

# Developing an Effective Facility Security Framework

Effectively Securing Buildings to Improve User Safety and Experience

FUTURE FACILITIES MANAGEMENT 2019





# FUTURE FACILITIES

## MANAGEMENT SUMMIT 2019

An effective security strategy is a necessary piece of equipment in a facility manager's toolkit. Without it, buildings are left open to unauthorised visitors, vandalism, and theft, amongst other problems. In the digital age, organisations are beginning to heavily focus on doubling down their cyber security capabilities as risks in this space becoming increasingly prevalent. However, physical security should remain an important focus to not only ensure the protection of building infrastructure but also the safety of its occupants.

Developing a watertight security plan sets the foundation for consistent security protocol and ensures that such procedures are readily available and front of mind for all building occupants to encourage active compliance with facility standards.

With over 50 branches nationwide, health fund HCF Australia has recognised the significance of integrating a large-scale security framework at their head office, to roll out across their facilities. Undertaking ongoing transformational initiatives through auditing and security revision measures, the organisation is embedding a security-focused mindset into its culture, ensuring employees are at the forefront of safety protocol.

Ahead of **Future Facilities Management 2019**, we caught up with **Rod Gaete**, Manager – Facilities & Contracts at **HCF Australia** to find out how this is improving user and facility security and enabling consistency of standards.

# Recognising Facility Security Risks

*With the Australian Criminal Intelligence Commission reporting this year that Cybercrime is costing the Australian economy up to \$1 billion annually in direct costs alone, it's no guess why organisations are prioritising strengthening their cyber security and risk management strategies.*

*However, physical security should remain a major focus, as organisations can become vulnerable to unverified persons accessing their facilities if access management is not up to scratch, which could ultimately result in a cyber security breach .*

"HCF has conducted two audits orientated towards cyber security and physical security. The cyber audit also touched on aspects of facility security in the sense that we needed to consider how easily someone could potentially enter one of our sites and access our network or IT systems.

From a physical access point of view, my role involves understanding how an unauthorised individual would access the building to begin with and how to prevent this before they could even make their way through the front door. A main priority is completing our security framework and then rolling that out across our commercial offices, as well as the rest of the retail portfolio.

We've gone back to basics – we firstly needed to set up a whole security framework to outline what we wanted to achieve before putting in place procedures and methods to meet those outcomes," says **Rod Gaete**, Manager Facilities & Contracts at **HCF Australia**.

# Enhancing Building Security Measures

*Implementing frontline security measures to ensure all grounds are covered from the first point of access onwards is key to creating an effective framework. Simple changes and additions to protocol can make all the difference to fortifying intruder prevention.*

“After creating the scaffold for our framework, we looked at boosting up our physical access. Examining our current swipe cards, we considered what determining features they had to verify that they belong to someone from our particular building. As a result, we introduced a new bespoke lanyard that cannot be produced or purchased from any retail supplier.

Something this simple acts as a big identifier to prevent unauthorised persons from accessing the building. On top of this, we’ve added security around the lifts, and prevented access to certain floors without possession of a swipe card. To build a greater physical security presence within the building, we’ve also introduced security guards who carry out patrols throughout all floors and ensure there’s no one within the building who hasn’t been permitted access.

It’s been a case of setting up what needed to be put in place, and then bedding down all of the processes around it to make sure that all elements have a purpose that can be measured,” says Rod.

# Transforming Internal Security Culture

*Bolstering security measures requires educating and empowering employees with the means to actively uphold these new procedures and standards. HCF has successfully achieved this by driving a cultural change that champions proactivity to addressing security risks and encourages employees to advocate for building security.*

“Beyond developing and executing our framework in a physical sense, effective change management has been a significant element to its success. We’ve embedded a culture that encourages staff to speak up and act if they spot someone who is unaccounted for, or notice anything slipping through the cracks.

Getting people to change their behaviours in this regard has been quite a seamless transition – we’ve mainly just needed to ensure that people have awareness of how to go about questioning someone without coming across as forceful or rude. With the introduction of the security staff, all our employees are now aware of the new protocol and they’re all doing their part to be mindful of who’s coming into the building.

Over the next 12 months, I’ll be conducting a similar exercise at one of our other commercial buildings, and having recently completed a dilapidation report we now know where the gaps are, what we need, and the costs involved.

We’re looking at upgrading CCTV, installing security barriers/turnstiles on location, introducing security guards there as well, and re-examining the alarm system, whilst managing these changes with external tenants so that they can still access the building.

Further to that, we’ve also rolled out a new security manual for our branch network, along with updated CCTV and security monitoring. This has optimised our ability to monitor our entire portfolio as it all feeds back to one central control room, assuring us that all of our branches are looked after,” says Rod.



# FUTURE FACILITIES

## MANAGEMENT SUMMIT 2019

### Interested in Learning More?

If you're interested in hearing more from Rod about developing an effective security framework to provide consistent security standards across all facility locations to ensure organisational and tenant safety, then join us at the **Future Facilities Management Summit 2019**.

The event, held in Melbourne on the 28th - 29th August, brings together over 15 FM experts from leading organisations including sessions from: AECOM, JLL, Vicinity Centres, NSW Department of Industry, Monash University, and more.

To secure your ticket to the event, and for special early bird pricing simply fill in the registration form and email to [registration@iqpc.com.au](mailto:registration@iqpc.com.au).