Incident Reporting System

CyCop® Introduction

CyCop® is Allied Universal’s unique, patented security professional supervision and reporting technology. Each Universal security professional is monitored through CyCop® via a Smartphone and actively monitored and supervised through the CyCop® System. CyCop® enables Universal and our clients to always know where their security officer is located at any time of the day or night.

The core areas of the system include:

- Guard Tour Tracking and Supervision
- Incident, Facility Inspections and Daily Activity Reporting
- Incident Heat Mapping and Security Asset Allocation Analysis

Reporting

Security Program data is collected through a variety of differing report types within CyCop®. These include Daily Activity Reports, Incident Reports, Checklists, and Work Orders in addition to movement tracking data from roving personnel. Customers will be provided access into the CyCop® website as well as have the option of receiving reporting data, including tracking, via email daily. All reporting information is retained indefinitely and is available to security managers through many different search tools. These tools include date and time range searches, keyword searches, searches by activity type or incident type, etc.

Daily Activity reports collect information on the entire shift that a Security Professional works. Fields within the report collect data including time of specific activities, activity types, shift data, mileage information (if applicable), narratives, and photos if they apply. Pictures can be attached easily via the mobile device and contain caption information making the photos just as searchable as the text. Incident reports are incredibly detailed and can expand to include as much information as necessary and also include pictures. The Incident Reports
include a customizable, tiered, review system that allows supervisors to review information prior to finalizing any reports if needed. Supplemental reports are also available to field personnel or supervisors if additional information needs to be added at a later time. Finally, CyCop® also has customizable checklists and work orders available to manage unusual tasks such as truck tracking, slip and falls or elevator entrapments to more routine tasks such as door checks or machinery checks. These reports can also include photographs. CyCop® will also report the status of the routine checks and highlight any deficiencies as well as provide an easy interface to review collected information.

Data Analysis

Reports from the field are separated and classified during the setup process and reporting categories are typically completely hidden from the field personnel. This allows CyCop® to provide very accurate and detailed reporting information from all of the reports from the field without burdening the field personnel too heavily in classifying the data. CyCop® has always been built with the perspective of security personnel in mind to make collecting the information as easy and user friendly as possible.

Incident data is broken down into categories and classifications and separated into silos including Category 1 crimes (Felonies), other crimes (misdemeanors and torts), crimes against persons, crimes against property, medical incidents, and material condition issues which include maintenance issues (Security Related Non-Criminal). This incident data is collected from Incident Reports as well as DARs and Checklists and aggregated within CyCop® and made available to security managers through a variety of different reports. These reports include:

- Monthly Summary Report – A Summary report of incidents by month including trend analysis over the past year comparing incident type and frequency against the same time in previous years.
- Criminal Analysis Report – Totals of incident category and classification by comparison to previous months/last year same time/ and overall year including variance information. Incidents are further separated into Crimes against Persons and Property and non criminal activity.
- 5 Year History Report – This provides totals on incident data as well as variance by percentage between each annual period over the past five years and includes graphical representations highlighting the most frequently occurring activity type.
- Trends Analysis including Heat Mapping – Provides a graphical view of Incident data graphically including mapping out the location of the incidents on the property. This helps to highlight problem locations and may include other security assets including cameras, card, readers, fire pull locations, cipher locks, etc. Security Professional tracking data may be laid over the heat map to provide information on round routines as they
relate to problem areas on the property and assist in re-evaluating round routines and other protocols.

As noted above with the Trends Analysis and Heat Mapping report, CyCop® provides the option to graphically display incident location information across the property. This allows security managers to easily relate problem areas at their locations and relate that to other security assets in the area. These assets are available as interactive elements within the heat map and include Security Professional Movement, camera locations, access control locations, etc. These assets are expandable and may include many more items. Leveraging this tool, security managers can identify holes in the round routines and adjust movement of field personnel by notifying them through the mobile app and adjusting the monitoring to focus on those problem areas remotely.

CyCop® also allows for flexibility within the daily activity reports to include the collection of Activity
Types. These can be defined at the property level and assist property managers with managing the amount and type of work being completed within by the security team. These can include and not be limited to items such as escorts or parking citations. Totals counts and amount of man hours utilized within these activities is recorded and reported back to the customer as well as security supervisors. The activities are separated from the incident data as they relate to more mundane activities on a property but may add to incident data type. An example could include a medical incident where data will be useful in both reports.

Guard Tour Tracking and Supervision

Security Professional Tracking through GPS as well as internal sensors (NFC Tags) provide real-time tracking and analysis tools. Tracking of Security Personnel within CyCop® is both passive as well as Active not requiring any action by field personnel to be accurately tracked. Escalating Alert Structure provides feedback to field personnel and alerts supervisory personnel of any exceptions to established parameters.

Task Reminders may be set to automatically remind staff of required checks. In addition, alerts can be generated on the fly and transmitted to the entire security staff or selected devices/Security Professionals. Specific instructions or reporting requirements can also be triggered by a sensor event. This allows Security Directors to require specific actions at a location. An example of this could be a checklist requiring the collection of gauge readings including photos at a specific NFC tag on a piece of machinery.

Scheduling data within CyCop® allows the system to monitor specific persons or shifts and or assignments. This scheduling information is leveraged to monitor specific tasks assigned to that person or shift ensuring that specific required actions are completed on time. Security Directors have the ability to assign one or many predefined tours or create a tour on the fly based on current and emerging threats for that shift. One or many specific tours may be assigned during the course of a shift. These may include one large tour for the entire shift or even separate hourly tours as necessary. Reminders can then be transmitted to field personnel advising them of what tour has been assigned and what their specific round requirements are for that day/week/assignment/etc.

Tours are may be comprised of both RFID Tags, QR Codes, or physical locations designated by latitude and longitude. This allows for incredible flexibility in route assignment and tour
completion. Field personnel are tracked passively at all times via GPS and do not require specific sensors for their location to be recorded. Sensors outside of the assigned tour are also recorded if “hit” on a round providing credit for locations whether they are included in the tour or not.

Passdowns may also be provided from both the mobile and web platform. These allow field personnel to passdown information from shift to shift or Security Directors the ability to send out instructions for after hour shifts. These passdowns may include attachments including photographs, or other documents such as an instructional or informative flier (i.e. BOLO).

Post Orders and Online Training

The CyCop Learning System allows for customizable content that is post specific available to all assigned Security Professionals through the web. This content can include any amount of material required by the contract. Courses can include video, interactive elements, and can allow for a variable grading scale. Results from the exams are immediately available to the customer through their web portal into CyCop.

Visitor and Parking Management

CyCop allows for multiple access lists to be maintained and made available to Security Professionals working at a facility entry point (lobby or main gate). Access into CyCop can be provided to specified personnel or vendors to manage the lists of allowed or disallowed people onto the property through their own login. This information is immediately available to assigned security professionals who can sign in and out visitors, vendors, or contractors. Banned visitors are also highlighted along with an available photo to security personnel to better identify unwanted guests.

Parking Violation information may be collected and compared to existing employee or visitor vehicle information to highlight repeat violators. Disciplinary actions may be tracked to remove violators from being highlighted until their next violation.
Electronic Timekeeping

Timekeeping data is collected electronically through CyCop® and reconciled daily by responsible Security Managers. Employees are provided with the option of clocking in using a 1-800 phone number or using the CyCop® Mobile app. Clocking in and out through the 1-800 line can be used on any phone and does not require a CyCop® enabled device. This allows for flexible setup options depending on the needs of the security program on the property.

Scheduling data is automatically imported from our timekeeping application providing CyCop® with the ability to monitor attendance. If there is an inconsistency between scheduled personnel and clock in information (i.e. missing personnel on post) supervisory personnel are immediately notified to correct the condition.

Managers are able to review and compare the clock in and out data (which is cannot be modified by any user and reflects actual times that the system is used) against planned scheduled operations and reconcile that data for payroll and billing purposes. Through a streamlined and simple interface, this reconciled information is then electronically transmitted back to our billing and payroll system. The simplified workflow for Security Managers as well as staff in the field makes timekeeping with CyCop® timely and efficient, limiting payroll and billing errors.