

Whitepaper High Security

# Heras keeping society safe



Experts in perimeter protection



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# Introduction

Heras is the security expert for high-risk locations across Europe. With years of experience in securing Ministry of Justice facilities, government buildings, critical infrastructure, utilities and energy sites, we are the stable link between all your stakeholders, such as your consultants, facility services, security managers and emergency services.

## **Experts in perimeter protection**

We do this by open communications, understanding your concerns, and sharing ideas up front. We maintain this approach throughout the course of the project, which layered with our expertise, ensures a collaborative approach. We tackle challenges as quickly as possible and, together with you, find the most suitable solutions for your location and situation. We do this by open communications, understanding your concerns, and sharing ideas up front.

We maintain this approach throughout the course of the project, which layered with our expertise, ensures a collaborative approach. We tackle challenges as quickly as possible and, together with you, find the most suitable solutions for your location and situation. Heras uses the best mechanics, electronics and software systems that integrate seamlessly. We also ensure that all your solutions work to perfection.

## **We take care of your entire project.**

From engineering and project management to implementation, integration and service. No hassle with third parties. One point of contact, one person responsible, one total solution.





# Deter, detect, delay

The plan of action follows the proven model of; deter, detect and delay – The 3 D’s - as defined by the British security services.

This model prescribes that the security of a site must meet five conditions:

- 1. Demarcation - Clarify your perimeter boundary, indicating what is yours.
- 2. Deterrence – what level is needed?
- 3. Detection of an intrusion/attack attempt.
- 4. Delay of potential intruders.
- 5. Controlling access – Entrance control of people and vehicles.

The first part of a perimeter security solution is to demarcate, define what’s yours, and to decide how access to the site is undertaken. You will want to discourage and deter potential unauthorised people from attempting to enter the premises. If the physical barrier does not dissuade the potential intruder, then they must be detected as early as possible, to enable an appropriate response.

Detecting the attempted intrusion at the perimeter, ensures that you can respond in a timely manner. In addition to this, it is also very important that the intruder is delayed as much as possible. An analysis of potential attack points also needs to be highlighted and mitigated accordingly.

### Over, through, under

Traditionally, there are three scenarios in which intruders enter a site. An intruder can climb over, dig under or break through the perimeter line. In the latter case, someone might cut open the fencing or ram a gate with a vehicle. When securing the premises, you have to consider all three methods of break-in and entering.

### How much response time do you need?

With the British security services model and the three intrusion options in mind, the security experts at Heras produce a time path analysis - INCI/DETAR. The INCI/DETAR is a certified methodology from the DHM Security Institute, employed to determine the length of time required to adequately react to an alarm or notification.

# Four types of measures

There are various security measures that can be taken, which fall broadly into the following four categories:

### 1.Organisational

Measures that a company must actively manage.

- Access control procedures with defined access rights, utilizing a combination of both physical (key management) and electronic (cards/tags etc.) means.
- Procedures for staff and visitors, contractors, emergency services and security staff with regards to access rights and operational functionality (e.g. unlocking and locking the premises each day).

The front door can be one of the weakest points, especially when it is wedged open by staff to let some fresh air into the premises! Without support and clear rules/procedures, all other security measures could be seriously compromised.

### 2. Physical

What physical constraints or features can help or hinder security? Fencing, gates, anti-running mats, barbed wire and other mechanical and physical measures can deter or slow down incoming intruders. But we must also consider how physical barriers can effect emergency protocols on how to safely evacuate a building.

### 3. Electronic

The purpose of electronic measures is to detect potential intruders and classify them as to whether they are a real threat or not, as quickly as possible. For example by utilizing camera systems, access control, perimeter intrusion detection systems (PIDS) and many other sensor technologies. By integrating these types of systems, and combining them with a Software Management System (SMS), gives a very reliable and efficient security system enabling the appropriate action to be taken in the event of an intrusion attempt.

### 4. ICT

Computers, network / infrastructure, servers, firewalls and virus scanners - all the software and hardware that is needed to support the management of the perimeter security system. As an example, a security management system responds to a sensor that has detected an event and then; immediately provides an alarm receiving center (ARC) with the pertinent alarm images to enable classification and clarification of the alarm event; to then follow up with a pre-determined response action – ICT will underpin these systems.

### Different alarms

When using detectors for perimeter or indoor detection, false alarms can occur. False alarms occur when the cause of the alarm cannot be determined, for example a technical fault of the detector. False alarms are often confused with unwanted alarms. Unwanted alarms are those that can be traced back to verification, such as animals, bad weather or children playing. With knowledge and experience of these detectors, Heras advises maximum projection and configuration to reduce these false alarms, to a maximum of 1 per zone per month. The zone is the area/section covered by the detector. For false alarms, projection of the detector including organisational measures is often a solution.

### Integration

All these measures contribute to the security of your premises. They can be stand alone elements, however they are most effective when integrated into one system. For example, a fence with sensors and a camera system that is directly connected to your alarm centre will be more impactful than just a lone camera or sensor. Heras can advise on the measures you need to take in order to detect intruders in timely manner, how to considerably slow them down or even keep them out.

### 4 types of measures



Organisational



Physical



Electronic



ICT



# How Heras provides the best security



## Step 1 | Everything thought of

When working with a high-risk location, with so many considerations, certain aspects can be overlooked. That's why Heras always goes the extra mile, analysing all of your needs, down to the smallest detail. We'll be consultative and will talk to you, your advisers, team and look at the site with our expertise and identify the specific challenges it faces. This approach ensures that there will be no surprises, so you can be assured of the best possible security solution. Heras pays special attention to user-friendliness, operational continuity and longevity.



## Step 2 | The power of cooperation

It is essential that the various facets of securing your premises are fully compatible. That's why Heras has all the necessary knowledge and experience in-house. For each project, we assemble a dedicated team of specialists from all relevant fields of expertise.

From experts in mechanical and electronic security to planners and service professionals. The disciplines work closely together, so that the various security components work in harmony. Our project approach also ensures that agreements on planning and costs are strictly adhered to.



## Step 3 | Quality solutions and experience

For the best possible security for your site, Heras designs a total solution encompassing demarcation, entrance control, intrusion detection, access control, integrated systems and ongoing servicing, all tailored to your specific needs. With years of experience in securing high risk locations and a clear understanding of how society and security needs are evolving, our expertise and knowledge is what makes the difference to our clients.

### Heras thinks ahead and with you

With precise calculations, we ensure, for example, that your mechanical protection components can withstand extreme conditions. In doing so, we leave nothing to chance. We take into account wind force, erosion, impact by vehicles, ingress and egress possibilities, sight lines and many other factors that can have an impact at your high-risk location. And if your site already has security solutions in place, we investigate which valuable components we can retain and build on. This ensures an efficient and cost effective solution.

### Always a plan B

Heras can also provide full electronic security for your high-risk site. We install various types of detection equipment and can set up your central security control room so that your security staff can keep a close eye on your entire site from multiple vantage points.

We also provide your systems with the necessary redundancy and encryption. So that if something goes wrong, there are always back-ups and ensures that data can only be viewed by people with the correct authorisation level. We also ensure that all systems work together and are expandable and adaptable to respond to future and changing requirements.

The systems log all activities. This gives you a complete overview of your maintenance history and you know exactly which actions and events have taken place. Our service engineers can then use this data to determine the causes of problems. Also your security managers can use the data to effectively evaluate any incidents.



## Step 4 | Efficient and carefree installation

Your operation must always continue and levels of security be constantly maintained. This applies to the time frame of when the installation of the security system occurs.

To ensure your site's continued operational activity and security, during installation, Heras prepares projects very thoroughly. We create accurate plans that take into account the needs of all stakeholders. We test systems extensively before installation. And we take account of exceptional situations and issues that may occur.

The daily operations are tightly coordinated. Your security service is fully informed at all times of our plans, staff present and activities. And if necessary, temporary security solutions secure the site of your facility during the installation.

Because Heras does everything in-house, when we install mechanical solutions we already take into account the electrical components that will be added at a later stage. This ensures fast turnaround times, fewer errors and fewer adjustments.



## Step 5 | Integrated systems

For the best possible security at your high-risk location, solutions must not only work individually, but they must also fit together seamlessly. Heras takes care of this too. So you don't have to depend on multiple parties and you benefit from a single point of contact.

Heras specialises in integrating both mechanical and digital electronic systems. Our experience includes stand-alone systems without access to the internet, reducing risk and increasing the security of your critical site. We integrate your fencing and detection with video and perimeter management systems. And create links to your existing alarm and access control and intercom systems.

Using a secure rights structure, we ensure that users only have access to the functionalities they need. In addition, we train your users in small groups so that they learn to use the systems effortlessly.





## Step 6 | Your security permanently in top condition

When you invest in the best security solutions for your high-risk site, you want to be able to enjoy the benefits for as long as possible. It is therefore important that your solutions remain in top condition and are up to date, so that you can manage your assets effectively. Heras offers tailor-made service agreements. We make the service arrangements together with you and advise on the optimum package to best suit your needs, based on our years of experience.

The Heras Service team, informs you of important developments and responds quickly to your queries. Our specialised experts are available 24/7 and can guarantee minimal response time, as per your contractual arrangements. You communicate with dedicated contacts who have knowledge of your specific situation and the available solutions. In case of problems, we always send engineers who have experience and are qualified to work at high-risk locations.

In our service processes, we make extensive use of the data generated by the management systems. This gives us the intelligence required so that we know exactly how your equipment is being used, what condition it is in, and what causes alarms or malfunctions. We also offer you this data in clear reports so that you have continuous insight into your assets.

# Why Heras?

## Trusted partners

Are there additional needs that require us to call in 3rd party experts? No problem. Heras has an extensive network of quality partners with whom we maintain long-term relationships. This does not change anything for you. We continue to guarantee our highest levels of quality and ensure that you retain a single point of contact and responsibility.

## Experienced, qualified experts

Our high-risk security experts have an impeccable track record. Heras employees are screened annually, and have VCA certificates and certificates of good conduct (VOG). In addition, they have years of experience working at high-risk locations. This means that they are trained to work safely, follow house rules and work according to all safety standards, inspection methods and assessment guidelines, such as NEN3140, CPR, CR and if desired NEN2767 and RVBBOEI.

## Why Heras?

- Years of proven experience in rigorous security situations
- One point of contact
- All expertises in-house
- A tailored and total solution for your situation
- Integration expertise
- Excellent service and maintenance
- Screened and qualified employees



