

LIVE SENSOR SECURITY (Automated Security Reporting & Tracking)

We have a system in place, to help our client making the security system more robust.

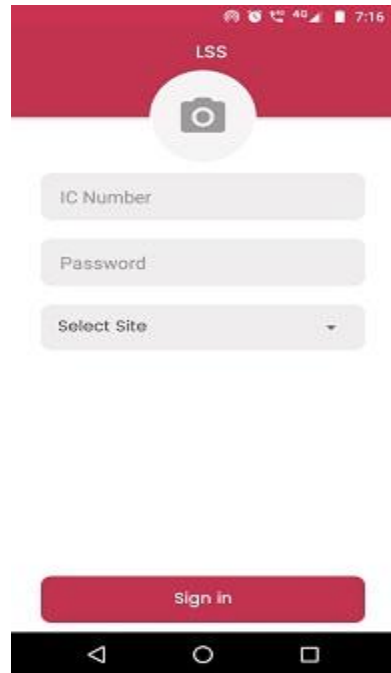
We have a mobile app, which is used by Officers on the site to register any activity that happened on and around the site and is used by Operation Executive when they visit the site for various inspection activities. The app also provisions the notifications in form of e-learning and approvals for the events registered by sub-ordinates. This app also is used for clocking the secure premises. We also have the web app, which provides all the reports of all the events registered on the site.

How is our system going to help the clients?

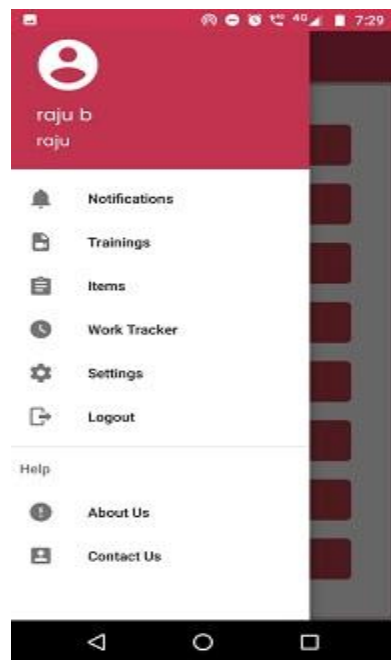
- **Paperless/Digitized:** Our system is digitizing all the site reporting processes. The Security Officers registers all the site activities through the mobile app. Once the event is registered, app sends the notification to the Operation Executive, who is responsible to approve the activity. This whole process was earlier taken care of on papers. With our system in place, it's all through the app and we don't need to maintain and transfer all those bunch of papers.
- **Efficient:** Prior to the system in place, as all operations were happening on papers, there was huge lag between the reporting done by the Security Officers and approvals by the Operation Executive. With the automation achieved, Operation Executive gets the notifications immediately to look into the activity happened on the site. This helps them taking action promptly, if required.
- **Clocking:** With the new system, the Clocking feature is also advanced. Apart from bar code, we are also supporting image and text to capture the fault or any other suspicious activities.
- **Officers Training:** The app has the notification feature. The officers periodically get the required training through the notifications. They can see the important information communicated to them, immediately through the e-learning notifications. This helps the Officers to be up to date about the site that they are working on. This further improves their awareness and performance.
- **Status Tracker:** The app has the status tracker feature. The Officer is supposed to apply for break on this whenever he is going away from the work. Further, the officer is supposed to resume work on the status tracker once he resumes his work. This makes sure that the officer is abiding by the compliance. This further helps sites by providing better availability of the Officers.
- **Transparency:** We have all the reports available on the web app to keep the whole process transparent. All activities raised by our officers can be tracked through our web app.
- **Deployment of Officers:** With our new system, we have better understanding of availability of our officers and can provide you much better support in case of any emergency OR when you require additional officers.

User Manual for Mobile App

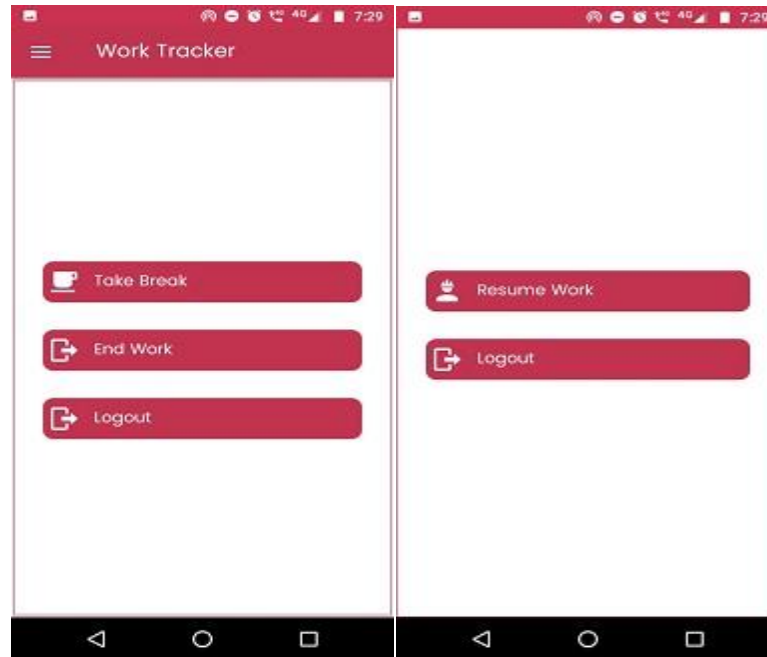
1. **Login:** This screen is the entry point to the app. While logging in, user is supposed to provide their IC Number and password (communicated to them after on boarding via web app). Also, user is supposed to provide the Site Name from the dropdown, for which his/her work has to be tracked.



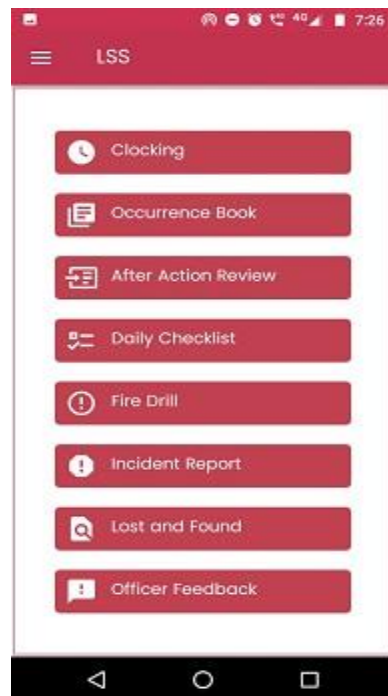
2. **Side Navigation :** These are the options available on the side navigation. Most important one is 'Status Tracker'.



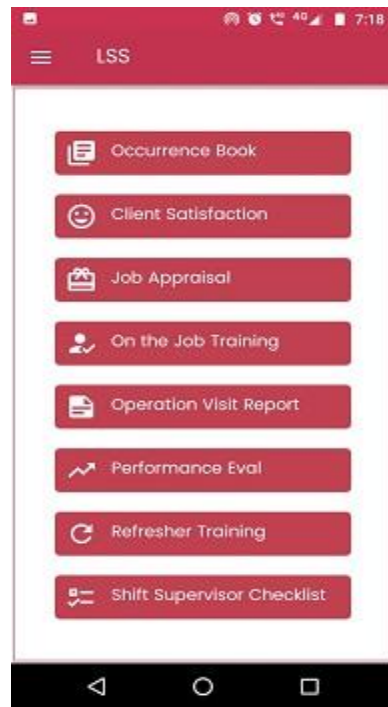
3. **Status Tracker:** This option is available on the side navigation. When the employee goes away from work for some time, they are supposed to click on 'Take Break'. When they resume the work, they are supposed to click on 'Resume Work'. All this information gets saved in our system and helps us assess the availability of our officers on site.



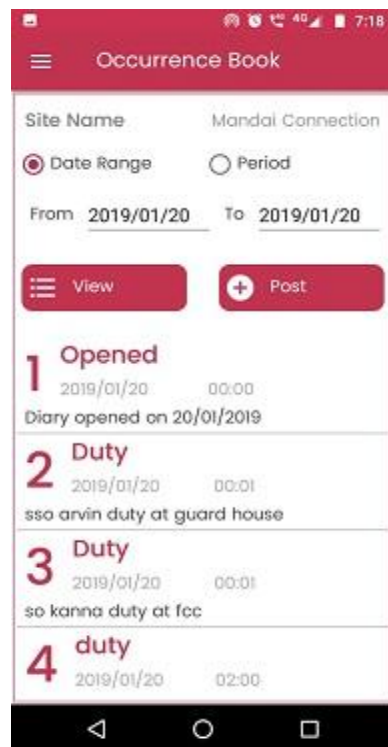
4. **Security Officer Screen:** These are the activities which are done by our security officers, on the app.



5. **Operation Executive Screen:** These are the activities which are done by our operation executive, on the app.



6. **Occurrence Book:** All the activities registered through the app get tracked here. If there is some activity, for which our app doesn't have the screen, those can be directly registered here under occurrence book.



7. **Clocking:** This module is used to clock the secure premises by scanning the barcode. Apart from bar code, we are also supporting image and text to capture the fault or any other suspicious activities.

The screenshot shows the 'Clocking' screen of a mobile application. At the top, there is a red header with a menu icon and the title 'Clocking'. Below the header, the 'Officer Name' is set to 'raju b - raju' and the 'Site Name' is 'Test Site'. A time range '04:00 - 08:00' is displayed with a dropdown arrow. To the right of the time range is a red 'Scan' button with a barcode icon. Below these fields is a list of five points, each with a camera icon and a checkmark: 'Point1:Security Counter', 'Point2:R/Shulter 01-03', 'Point3:ENT 01-16', 'Point4:Staircase 02-21', and 'Point5:Staircase Apolo Bistro'. At the bottom of the form is a large red 'Submit' button. The Android navigation bar is visible at the very bottom.

8. **After Action Review:** If there is action required for given activity, we do capture the detail of the action taken. This helps us to deal with same kind of situation in future, with much more efficiency. This also provides transparency for the client.

The screenshot shows the 'After Action Review' screen of a mobile application. It has a red header with a menu icon and the title 'After Action Review'. The form contains several input fields: 'Incident Type', 'Assignment Name', and 'Location'. Below 'Location' are 'Date' and 'Time' fields, with values '2019/01/20' and '19:22' respectively. The 'Reported by' field is filled with 'raju b - raju'. There is a 'Description of Incident' field. Below that is a section titled 'Personal(s) involved in the incident' with a red '+' icon, followed by a 'Personal' field with a red 'x' icon. At the bottom is a field for 'Measures and Actions taken by the com...' and a large red 'Submit' button. The Android navigation bar is visible at the bottom.

9. **Daily Checklist:** While finishing duty by one officer and handing over it to other officer, we do verify that everything on site is in good shape at the end of one duty and start of another. This helps us make sure that all site instruments are intact and all required information from one duty is transferred to the second duty.

The 'Daily Checklist' app interface consists of two main sections. The left section lists items to be checked, each with a checkbox and fields for 'Qty' and 'Remarks'. The items are: 'No Entry' or 'Danger Keep Off' Sign (A4 Size Laminated), 'No Smoking', 'Trespassing Bomb' Sign, Access Card, Aircon Remote Control, Attendance Report, Cashbox, and CCTV Monitoring Screen. The right section continues the checklist with 'Visitor Pass and Register Books', 'Walkie Talkies and Charger', 'Smart Phone', and 'Other Items' (indicated by a red plus icon). Below these is a 'Checklist Images' section (indicated by a red camera icon) and a 'Hand over to' field. A red 'Submit' button is at the bottom.

10. **Fire Drill:** In case of fire incident OR fire drill, we do register the event through this screen. This helps us dealing with same situation in future with utmost care and better efficiency.

The 'Fire Drill' app interface consists of two main sections. The left section is a form for recording a fire drill event, including fields for 'Date' (2019/01/20), 'Time' (19:26), 'Block', 'Floor', 'Zone', 'Location', 'Cause', and a section for 'Fire Drill Images' (indicated by a red camera icon). Below this is a 'Response' section with a question 'How many Security Officers were involved?' and a 'Qty' field. The right section contains a list of questions with checkboxes: 'Was announcement made?', 'Was Assembly area demarcated?', 'Was headcount done?', 'Did Security officer check every floor after alarm?', and 'Were the lifts homed?'. Below these is a 'Remarks' field, a 'Full description of incident' field, and a 'Fire Drill was completed on' field with a 'Time' field. At the bottom is a red 'Submit' button.

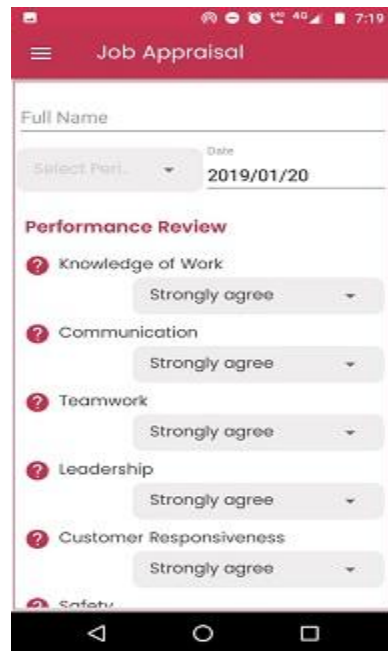
11. **Incident Report:** We report incidents on site through this screen. This is general screen for incident reporting.

The image shows two side-by-side screenshots of the 'Incident Report' mobile application interface. Both screens have a red header with a hamburger menu icon and the title 'Incident Report'. The left screenshot shows the form with the following fields: 'Site Name' (Mandai Connection), 'Report No' (empty), 'Location' (empty), 'Date' (2019/01/20) and 'Time' (19:28), 'Subject' (empty), 'Incident Description' (empty), 'Follow up actions taken' (empty), 'Incident images' (with a camera icon), 'Victim/Complaint Particulars' (with a plus icon), 'Full Name' (empty) and 'Gender' (Male dropdown), 'NRIC/FIN No' (empty), and 'Address' (empty). The right screenshot shows the same form but with the 'Date' and 'Time' fields pre-filled with '2019/01/20' and '19:28' respectively, and a red 'Submit' button at the bottom.

12. **Lost & Found:** This screen is used to register the lost & found events on the site. These help us tracking the lost items and returning them to the respective person.

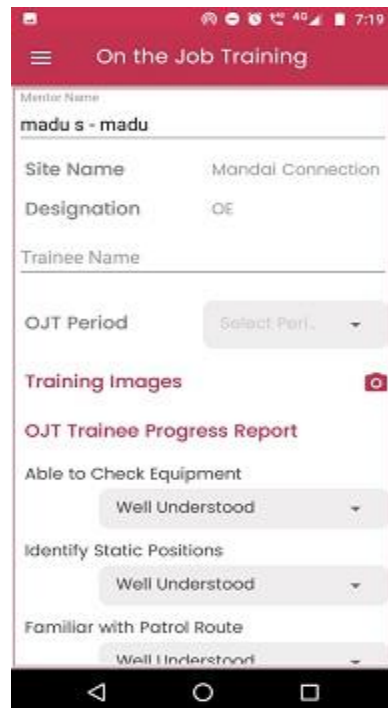
The image shows a screenshot of the 'Lost and Found' mobile application interface. It has a red header with a hamburger menu icon and the title 'Lost and Found'. The form contains the following fields: 'Date' (2019/01/20) and 'Time' (19:28), 'Location' (empty), 'Informant' (empty), 'Contact No' (empty), 'Lost and Found Images' (with a camera icon), 'Item Description' (with a plus icon), and a table with two columns: 'Item' and 'Qty' (with a minus icon). The 'Submit' button is at the bottom.

13. **Officer Feedback:** This screen is used by our Security Officers to provide detail on any grievances they have. This helps us make sure that our Security Officers are treated well and their voice should reach us in case of any unfortunate incident.
14. **Job Appraisal:** This screen is used by our OE to assess the officers on the site.



The screenshot shows the 'Job Appraisal' screen of a mobile application. At the top, there is a red header bar with a hamburger menu icon and the title 'Job Appraisal'. Below the header, there is a form with the following fields: 'Full Name' (text input), 'Date' (dropdown menu showing '2019/01/20'), and 'Select Peri...' (dropdown menu). The main section is titled 'Performance Review' and contains five items, each with a red question mark icon and a dropdown menu: 'Knowledge of Work' (Strongly agree), 'Communication' (Strongly agree), 'Teamwork' (Strongly agree), 'Leadership' (Strongly agree), and 'Customer Responsiveness' (Strongly agree). At the bottom, there is a red bar with the text 'Safety' and a small icon.

15. **On The Job Training:** This screen is used to organize the training for our officers on the site. This helps us to make sure that Officers are aware of all required details on the site and are able to deliver their best.



The screenshot shows the 'On the Job Training' screen of a mobile application. At the top, there is a red header bar with a hamburger menu icon and the title 'On the Job Training'. Below the header, there is a form with the following fields: 'Mentor Name' (text input showing 'madu s - madu'), 'Site Name' (text input showing 'Mandal Connection'), 'Designation' (text input showing 'OE'), 'Trainee Name' (text input), 'OJT Period' (dropdown menu showing 'Select Peri...'), 'Training Images' (text input with a camera icon), 'OJT Trainee Progress Report' (text input), 'Able to Check Equipment' (dropdown menu showing 'Well Understood'), 'Identify Static Positions' (dropdown menu showing 'Well Understood'), and 'Familiar with Patrol Route' (dropdown menu showing 'Well Understood'). At the bottom, there is a red bar with the text 'Safety' and a small icon.

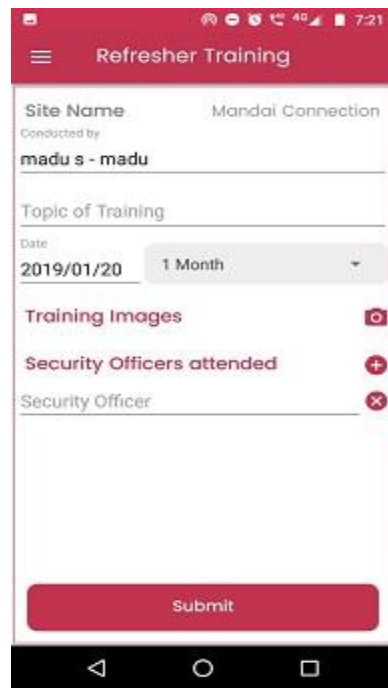
16. **Operation Visit:** this screen is used by our Operation executive while doing survey of our client's site.

The image displays three sequential screenshots of a mobile application interface for 'Operation Visit Report'. The first screenshot shows a menu with 'Site Visit' and 'Operation Visit' buttons. The second screenshot shows the 'Operation Visit' form, which includes fields for 'Site Name' (Mandal Connection), 'Conducted by' (madu s - madu), 'Date' (2019/01/20), and 'Time' (19:20). It also features a section for 'Operation Visit Images', a 'Security Officer(s) on duty' field, and a rating scale from 5 (Excellent) to 1 (Poor). The third screenshot shows the 'Site Visit' form, which includes fields for 'Site Name' (Mandal Connection), 'Conducted by', 'Select Designation', 'Site Images', 'Date' (2019/01/20), 'Time in', and 'Time out'. A 'Submit' button is visible at the bottom of the third screenshot.

17. **Performance Evaluation:** The screen is used to evaluate performance of our officers. This helps us make sure that our officers are doing their duty efficiently.

The image displays two sequential screenshots of a mobile application interface for 'Performance Eval'. The first screenshot shows the 'Performance Eval' form, which includes fields for 'Employee Name' (madu s - madu), 'Evaluating Of/DM' (1 Month), 'Position objectives & Major Responsibility', and 'Accomplishments and/or Improvements'. It also features a 'Rating Definition' section with three levels: 'Far Exceeds (FE)', 'Exceeds (E)', and 'Fully Meets (FM)'. The second screenshot shows the 'Performance Criteria' section, which lists various criteria such as 'Job Performance', 'Planning and Organizing', 'Teamwork', 'Communication skills', 'Interaction skills', 'Flexibility and Availability', 'Customer Focus', 'Dependency', and 'Initiative', each with a rating dropdown set to 'FE'. A 'Performance Summary' section is visible at the bottom of the second screenshot.

18. **Refresher Training:** This screen is used to organize the training for our officers on the site. This helps us to make sure that Officers are aware of all required details on the site and are able to deliver their best.



The screenshot shows a mobile application interface for 'Refresher Training'. The header is a red bar with a white hamburger menu icon and the title 'Refresher Training'. Below the header, the form contains the following fields and controls: 'Site Name' with the value 'Mandal Connection'; 'Conducted by' with the value 'madu s - madu'; 'Topic of Training' (empty); 'Date' with the value '2019/01/20' and a dropdown menu set to '1 Month'; 'Training Images' with a camera icon; 'Security Officers attended' with a plus icon; and 'Security Officer' with an 'x' icon. At the bottom is a red 'Submit' button. The status bar at the top shows the time as 7:21.

19. **Client Satisfactory Survey:** This screen is used by our Operation executive to send the survey link to our client. Once Execute clicks the 'Send Survey' button, the client receives the mail with survey link. Once Client fills the survey and submits, we get the required information in our DB. We further take the printout and get it signed and stamped by our client and upload the signed copy to our system.



The screenshot shows a mobile application interface for 'Client Satisfaction'. The header is a red bar with a white hamburger menu icon and the title 'Client Satisfaction'. Below the header, the form contains the following fields: 'Organization', 'Client Name', and 'Client Email'. At the bottom is a red 'Send Survey' button. The status bar at the top shows the time as 7:18.