

# Innovate to stay ahead

Securitas is working with global partners to develop innovative products such as augmented reality patrol systems and virtual reality fire training systems. Investments in technology make it possible for us to offer value-added services to our clients, putting Securitas in a leading position for protective services. We will continue to lead the technology transformation of the security industry through data-driven innovation that, in line with our strategy, will also make us the leader in intelligent services from 2020 and beyond.

## CRIME PREDICTION

The enormous amounts of data that Securitas generates and captures from multiple sources can be leveraged to help us gain insights and advance from being reactive to working proactively. This will help us deliver better security to our clients through crime prediction and prevention, generating new business opportunities. The data we gather can also enhance efficiency within our own operations.

## SECURITAS OPERATION CENTERS

Our 44 Securitas Operation Centers (SOC) are the center of connectivity within our operations, handling more than one million actions per month. Buildings, cars, objects and people are remotely monitored from the SOCs. We also offer active video monitoring services where we verify and follow up alerts from smart cameras and other remote sensors, and immediately respond to unusual activity based on real-time data and human behavior.

## SENSORS

Much of the technology that we foresee is still emerging, but it is developing quickly. The remote security solutions of the future will be able to do more than simply record and detect incidents. They will also analyze, draw conclusions and suggest appropriate actions. Wearables, smart cameras with built-in intelligence, drones and sensors can help provide a more detailed picture of complex situations and enable the trained employees at our SOCs to evaluate a situation and respond in the best way.

## TECHNOLOGY AND OUR PEOPLE

Technological solutions are growing, but the need for people and knowledge is not going to diminish. The security officers of tomorrow will be equipped with sensors that capture data and enhance their guarding capabilities. Officers will also be connected to each other, to technology installed at client sites, and to the SOCs in real time so they can be guided to the most suitable response in a scenario. The presence and strength of our more than 340 000 security officers will remain a unique differentiator for Securitas.

## PROTECTING INFORMATION

As we invest in increasingly sophisticated electronic security solutions, there is an added responsibility to ensure trust in the technology and deploy it properly. It is vital that we protect data that we process on behalf of our clients or that we process regarding our employees or other stakeholders. Any such data that constitutes personal data is only processed in accordance with applicable local law, having the individuals' privacy rights in mind.

Securitas has policies, processes and training to protect all kinds of data, including personal data. These were developed in accordance with the European General Data Protection Regulation (GDPR), which is applicable from May 25, 2018, and according to local laws and regulations.