companies people, assets and environments safe. As the first contact for many when entering a building, the Front of House teams are truly on the frontline of securing your location.

With dedicated, highly trained, and psychometrically assessed people, Perception delivers memorable guest experiences and world-class service.

Connected through technology, Perception teams are empowered with technology to make colleagues and guests feel at ease on every visit, whilst also delivering a truly authentic service.

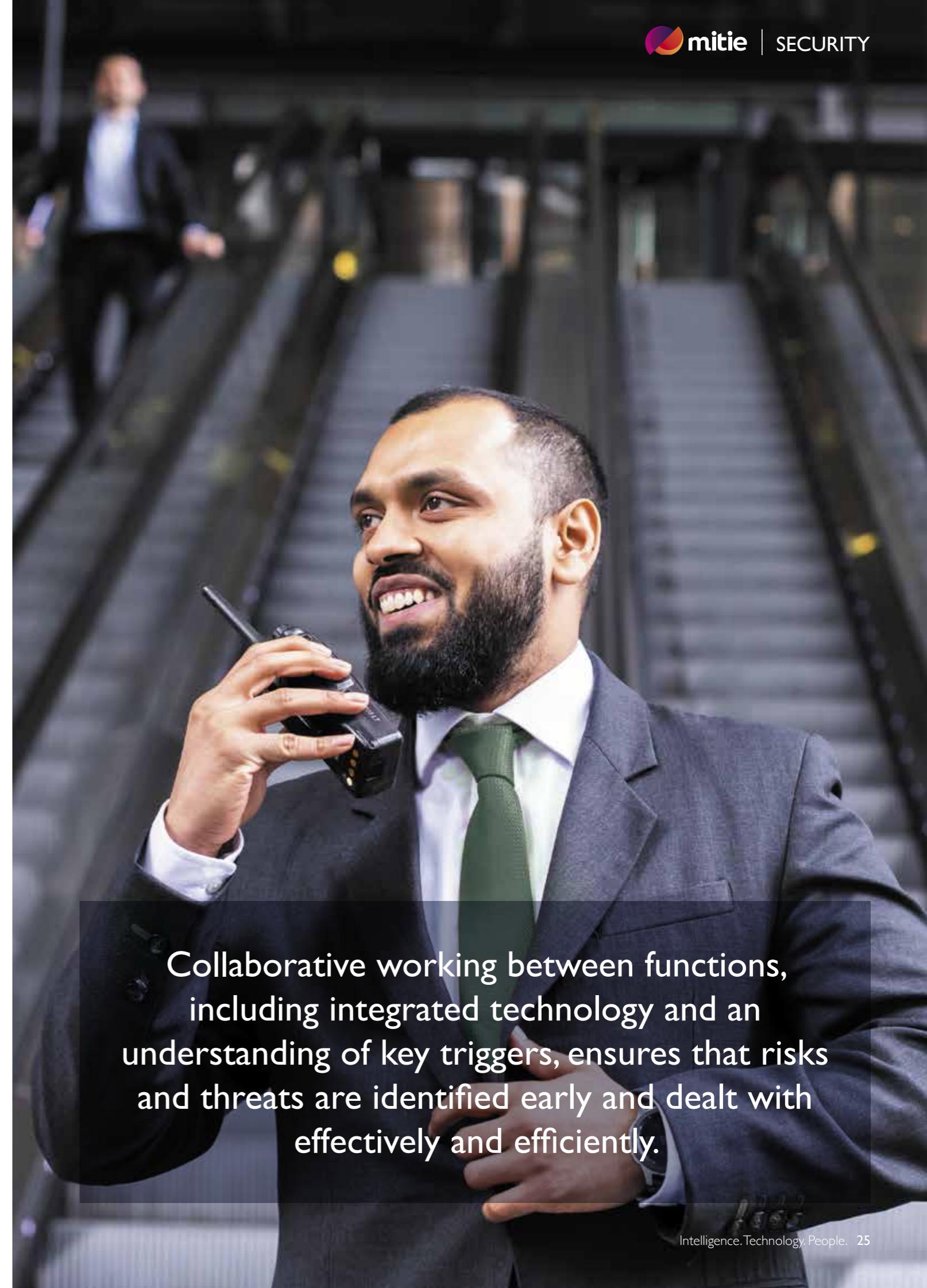
To provide true protection, it is important that front of house colleagues can identify risks and threats and alert the necessary security teams swiftly in order to manage the situation effectively. Training front of house colleagues in vital security protocols means there are more eyes and ears tuned to identify risks, a methodology that is a key component of the Government's ACT training. With behavioural

awareness training, Perception colleagues are perfectly placed to support security teams, having an understanding of peoples actions and the best course of action to manage a variety of situations and avoid escalation.

Collaborative working between functions, including integrated technology and an understanding of key triggers, ensures that risks and threats are identified early and dealt with effectively and efficiently.

Including front of house in scenario tests can also be a natural way to enhance their understanding of the role they play in securing an environment and protecting its people and assets.

Integrating Mitie Security Officers with Perception front of house teams ensures a truly connected approach to securing your people, assets and environments, not only providing a memorable experience for guests and colleagues, but one that is safe and secure for the entirety of their visit.



**Collaborative working between functions, including integrated technology and an understanding of key triggers, ensures that risks and threats are identified early and dealt with effectively and efficiently.**

# CASE STUDY

## Securing the Q3 building and Regent Street

### The customer



The Crown Estate and JLL, owner and managing agent of the Q3 building and multiple buildings on Regent Street.

### The challenge

JLL and The Crown Estate had a vision for security on their central London portfolio. They wanted to transition from a personnel heavy, labour intensive model, to a more agile, technology-enabled approach. In addition to this, they had found that having siloed systems at individual locations was a true hindrance in delivering comprehensive security, so were looking to simplify their solution whilst also modernising to enable a more efficient approach to security.

### The solution

To help JLL and The Crown Estate realise their vision, Mitie implemented a Security Response Team. This team of highly trained frontline security officers were on hand to patrol all the buildings managed by JLL along Regent Street, as well as secure the Q3 building itself. Previously, there were multiple buildings that would only have personnel on site to lock and unlock the doors. Now, with the introduction of the response team, every building had an equal share of protection and security, based on risk and intelligence. In addition to the improved presence of security personnel, it was also important to address the siloed systems across the Regent Street estate. Introducing a completely new system across multiple buildings was a huge task, but one that would help modernise the solution. Now, instead of each single

location having its own standalone system, they were integrated across the estate, enabling remote monitoring and analysis, as well as making it simpler to support the police in any requests for video footage.

Having integrated systems and a security response team then led the way for the creation of a dedicated Security Operations Centre (SOC). The SOC became the hub where all the systems could be centrally monitored and managed, and where response teams could look to for support. The SOC enabled the solution to become more scientific in its approach, directing resource based on risk and threat, whilst also ensuring quicker responses in the result of an incident.

**On average, a response officer takes over 25,000 steps per day**



### Mick Sanderson, Security and Resilience Manager, JLL:

"Mitie continue to provide service to the Regent St section of what is now a much larger TCE London portfolio comprising Regent St, St James, and a wider residential section.

Mitie deliver a one-team ethic with their portfolio security and FoH partners, and have supported JLL to move towards more collaborative security provision with neighbouring stakeholders, progressively enhancing and embracing technological advancement in this ongoing journey"

With the introduction of the SOC, Mitie were also able to implement additional security measures, working collaboratively with in-situ Front of House teams to introduce new technology, such as panic alarms, that all fed back into the SOC, giving the control team a complete security picture. To ensure the best implementation, the security team engaged with the multiple Front of House teams throughout the street, reassuring them they would be on hand to see and hear them should they need assistance, and deploy the security response teams where necessary.

The dedicated SOC work collaboratively with Mitie's intelligence network to ensure they are kept up to date with the latest activity in London that may affect businesses and buildings along Regent Street, for example, protests and activism.

In these instances, and during other large events, Regent Street can become pedestrianised. Due to this, it can make the work of the response teams and SOC more challenging. With cameras placed within buildings and monitoring the perimeters, during large events it was clear there was a 'blind-spot' for the SOC team, with no way of monitoring the street as a whole. However, within 48 hours, Mitie installed systems that would enable the SOC team to have visibility the entire length of the street, ensuring they could best position the response teams, and stay aware of emerging risks and threats.



### The Result

The modernisation of the whole Regent Street security solution has been a fantastic success. From new systems to a risk based, agile approach to personnel, the street has seen true benefit from the new security solution. Innovating with new technology and implementing a scientific approach to resource deployment has ensured that Regent Street is protected today and into the future.

**OVER 18,000  
COMPLIANCE  
CHECKS ANNUALLY**

The team have also shown their social value commitment, engaging with rough sleepers on Regent Street and liaising with StreetLink to ensure they get the right help and to get them off the streets. As a result of this engagement, the team have managed to significantly reduce the number of rough sleepers on Regent Street, a fantastic added value of implementing the response teams.

**OVER 300  
REFERRALS TO  
STREETLINK IN 2021**

# Securing the Capital through Collaboration

Mitie are proud to be a leader in the private security sector, however, over recent years it has become more and more apparent that collectively, the security industry must do more to bridge the gap between the public and private sector. Mitie are at the forefront of trailblazing collaborations with the aim of creating better communication across the industry and ultimately, more secure environments for customers and the public.

## Collaborating with City Security Council



Mitie are proud to play a significant part in the City Security Council and be an active member of several initiatives, helping to co-ordinate the regular 'Hi! Visibility Days'. These initiatives help to significantly drive collaboration not just across the private security sector, but also with the Police, delivering significant benefits to the customers and communities across London.

## TINYg



As a Premium Partner of TINYg for over a decade, Mitie have demonstrated true dedication to supporting countering terrorism in the UK and around the world. Jason Towse, Mitie Business Services Managing Director, is a senior member of the advisory board and lead for retail and business crime, playing an active role in the groups' activities. In addition, Emma Shaw, who leads Mitie's intelligence services, is Vice Chair of TINYg UK, showing further commitment and support to the network.

Mitie's support of TINYg extends to assisting in the organisation and participation of key events, including a recent event held in London focused on Counter Terrorism in Business Crime and Retail. The event saw over 200 attendees hear from keynote speaker Alistair Sutherland QPM, Deputy Chief Constable, and a panel of industry experts made up of Katy Bourne OBE, Paul Anderson, Deputy Chief Constable, Superintendent Patrick Holdaway, Chief Inspector Paul Spicer alongside Jason Towse.

## Collaborating with the Police



Mitie have been actively involved in several initiatives, not just within London, but also on a national and strategic level. Proactive engagement with the Met Police and City of London Police has seen fantastic collaborative work on issues such as reducing the impact of protest activity, multi-agency exercises and high-profile public and private joint initiatives. In addition, Mitie are also actively working alongside the Police and other Government departments to support London customers with training and response to major incidents, such as marauding terrorist attacks, protest issues, and assisting with National Counter Terror awareness training.

Mitie also work closely with the National Business Crime Centre (NBCC) and Police Crime Prevention Initiatives (Police CPI), helping to set up the Retail Crime Advisory Group (RCAG) which now has membership from major retailers, and is chaired by Simon Newman from Police CPI.

Finally, Mitie are proud to work closely with the Police to promote and implement their Secured by Design ethos and 'Secured Environments' certification scheme, actively supporting customers in London to gain the certification.

**"Mitie have been active supporters of the Secured Environments scheme (several of their clients have been accredited) and have long been members of the Security Research Initiative that aims to generate new insights on the evolution of the security sector."**

**Professor Martin Gill**



# Intelligence, Technology, People, Securing London

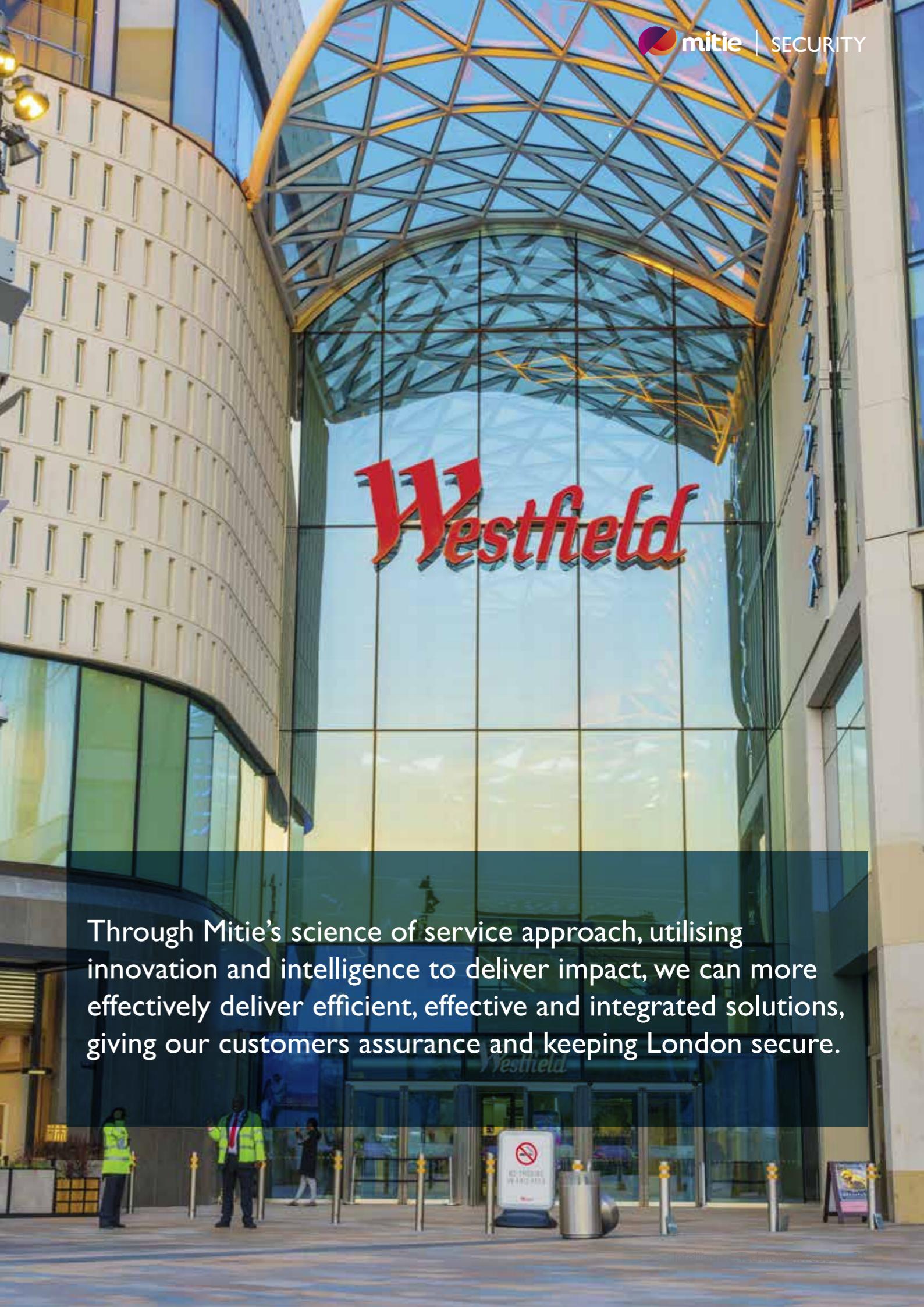
Through an industry-leading combination of intelligence, technology, and people, Mitie are best placed to keep customers and their guests safe in London. Through our dedicated solutions and innovation roadmap, Mitie's scientific approach to service demonstrates a clear and defined method of securing leading organisations throughout the capital.

Working collaboratively with leading private companies in London, such as Westfield, AON, Sainsbury's, and Transport for London, alongside public organisations, such as the Police, City Security Council, and Government departments, Mitie are taking a leading role in defining the security of tomorrow in London. Understanding the ever-evolving risks and threats posed, particularly those that are emerging post-Covid, Mitie's variety of industry experts ensures we continue to deliver assurance and exceptional service to our customers.

London's unique requirements and varied challenges, with greater threat from major incidents, protestors and urban explorers, means that organisations must take a forward-thinking approach to security to ensure they effectively protect their people, assets and environments.



Introducing an intelligence and technology led solution enables London based organisations to better identify risks and take action to manage and mitigate their impact. By implementing such a data driven and technology empowered approach, customers in London can stay one step ahead and continuously improve their security solution based on evidence.



Through Mitie's science of service approach, utilising innovation and intelligence to deliver impact, we can more effectively deliver efficient, effective and integrated solutions, giving our customers assurance and keeping London secure.



mitie

SECURITY

THE  
EXCEPTIONAL,  
EVERY DAY.

---

INTELLIGENCE.  
TECHNOLOGY.  
PEOPLE.

 [mitie.com/security](http://mitie.com/security)

 @MitieSecurity

 [alwaysprepared@mitie.com](mailto:alwaysprepared@mitie.com)