

A RESILIENT APPROACH IS AN INTELLIGENCE-LED APPROACH

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Head of Intelligence
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THE EXCEPTIONAL, EVERY DAY.



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HEAD OF INTELLIGENCE
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Leader of Mitie's Intelligence Services

Global Security Operations Centre

Customer-dedicated teams

Embedded intelligence functions

Public sector background in
counter terrorism operations

MA Intelligence & Security



Providing all customers with timely intelligence to proactively prepare for known events, and reactively respond to critical incidents.

> Intelligence and Incident Communications

> 24/7 Operation

> Public, private and military backgrounds

> Building intelligence networks and pathways

> Deliver Intelligence as a service



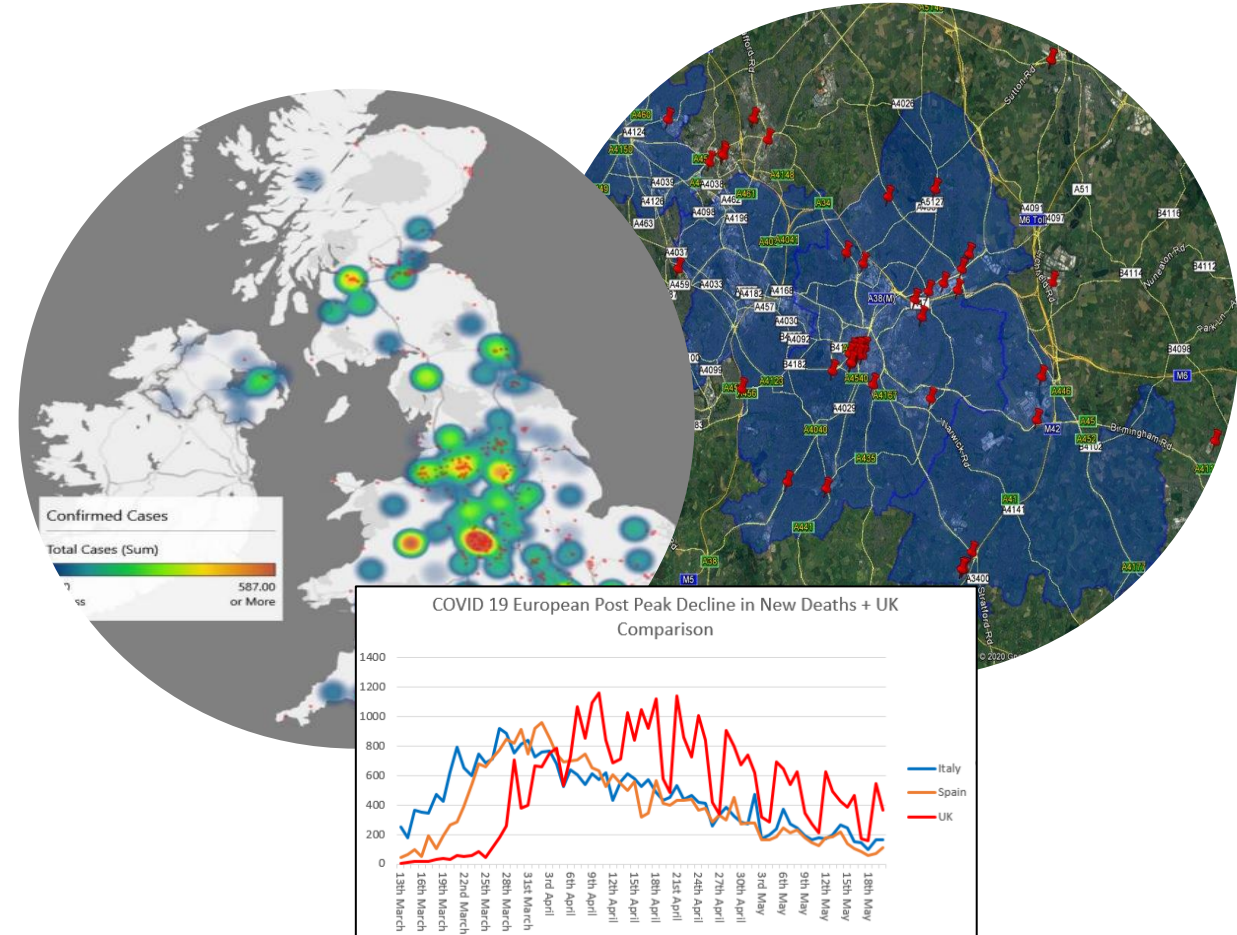
A resilient approach is an intelligence-led approach

- > Case Studies of Success Using Intelligence
 - > Global Pandemic
 - > Activist Campaigns
 - > Terrorist Attacks
- > Intelligence Actioned Model



- > Tracking cases, deaths and hospital capacity
- > Reporting on policy changes
- > Mapping trends and regional lockdowns
- > Preparing our customers for a return to normal

Adapting the skills of intelligence teams to meet new demands



Activist Campaigns – Extinction Rebellion

- Monitoring hundreds of social media channels
- Building intelligence sharing networks
- Using frontline officers to get real time updates
- Providing strategic to tactical reporting
- Nine pre-campaign intelligence reports
- Two intelligence briefing webinars attended by over 50 organisations
- 17 daily intelligence summary reports
- 380 intelligence alerts



Using open-source intelligence to identify planned events and react to spontaneous action

- > Targeting Media and Government Organisations
- > Tracking movements and targets in real-time
- > Live-stream videos providing us eyes on the ground
- > Through an intelligence-led approach our customers maintained the security of their building



Using open-source intelligence to identify planned events and react to spontaneous action



- > Research conducted to understand how the use of twitter unfolded
- > Six suspected/actual terrorist attacks reviewed
- > 15,600 tweets per incident
- > 166,000 retweets per incident
- > 9 minute delay, but only 5 excluding London Bridge
- > 70% Accuracy
- > Harnessing open-source intelligence could save lives
In future co-ordinated attacks



Providing our frontline staff and customers with actionable intelligence to ensure safety and security

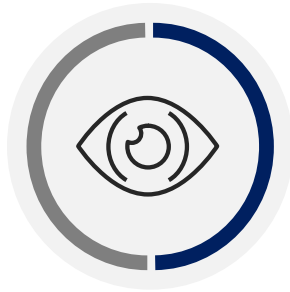


Use the intelligence to proactively:



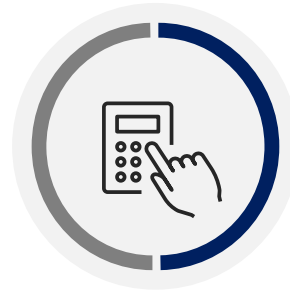
Prepare

...for potential business continuity or service issues



Alert

staff of issues that may impact their safety, commute or workplace



Respond

...effectively to ensure assets remain protected

Traveller Community



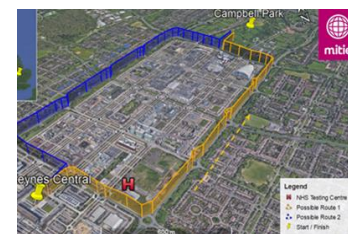
A Terrorist Attack



Police Activity



Protester Activity



Weather warning



Urbex



GLOBAL SECURITY OPERATIONS



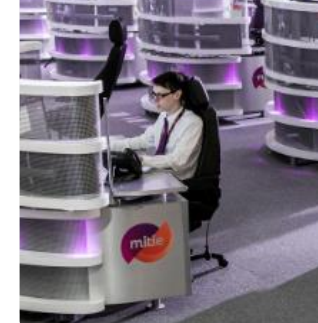
- Actionable Intelligence through our GSOC
- Risk & Resilience Consultancy
- Merlin Protect 24/7 technology

SECURITY PERSONNEL



- Risk-based deployment
- Intelligence and technology-led solutions
- Highly trained individuals

MITEC



- Market-leading Alarm Receiving Centre (ARC)
- Monitoring of people, systems, assets and buildings.
- Fire, Intruder, CCTV, Lone Worker, Asset Tracking, Identity Management and BCP hosting

FIRE & SECURITY SYSTEMS



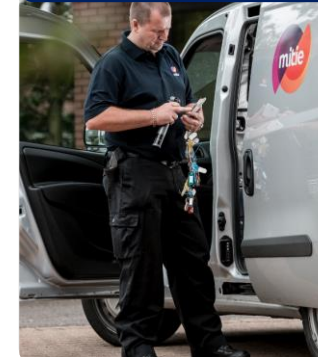
- Design, install and maintain
- Multiple fire and security solutions
- High-level systems integration

VETTING



- Criminal records checks
- Document verification
- Directorship and qualification checks

PROPERTY SERVICES



- Vacant property monitoring
- Traveller evictions/mitigations
- Site surveys/Risk Assessments
- Temporary mitigations
- Mobile patrols
- Insurance and compliance

Come and learn more about Mitie's
intelligence and technology led
approach at stand C30



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