

## Serveest's Hospital Security Offering

Serveest was established in 1997 and the company provides integrated facilities management solutions, including specialised security, to clients in the public and private healthcare sector. Over the years, hospital security has increasingly become a priority, in both the private and public healthcare environment. According to the South African Medical Association (SAMA) in the first half of this year, more than 30 hospitals across the country reported serious security incidents. Serveest is currently involved in the provision of security services in the private and public sectors and has been providing security services within the healthcare sector for just over seven years.

### Security for the healthcare industry

Security in the healthcare sector is particularly complex, partly because of the different types of facilities, the varying threat levels and the compliance requirements.

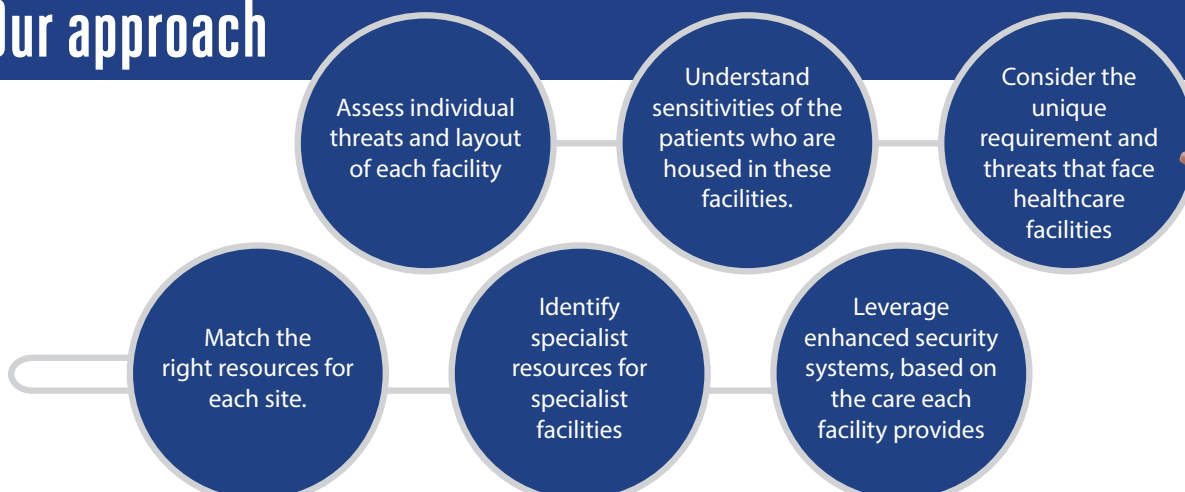
Moreover, it is focused on protecting some of the most vulnerable people in our society, who are at a point in their lives where they cannot fend for themselves.

As a result, when considering security for the healthcare sector, a number of factors must be taken into consideration when planning and in providing security services in healthcare facilities.

### Challenges

- Access control
- Admissions access
- External loitering control and security issues
- Safety and security of patients and family members and friends
- Safety and security of hospital personnel and assets
- Protection of medical specimens and medicines
- Disposal of medicines and environmental issues and safety

### Our approach



### Facility, Layout & Location

We follow certain protocols and processes followed in developing these unique solutions which are customised for each facility.

Adhoc and quarterly assessments of security systems ensuring that security is not intrusive



### Continuous review of security systems

- Stay ahead of crime syndicates
- Identify gaps in the security systems
- Proactively resolve in areas where there are gaps

### Client focused approach

- No standard, one-size-fits-all model is applied across the industry
- Servest security solutions are tailor-made for each facility and individual client needs
- Full assessment of each client's facility
- Tailor-made solutions per facility based on the facility size, needs, layout, location and potential threats.
- Focus is placed on internal and external access controls and surveillance
- Use of state of the art security and communications platforms.

### Considerations in design

- Compliance around legislative requirements relating to guarding and guarding administration also need to be considered when designing and implementing security solutions, especially for the healthcare sector.
- As the standard of security is directly related to the guard's grade, we identify the right fit for each client and deploy suitably qualified security personnel for the different industries; as the gradings determine the kind of security offered.

## Integrated Facilities Solutions? Think Servest.

Note: Please note that considering the sensitivities around disclosing our security offering, this case study provides a general overview of Servest's approach to security.

Click the icon below for inquiries or more information on how you can partner with Servest today

