



# Utilities

*TSP's Integrated Security Solutions*

Mitigate your **Risk**, Reduce your **Costs** and Drive your **Compliance**

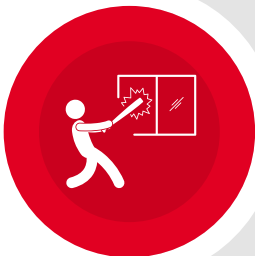
# Security Challenges

Utility and Critical National Infrastructure (CNI) sites are exposed to an array of security threats which pose significant challenges. These vital facilities, which include power, water treatment, nuclear plants and PetroChem sites play a crucial role in the functioning of societies.



## Environmental Risks

Handling hazardous materials and processes carries inherent environmental risks. Accidents like chemical leaks, explosions, or fires cause severe consequences for human safety, the environment and nearby communities.



## Physical Security Threats

Vulnerable to physical security threats, such as unauthorised access, sabotage, theft and vandalism. Leading to disruption of operations, damage to infrastructure, supply interruptions (water, electricity, fuels), economic impact and safety hazards.



## Terrorism

Facilities are attractive targets for terrorists due to their potential for causing large-scale destruction and disruption. Attacks could result in casualties, environmental contamination, economic impacts and psychological effects on the population.



## Regulatory Compliance

Utilities must adhere to regulations and standards for safety, quality, reliability, environmental protection and security. Non-compliance can lead to legal consequences, penalties, reputational damage, and heightened security vulnerability.



## Cybersecurity Threats

Cybersecurity risks encompass hacking, data breaches, ransomware, and unauthorised access to critical systems. An attack can lead to operational disruptions, safety hazards, public health risks, loss of infrastructure control, and financial losses.



## Health & Safety

H&S risks in the utilities industry are a major concern. Workers face hazards from electricity, machinery and hazardous materials, as well as falls and exposure to harmful substances. Maintenance and repair tasks in challenging environments add further dangers.



## Insider Threat / Exploitation

Insider risks from employees or contractors with malicious intent or those inadvertently compromising security due to negligence. Individuals with specialised knowledge can also become targets for exploitation.



## Protest Groups

Utilities sector are targets for protest & campaign groups who actively pursue companies they perceive as being negligent in addressing climate change. Their goal is to expose and harm companies' reputations through major disruptions.





# Solving Your Challenges

The Utility sector faces an array of security challenges that are unparalleled in other industries. With assets spread across vast and remote locations, often isolated and intricate, the sector encounters significant obstacles in safeguarding its infrastructure and operations. The criticality of providing uninterrupted, undisrupted and uncontaminated national services places a unique burden on the sector, setting it apart from others.

To effectively address these challenges and ensure compliance with safety regulations, security requirements and operational continuity, the Utility sector requires intelligent, robust, and proactive security solutions. These solutions must not only identify and mitigate potential risks but also prevent them from escalating into catastrophic consequences that could harm both the company and the public.

By forming strategic partnerships with our customers in the Utility sector, we gain in-depth insights into their specific needs and the threats they face. This comprehensive understanding empowers us to develop tailored security solutions that meet even the most rigorous requirements. Over the years, we have achieved recognition for our security arrangements in the nuclear industry. We have also amassed considerable experience in handling ATEX environments, COMAH Sites, and DWI-regulated suppliers.

Our commitment to providing intelligent and enterprise security solutions goes beyond mere compliance. We aim to create a proactive security approach that anticipates potential threats and takes preventive measures to minimise vulnerabilities. This way, we help our clients in the Utility sector stay ahead of emerging risks, ensuring the continuity, security and safety of their operations, while maintaining compliance with all relevant regulations.

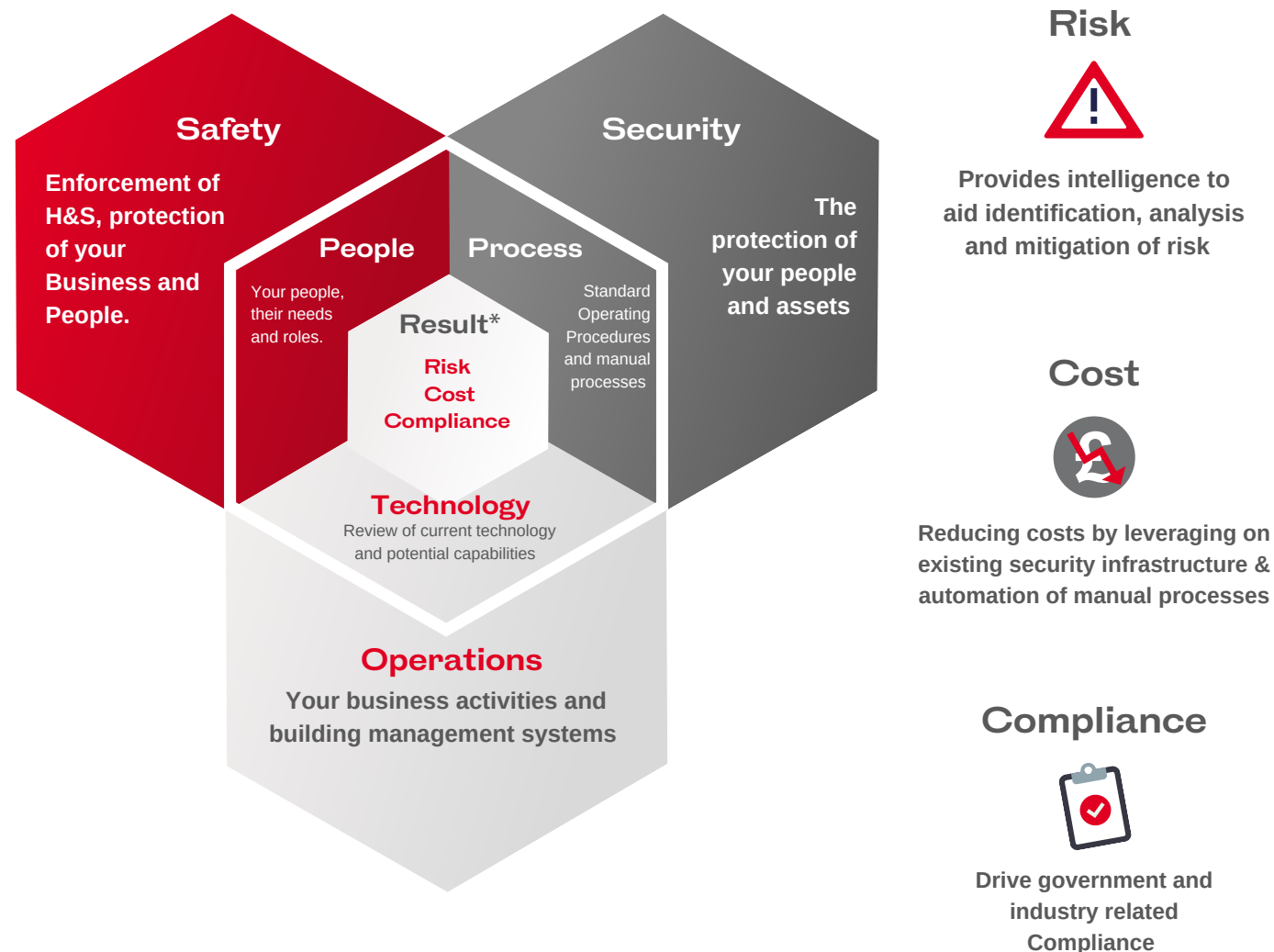
In summary, the Utility sector's security challenges are complex and demanding, but with our expertise and dedication, we deliver bespoke security solutions that not only meet regulatory standards but also exceed expectations. By working closely with our customers, we establish strong partnerships that ensure a safer, more resilient, and efficient Utility sector for the benefit of all stakeholders involved.



# Security isn't just about Security

*Focusing on the Safety, Security and Operations of your People, Property and Assets*

In the past, security solutions focused mainly on technology, chosen to meet immediate needs and often considered a reluctant but essential expense. However, the data collected, consolidated, and analysed by your security systems, covering safety, security, operations, and involving your people, processes, and existing technology, can be utilised to enhance and inform comprehensive business decisions. This data-driven approach enables an holistic view that drives business improvements effectively.



# TSP Solutions

TSP adopts a risk-based approach when defining security measures for Utility Sites, focusing on mitigating potential threats through a layered strategy that seamlessly integrates safety, security, and operational aspects. TSP employ a Deter, Detect, Delay and Deny philosophy by creating a strong security appearance.

## Perimeter

Utilising CCTV, Video Analytics, PSIM, and PIDS for site safety and perimeter security, preventing trespassers and identify potential risks.

- Leverage PSIM's escalation protocols and predefined workflows for faster security personnel deployment
- Integrate CCTV and access control for identity authentication through live video and access events
- Officers receive alerts to Persons entering the sterile perimeter zone, analytics then track the individual, with escalation through cause and effect

## Internal Controls

Protecting from internal attacks requires a different approach, radiating from the inside of the site and includes effective layers that form barriers, robust access control and attack detection.

- Door controllers: Up to 3-factor authentication, card and pin with added Biometrics for internal doors.
- Should a factor not meet access criteria for a designated area, a cause-and-effect matrix triggers an alert and exception report to security personnel, detailing location and associated CCTV pop ups enabling assessment and deployment or lock down if necessary.

## Monitor a Diverse Network of Sites

TSP's solutions offer advanced capabilities that enable seamless streaming of video, audio, PIR activations, and other alarm inputs from numerous locations. Data can be routed efficiently to local operators or a central Alarm Receiving Centre for centralised security management. Improved response times lead to quick and effective actions in critical situations, enhancing overall security and situational awareness for better asset, personnel, and facility protection.

## Management of our People and Contractors

Utilise the Visitor Management System to oversee access credentials' lifecycles, keeping track of certification, H&S training, and security clearance expiration. In the event of lapses, access will be restricted or invalidated. Manage access privileges for Joiners, Movers and Leavers on their job roles, ensuring appropriate credentials are granted and revoked accordingly.

## Health, Safety and Environment

- Automate access credentials tied to H&S inductions for Employees, Visitors and Contractors
- Detect and alert unauthorised entry into predefined hazardous zones
- Alert for inadequate PPE, such as missing protective masks when working with/ in hazardous areas
- Monitor and enforce desired human and vehicle behaviour, alerting on non-compliance
- CCTV Alerts for falls (person or object) within defined areas
- PSIM customised reporting enforces worker compliance in multiple areas across site
- Detect smoke, fire and leaks through exceptions built in camera analytics

## Cyber Risks

TSP remains proactive in staying ahead of security threats by promptly reviewing early notifications from software manufacturers. This is complemented by the meticulous management of a Vulnerability Risk Register, ensuring alignment with List N and List X compliance requirements where required. Furthermore, TSP adeptly manages and triages software patches and upgrades, subjecting them to rigorous testing as part of a comprehensive Security Patch Test Plan.



# Business Benefits

At TSP, we focus on 'What's Possible' and consider the total business benefits enabling us to deliver solutions far beyond "Just Security".

**TSP's value adding services considers the three key aspects of Safety, Security & Operations, and how these can:**



## Deliver Return on Investment

Enhance and accelerate ROI using security systems data to drive wider business benefits



## Drive Compliance

Monitor and report on infractions and proactively enforce security policies and rules



## Provide Business Process Automation

Automate existing manual processes and activities using information collected by your security system



## Manage Business Risks

Mitigate diverse business risks with early identification of trends and warning signs early on through AI-driven analysis of security data



## Provide Actionable Business Intelligence

Gain clear insights and visibility using data gathered by your security systems, to enhance and inform your decision-making



## Improve Operational Performance

Leverage actionable intelligence from your security systems to drive business performance improvements

# Business/ User Case Development Process



## Understand the Environment

- Take a view across the whole organisation
- Stakeholder engagement with all departments
- Understand the organisation's purpose and performance drivers
- Understand the regulatory requirements
- Understand Risks, Threats and Vulnerability
- Identify where the operating costs are incurred



## Safety, Security & Operations

- Safety - Enforcement of H&S, protection of business and people
- Security - Protection of people and assets
- Operations - Business activities and building system management



## People, Process & Technology

- People - Who are the people in the business? What are their needs? What are their roles? How do they move around the business?
- Process - Manual processes, standard operating procedures, room/ desk booking and processing of joiners, leavers and movers
- Technology - Carry out a Gap Analysis



## Identify Business Case Opportunities

- Review information gathered from previous stages
- Identify areas to:
  - Improve Visitor, Employee and Contractor Journeys
  - Enabling Agile Working
  - Driving Efficiencies
  - Supporting Sustainability
  - Enforcing Compliance
  - Mitigate Against Business Risks
  - Provide Actionable Intelligence



## About TSP

Total Security Protection (TSP), founded in 1988, boasts a strong and award-winning track record of providing Enterprise Security Solutions and services across diverse industries. Our primary expertise lies in designing, installing, and maintaining small to large and multi-site security solutions, encompassing Access Control, CCTV, Intrusion Detection, and Perimeter Protection.

## Best of Breed

Our approach is strengthened through strategic partnerships with leading technology providers. We hold Enterprise Level status with renowned security giants such as Honeywell, Tyco, Lenel, Nedap, Genetec and Gallagher. These robust and ever-expanding partnerships grant us access to cutting-edge technology, knowledge, and training essential for crafting tailor-made enterprise security solutions for the Utilities Industry. \*

**Honeywell**  
PLATINUM PARTNER

**Genetec**  
Unified Elite Partner

**tyco**  
ENTERPRISE PARTNER

**GALLAGHER**

**commend**

**nedap**

**AXIS**  
COMMUNICATIONS

**LENEL S2**

## Training & Expertise

We place significant emphasis on enhancing the technical and commercial abilities of our engineers through our in-house training academy. This investment allows us to offer market-leading support and maintenance services throughout the entire lifespan of your security solution.

The competence, expertise and experience of our engineers are crucial in delivering exceptional service. In addition to VAR certifications and in-house training, many of our maintenance, installation, and technical engineers hold certifications in MCSE (Microsoft Certified Solutions Experts), Cisco, Virtualisation Environments (Network & Server), and SQL Scripting.



Crown  
Commercial  
Service  
Supplier



**Achilles**  
Achilles Network  
MEMBER

**Achilles**  
UVDB  
SILVER PLUS

CISCO  
CERTIFIED  
CCNA

**Microsoft**  
CERTIFIED  
Systems Engineer

**CHAS**

**constructionline**  
UK REGISTER OF THE QUALIFIED CONSTRUCTION WORKERS

**Constructionline**  
Gold Member



\*for a list of all partners, visit our website

[www.tsp.co.uk](http://www.tsp.co.uk) | Total Security Protection



# Our Service & Maintenance

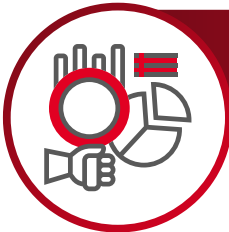
We can provide servicing and maintenance services throughout your whole security portfolio, from new constructions to taking over an existing building or estate. We will provide focused management, which can make a significant impact in the quality of your facilities service delivered to your customer.

Our aim is to provide market leading support, with structured, appropriate preventative maintenance regimes and a rapid response to maximise system availability. Our bespoke, NSI compliant support contracts are tailored to suit your customer's systems, requirements, budget and size.



Tailored SLAs

24/7 365 - Dedicated Support



Full Transparency Reporting

Planned Preventative Maintenance



Remote Monitoring and Diagnostics

Support in the UK, EMEA & APAC



Card Printers & Accessories

Gates and Barriers




# KPI and Risk Reporting

We measure ourselves against a number of performance metrics, the below represent the key performance indicators of our service delivery for 2024

**85%**   
**Fix on First Visit**  
*on standard call-outs\**

**96%**   
**SLA Achieved**  
*Visit within the first 4 hours of call\*\**

**98%**   
**PPM's Completed on time**

## Software Support

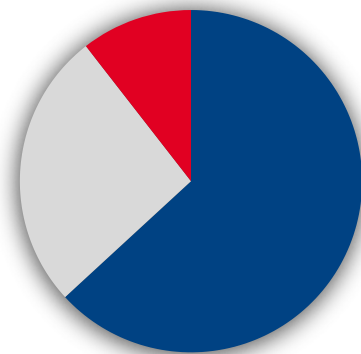
### Protecting Against Cyber Threats




Security systems are often controlled by their software and firmware, which regularly require updates, upgrades and bug fixes that are often released in parallel with each other. Upgrades are required to give you the latest features of your software, but predominantly to mitigate against Cyber threats to ensure the health, safety and security of your systems. TSP offers a range of platform upgrades and software support agreements to ensure that vulnerabilities are promptly patched, thus maintaining the security of your systems.

## Risk Reporting

Our risk reporting helps you to understand the health of your security system, provides root cause analysis for system faults and highlights required hardware upgrades. By providing actionable intelligence, we can both provide and support you in mitigation of risk.

## System Health - Risk Reports



-  Upgrade Not Required
-  Planned Software Upgrade
-  Urgent Firmware Upgrade Required



# What our Clients Say



**Jan Deckmyn | Operations Manager**

"Gassco has awarded two contracts to TSP after a detailed procurement process. The first contract is related to SUP-D, the security upgrade project at the Gas receiving facilities in Dunkerque. The 2nd contract is awarded for a PSIM system (physical security management system) for all Gassco direct operated receiving facilities, this includes Belgium, France, Germany and UK.

TSP has been very helpful and committed in understanding the needs from Gassco and has organised the work in accordance. TSP has been pro-active in proposing solutions and flexible when it comes to changes. The interfaces between TSP and the Gassco organisation, both local and in Norway have been excellent. The work is executed in accordance to high commitment and professionalism"



**Global Asset Protection**

"Air Products is moving forward with a security modernisation effort across the UKI facility portfolio and a selection of these projects have been awarded to Total Security Protection (TSP). This allows Air Products to test the market/assess the overall performance of those conducting such works establish a strong partnership in a safe pair of hands. Both the Regional Security Manager and the assigned internal Project Engineer have been immensely impressed with how

TSP's Project Managers have conducted themselves (including all those involved) and feel a strong partnership is growing between the organisations due to its people, professionalism & overall experience. A sterling effort and keep up the good work, you're making a real difference at these degraded facilities!"

## Contact

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