



Gallagher Guard Tours

Guard Tours are an optional licensed feature of Command Centre and enable the configuration, live operation and reporting of on-site guard tours. Each tour can be identified with a unique name and operators can stop and start tours from any checkpoint.

Checkpoints

Checkpoints are defined for each tour, these are usually doors in Gallagher Command Centre. Both Gallagher doors and integrated Aperio doors can be defined as checkpoints as well as other items in the Gallagher security system

Tours

The following can all be configured as part of a tour:

- Doors
- Inputs
- Logic blocks or items from an integrated external system.
- Outputs

This enables, for example, the guard to signal arrival at an area by triggering a passive infrared motion/heat detector or push button.

It is not necessary for a guard to have physical access to all areas of a site in order to perform a tour.

Where doors are used as checkpoints, the site can specify whether the guard must enter through the door. This option enables a guard to tour a site, indicating their successful arrival at a checkpoint by presenting their card at a door through which the guard has no authorized access. Although access is denied, the tour continues successfully.

Where a door is configured as a 'must enter' checkpoint, the tour can only proceed when the guard is granted access and also takes entry by opening the door.

A further consideration when configuring a tour is the requirement to confirm a guard's identity at each checkpoint. When a guard presents their card at a door the guard's identity is associated with the event, whereas this is not possible with other items used as checkpoints such as inputs or outputs.



Transit Times

For each Checkpoint:

- A transit time is set together with a tolerance, to establish the anticipated time duration to reach the checkpoint. Arrival at the checkpoint within the anticipated time is considered normal. Outside the anticipated time range generates an alarm.
- A maximum late time is set. If the guard has still not reached the checkpoint within this time the tour is halted and a higher priority alarm is raised.

Alarm Configuration

Alarm instructions can be defined for each Guard Tour alarm to ensure the appropriate instructions are provided to operators suitable to the alarm type and priority level.

Guards

When a tour is configured, an access group is selected which defines the group of people, usually guards, who can perform the tour. The operator starting or stopping the tour can only select a guard from the access group configured for that tour.

Live Operation of a Guard Tour

Initiating and monitoring a tour's progress

A control room operator manages the live implementation of a tour and has privileges to enable them to:

- Start or stop tours
- Monitor the guard's progress throughout a tour
- Restart a halted tour - either at the same checkpoint or another selected checkpoint.

Multiple tours can run at the same time, provided the tours do not share the same guard.

The live status of a tour is reflected at the operator's workstation.

The progress of the tour is dynamically reported as the guard is due at each checkpoint and subsequently reaches the checkpoint either early, on time, or late.

If the guard is diverted, for example to attend to a broken window that is observed while on the tour, the tour can be halted.

Once the guard has resolved the problem and is ready to continue, the control room operator can restart the tour, choosing to restart at any of the available checkpoints.

The status for each tour point is reported in one of the following ways:

- Not Due
- Due
- Overdue
- Halted
- Early
- On Time
- Late

Alarms

Alarms are generated and the tour is halted if the guard:

- Is early to a checkpoint;
- Is late at a checkpoint or
- Visits the checkpoints in the wrong order.

The control room can restart the tour from any point if the error is accidental, or take action if, for example, the guard has been deliberately diverted.

Guard Tour Reports

Guard Tour reports can be generated retrospectively for any guard tour that has occurred on site. Reports can be generated based on the following selection criteria:

- When the tour occurred
- Selected or all tours
- The guard who performed the tour or
- The operator who started the tour.

The guard tour report details:

- Each checkpoint
- When the guard arrived
- The transit time between checkpoints
- Any alarms relating to the tour or
- Other events the guard generated during the tour - this enables visibility of a guard's actual route when the guard visits areas outside of the prescribed checkpoints.

Using a suitably configured site configuration report, a summary of the sequence of checkpoints and transit times for a tour can be printed and then handed to the guard performing the tour as a reference. Guard tour events can also be included and identified in Gallagher activity reports.

Further Guard Tour Configuration Options

- Macros can also be configured to run tours. In this case, both the tour and the guard performing the tour must be configured in the macro.
- 'Personalized actions' in Gallagher Command Centre can also be used to define a tour. The 'personalized actions' feature enables a different macro to be triggered for each cardholder when they present their card at a reader. Using this feature, a specified tour can be started, via the macro, when the guard presents his/her card at the reader. The guard carrying out the tour can change based on the card presented.

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