# Security Guard Operations Standard

Related Policy

* 300.00 Physical Security Policy

Purpose

The purpose of this standard is to establish the minimal requirements and process for deploying a security guard or guard force in direct support of Alight’s business enterprise. Effective physical access control includes the use of people, technology, policies and procedures to secure Alight space from unauthorized persons. Physical access controls reduce the risk to Alight colleagues, work productivity, business operations and client information.

Providing on site security guard service is an effective method of risk reduction when used in combination with the appropriate physical security controls and procedures. Security guard deployment provides a human-to-human interface that can be extremely valuable in preventing harmful incidents, protecting Alight colleagues, protecting Alight and client business interests, and in responding to emergencies or other unplanned critical events. Alight evaluates the key related risks for a location, before deploying a guard force to any Alight location.

Standard Statements

### Security Guard Deployment

* 1. Security guard service shall be provided at Alight office locations based on business need.
     1. Factors determining the need to deploy a guard force will be based on the completion of a risk assessment and consultation with GSS Global Protection Services (GSS GPS)
        1. Deployment of a guard force may be a consideration for enhanced physical security protection as a result of a recent incident in a neighboring property, or an incident within close proximity to the Alight office, such as terrorism, workplace violence, etc.
     2. Client security requirements specifying the deployment of guard force at any Alight location must first be reviewed with GSS GPS prior to any deployment of guard staff.
     3. The primary responsibility for any deployed guard force will be to provide security and safety services in support of Alight colleagues, clients, and guests.
        1. If a guard force is to be deployed, the specific performance and protection requirements will depend on the level and types of risks identified.
  2. Guard forces deployed at Alight will be assigned and managed by GSS GPS, unless an exception is approved by the VP-Global Protection Services.
  3. When deployed, guard personnel are required to meet all legal and regulatory requirements.
     1. Guard personnel deployed at Alight will meet or exceed Alight’s background verification requirements.
     2. Specific staffing, training requirements, and performance expectations must be outlined in a security services agreement (if contracted) or within a formal security service handbook (if staff is employed by Alight).
     3. Specific performance or service level agreements must be outlined in a services agreement, when service is contracted.
  4. A written services agreement between Alight and guard service providers must be completed, in consultation with Alight’s Global Spend Management (GSM) team in advance of any contracted guard staff being assigned to Alight.
     1. GSS GPS must be consulted before the execution of any guard service agreement.
  5. Written post orders are required in support of any guard staff deployed at Alight.
  6. Security staff shall not possess guns, knives, batons, pepper sprays, tasers, or other weapons, while on Alight premises, unless expressly authorized by GSS GPS.

Communications

Questions regarding this Standard should be directed to GSS GPS at [global.security.services@aon.com](mailto:global.security.services@aon.com).

Legal Conflicts

Alight’s Security Policies and Standards were drafted to address the protections found in existing laws and regulations and may be amended as necessary due to law, regulation, or business requirements. There is no intent to conflict with relevant local laws or regulations. In the event of any conflict with relevant local laws or regulations, they will control.

Alight’s Security Policies and Standards may be supplemented by other policies or standards of Alight. In the case of a conflict or ambiguity, the more specific provisions of any such policy or standard of Alight shall take precedence over the more general provisions contained in Alight’s Security Policies and Standards.

Exceptions

Application of the global physical security policies and standards may vary by region and office, and exceptions and variations may occur, if and when approved by GSS GPS. Please contact GSS GPS at [global.security.services@aon.com](mailto:global.security.services@aon.com) for further guidance on any exceptions or variations that may apply.

# Applicable Standards

* 300.01 Physical Access Control Standard
* 300.08 Physical Security Audits & Compliance Standard
* 302.01 Global Protection Services Investigations Standard (Internal and External)

References & Mandates

* None

# Document Control Information

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| Primary Contact | Alight Global Security Services | [global.security.services@aon.com](mailto:global.security.services@aon.com) |
| Version Number | 1.6 |
| Owner | Alight Global Security Services | Global Protection Services |
| Author(s) | Alight Global Security Services | Global Protection Services |
| Approved By | Jim Hartley, Chief Information Security Officer |
| Approval Date | May 1, 2017 |
| Effective Date | May 1, 2017 |
| Creation Date | May 1, 2011 |
| Information Classification | General Internal – Low Business Impact (Green) |

# Revision History

Revision History

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| --- | --- | --- | --- |
| Revision Level | Date | Description | Change Summary |
| 1.0 | 2012 March | Original | Restructured policy due to Aon Hewitt acquisition |
| 1.1 | 2013 June | 2013 Annual Review | Reviewed and validated |
| 1.2 | 2014 June | 2014 Annual Review | Reviewed and validated |
| 1.3 | 2015 June | 2015 Annual Review | Reviewed and validated |
| 1.4 | 2016 June | 2016 Annual Review | Clarified wording and replaced all instances of Security Risk Management (SRM) with Global Security Services (GSS) to reflect new organization name |
| 1.5 | 2017 January | 2017 Update | Name change from Corporate Protection Services (CPS) to Global Protection Services (GPS) |
| 1.6 | 2017 May | 2017 Rebranding | Rebranded policy due to Aon Hewitt divestiture |
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