

# GardaWorld Operational Response to COVID-19



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## Overview

GardaWorld is the largest privately-owned security services company in the world operating on 5 continents with over 100,000 employees. Our US Security Services division is based in St Louis, MO, and can support clients in all 48 continental states with manned guarding, ECAM virtual guarding technology with remote monitoring, security consulting, large venue crowd management and Crisis24 travel security and crisis management services.

Identified as an essential business employing essential personnel in support of COVID-19, our team of security experts and uniformed staff have met and will continue to meet the ever-changing needs of clients by relentlessly exploring ways in which we can help secure all sectors of office buildings, retail, healthcare, government and residential properties. We have given top priority to our employees and clients during this crisis by creating a COVID-19 task force that meets multiple times a week to discuss the latest information, trends and resolve issues to keep us laser-focused on our employee and client protocols, business continuity plans and crisis response. Senior leadership from operations, human resources, talent acquisition and technology are all a part of this team, resulting in frequent communications to our uniformed staff on safe workplace protocols, personal protection and the growing request from many clients for special screening procedures at your properties.

In addition to our traditional manned guarding, technology and consulting services, we have developed three custom services in direct response to COVID-19 as follows:

- No Contact Temperature Screening Services (manpower and technology)
- Return-to-Work Security Plan Consulting
- Safety Protocol Monitoring

Please see more information on each of these services later in this document or contact your local GardaWorld General Manager for more detailed information.

## Client Support During and After COVID-19

GardaWorld has worked closely with our clients in all sectors across a broad range of office, retail, residential and healthcare environments to modify security staffing levels and protocols during COVID-19. Some of our clients in non-essential businesses have reduced security manpower, while others in essential businesses have added extra coverage. Our COVID-19 task force made up of senior leaders in operations, human resources, talent acquisition and technology has continuously monitored the frequent changes to federal, state and local government recommendations on safety protocols and phased return-to-work plans to ensure business continuity is maintained for all of our clients. Our local branch management teams have remained hard at work in daily communication with our clients to quickly adjust to the staffing needs, personal protection guidelines and evolving technology support requirements related to body temperature screening offered through our No Contact Temperature Screening Services (see later in document).

As unemployment has skyrocketed with non-essential employees being laid off and absenteeism increased due to the conditions of the pandemic, GardaWorld has continued to hire at a record pace even with our branch offices operating on rotating staff schedules. Not only have we streamlined our hiring process for faster speed-to-post without compromising our vetting process, our talent acquisition and HR departments

have also harnessed the power of mobile technology to virtually interview, onboard and train new hires through video during this time of social distancing. The result has been a reduction in our time-to-hire by two full days and a high level of candidate satisfaction with the hiring process, which in turn has allowed us to meet the extra coverage staffing requests of our clients.

As the pandemic continues to evolve through potential phases of de-escalation and re-escalation, GardaWorld remains on the leading edge of innovative security solutions to meet the unprecedented challenges faced by our clients. We will continue to support the fluctuating staffing needs and are well positioned to handle all ramp-ups of coverage back to normal levels as properties reopen. Our support capabilities also include our Security Consulting Division headed up by subject matter experts in risk assessments, crisis management planning and training services that can help you re-create your security protocols and plans for whatever the “new normal” will look like (see Return-to-Work Security Plan Consulting later in this document). In support of your technology needs, we not only offer four options of infrared thermometers and thermal cameras for temperature screening services, but also ECAMSecure Virtual Guarding and Remote Monitoring Technology to design a security plan that leverages the right mix of on-site security personnel with virtual technology as a force multiplier (see ECAMSecure Virtual Guarding later in this document).

Regardless of whether your plans are to resume the previous security standards in your building or modify those needs with increased staffing for specific COVID-19 response or technology, GardaWorld has the resources and expertise to meet your reopening and/or redesign needs.

## Employee Support During and After COVID-19

As an essential business providing essential personnel, GardaWorld has increased our workforce in support of COVID-19. Employees impacted by reduced coverages in clients operating in non-essential business sectors have been offered redeployment to clients ramping up security in essential sectors such as healthcare, food supply chain, etc. As mentioned in the Client Support section, we have also streamlined our hiring process by leveraging mobile technology for virtual interviewing and training.

Our HR and Operations leadership has done an exceptional job of keeping our uniformed staff educated on safe workplace protocols, personal protection and the growing request from many clients for special screening procedures at your properties. Since the safety of our front-line uniformed personnel is our most important responsibility, we have made a decision to exceed the PPE standards set forth by OSHA as it relates to employees operating in the low-risk exposure level (ability to maintain 6+ feet of distance) by providing masks and gloves to all personnel. For those in the medium-risk exposure level (within 6 feet of distance), we are meeting the OSHA guideline of providing physical barriers such as sneeze-guards and some combination of masks, gloves and face-shields. For any employees in healthcare environments that would fall into the high-risk exposure level, we will meet OSHA PPE guidelines there as well.

GardaWorld will adhere to the OSHA recommendations related to cleaning in its Guidance on Preparing Workplaces for Covid-19 specific to our common work areas. Our employees have been given direction on maintaining regular housekeeping practices, including routine cleaning and disinfecting of surfaces, equipment, patrol vehicles, and other elements of the work environment. We have additionally adopted policies on reporting Covid-19 exposures or symptoms and have created guidelines and FAQs for managers and front-line supervisors on how to respond to Covid-19-related issues and questions that they may encounter. We are fully prepared to address any safety-related concerns that employees may have, including identifying the appropriate company management teams with whom to raise such concerns.

## Business Continuity and Supply Chain Management

In response to the pandemic we enacted our pandemic preparedness plan that included the following actions:

- COVID-19 leadership task force meets twice-weekly to discuss and act upon pandemic preparedness and response
- Developed and deployed exposure mitigation plans
- Enacted workplace safety control plans
- Established plans for identifying and isolation of potentially infectious employees
- Prepared our Field Support Services Team to assist or take over operations as needed
- Inventoried and validated all vendor capabilities
- Return-to-Work Security Plan Consulting
- Safety Protocol Monitoring

## No Contact Temperature Screening Services

On March 17, 2020, the U.S. Equal Employee Opportunity Commission (EEOC) issued an update to its guidance that expressly allows employers to implement temperature screening measures in response to the COVID-19 pandemic. The EEOC noted that “because the CDC [Centers for Disease Control and Prevention] and state/local health authorities have acknowledged community spread of COVID-19 and issued attendant precautions, employers may measure employees’ body temperature.”

In support of business continuity, return-to-work (RTW) plans or ongoing operations post-COVID, GardaWorld is proud to offer our “No Contact Temperature Screening Services” to help meet the needs of businesses, communities and government entities. Through the use of infrared or thermal technology, we are able to provide trained security personnel who can identify individuals with a possible fever without making direct body contact, thus minimizing the risk of infectious disease spread.

Technology solutions include:

- Infrared Thermometer (requires higher hazard pay and medium-risk exposure PPE due to close-proximity)
- GardaWorld Heat-Tracker Handheld Thermal Camera (greater accuracy but still requires higher hazard pay and medium-risk exposure PPE due to close-proximity)
- FEEVR Mounted Thermal Camera (lower hazard pay and low-risk exposure PPE as it allows for 6+ feet of distance)
- ECAMSecure Virtual Temperature Screening Mounted or Handheld Thermal Camera (captures large groups and lower hazard pay and low-risk exposure PPE as it allows for 6+ feet of distance)

Your local GardaWorld General Manager or BDM can provide a detailed proposal on all technologies associated with our No Contact Temperature Screening Services.

## Return-to-Work Security Plan Consulting

As the pandemic shifts to a phased reopening of businesses, many companies will be seeking expert advice on business continuity and what the “new normal” looks like in terms of property protection. GardaWorld’s team of security experts can support a myriad of consulting needs to include facility risk assessments for building safety protocols, business resiliency and crisis management planning, and training protocols. We are here to help you design your “new look” security platform. Key elements of this plan will include access control, safety and social distancing protocols and how to modify your security stance in the phases of reopening through a combination of staffing and technology

Considerations for your security program design would include the following:

- Access control at key points of ingress/egress (manpower and technology)
- Safety and social distancing protocols
- Security plan redesign
- Business continuity and resiliency as pandemics or other Force Majeure events occur
- Crisis management planning including supply chain consideration
- Subject matter expertise training

## Safety Protocol Monitoring

Our security professionals are trained to be hyper-vigilant in monitoring social distancing and PPE protocols to ensure the safety of employees, residents, patients, guests and visitors in crowd management and points of ingress/egress. Regardless of whether an enclosed building, open campus or outdoor venue, we can serve as an extra set of eyes through manned guarding personnel, force multiplication cameras or combination of the two.

## ECAMSecure Virtual Guarding/Remote Monitoring Technology

As organizations review their security programs, consideration may be given to a balance of on-site guarding and virtual guarding technology leveraging on-site central command centers or off-site remote monitoring.

ECAMSECURE provides mobile or mounted camera units to serve the purpose of virtual guarding as a force multiplier. ECAM is a powerful combination of AI-powered alerts, industry-leading detection hardware, state-of-the-art central station and a rigorous operator training program allowing us to deliver better service and lower rates to our customers. ECAMSECURE’s Virtual Guard is a fully-managed security solution that combines innovative surveillance hardware with a US-based Remote Monitoring Central Station. Our Central Station is UL-Listed and TMA 5-Diamond Certified, with multiple levels of redundancy which ensures your site is protected 24/7.

This fully-integrated security solution allows our customers to reduce overall physical security costs while improving security coverage. Our Virtual Guard solution is trusted by Fortune 500 companies, large industrial facilities, government agencies, and law enforcement.

## Helpful Resources to Re-Opening

As you are developing your plans for reopening and ongoing operations, we highly recommend you review the BOMA International report called “Getting Back to Work: Preparing Buildings for Re-Entry Amid Covid-19” as an excellent guideline to reopening your facility. Other helpful resources include:

- BOMA International – [www.boma.org/coronavirus](http://www.boma.org/coronavirus)
- Centers for Disease Control – [www.cdc.gov/coronavirus](http://www.cdc.gov/coronavirus)
- Coronavirus (COVID-19) Resource Center – [www.coronavirus.gov](http://www.coronavirus.gov)
- Equal Employment Opportunity Commission – [www.eeoc.gov](http://www.eeoc.gov)
- Occupational Safety & Health Administration – [www.osha.gov/coronavirus](http://www.osha.gov/coronavirus)
- White House – [www.whitehouse.gov/openingamerica](http://www.whitehouse.gov/openingamerica)