

24/7 CONTROL CENTRE MONITORING

Monitoring and Reporting

Our control centre provides real time monitoring of our security officers, complete with provision of an audit trail for our clients via a Guard monitoring system (Sentinel). Communication between our clients, management, Security Officers and Tactical Response Officers are of utmost importance, not only in case of emergency but at all times, to ensure good service delivery, quick and effective response in case of an emergency. Security officers also reports regularly via radios and mobile systems to the control room that ensures constant communication between all the different units.

Our managers and supervisors also carry out physical site visits throughout their shift. The Control centre is responsible for dispatching our Tactical Response teams to alerts from alarms and ponies (*Credential Theft*). Advanced vehicle tracking ensures monitoring of our Tactical Response Teams, quality, patrolling and the response time. Again, a full audit trail is provided. Routine remote CCTV surveillance and response to motion-activation cameras are also carried out from the centre, triggering dispatch of a Tactical Response team or visual verification, enabling us to ensure the appropriate alert to the police or other emergency services.

