

SMALL STEPS TO BIG CHANGES

CHALLENGES

Delayed response time as security officers lack immediate access to critical keys.

- During critical situations that require swift action, retrieving keys from a centralised location causes avoidable delays
- Inability to promptly reset fire roller shutters, which prolongs downtime and disrupts Business As Usual (BAU) operations
- Delayed assistance at car park gantries, especially when vehicles are unable to exit due to faults

IMPLEMENTATIONS

Equip every deployed officer with a personal pouch of **'Essential Keys'** to enhance autonomy, response speed, and operational readiness.



OUTCOMES

- **Significantly reduces emergency response time**
- **Strengthens compliance with key issuance and handling protocols**
- **Enables seamless deployment** across all zones **without key-related delays**
- **Boosts staff morale and confidence** by empowering decisive, immediate action
- **Fosters a proactive culture** of readiness and accountability



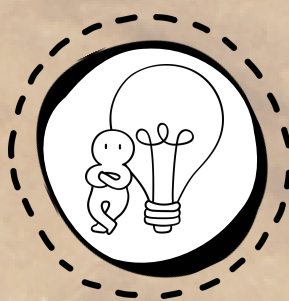
- **Scalability** – Create duplicate key sets for all officers across all operational shifts
- **Integration** – Embed key issuance into the standard protocol
- **Quality Improvement** – Establish a continuous feedback loop from officers to drive ongoing enhancements



From the left:
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THANK YOU FOR SHARING

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KEY

Utilise tool or aid to problem-solve.

Starting with one small step, leading to great outcome

Together, we can create a space where staff can work happily and effectively.