

CASE STUDY FCC Citizen Services



FCC Group is the first global corporation to start using SafeZone as a multinational safeguarding solution for all its employees when working overseas, as well as their accompanying family members.

FCC Group is a leading global provider of environmental services, water management and infrastructure works. With more than 115 years of experience, FCC today has a presence in over 35 countries.

The company operates multiple business models from acting as sole or lead contractor through to international consortia where the security assets linked to a specific project are not necessarily directly under its own control.

As an increasingly global and diversified business, FCC often faces significant challenges in providing

its expatriate employees and their families with reliable access to local support in an emergency. Everyone is free to travel virtually anywhere within their host country, they do not always know exactly where they are, and at the same time are having to confront cultural differences, language barriers or growing political tensions that can lead to minor incidents quickly escalating. For example: if someone is involved in a road traffic accident or routinely stopped by the police.



SafeZone

[SafeZoneApp.com](https://www.safezoneapp.com)

“FCC believes SafeZone is the ideal safeguarding tool to help protect all our employees and their families while they are based overseas and travelling between work sites or out exploring their host countries and enjoying their leisure time.”

JOSÉ MORALES
Corporate Security Director
at FCC Group

SafeZone solution

FCC's vision is to base its future personal protection and emergency response strategy on the use of a mobile/web-enabled platform that has the flexibility to accommodate its complex security and operational needs. SafeZone already offers most of the required functionality, while CriticalArc is wholly committed to developing additional features as required to ensure the system can be fully tailored to meet FCC's needs.

SafeZone will also be used to provide FCC with a reliable mass communication system: for example, to broadcast regional alerts, extreme weather warnings or travel updates.

As the first phase in its deployment, FCC started to use SafeZone in three very different security settings: for the FCC-led FAST consortium to design and build the Riyadh Metro in Saudi Arabia, for all its projects in Egypt, and on a 600 km gas pipeline construction project in North Mexico. This approach has helped the company to identify and resolve any operational or resourcing issues, and to develop new country-level protocols centred around SafeZone.

For example: in the case of Riyadh, any SafeZone alerts are being handled via the consortium's local security control room and in return

any personnel working for other companies within the consortium are being allowed to download and use the app. Any FCC alerts are copied in real time to the company's 24/7 global security centre in Madrid who can immediately see via SafeZone's OmniGuard platform that the incident has been acknowledged and is being responded to.

CriticalArc and FCC are working together to develop a unique alert escalation feature. This innovative approach – the first of its kind for the sector – will ensure that any SafeZone alerts not immediately acknowledged by the local security team will automatically be escalated to a regional team, then to the global control room. In addition, CriticalArc is integrating FCC's existing asset mapping technology so that OmniGuard can now show the exact location of alerts relative to the company's infrastructure projects and other assets within a country. This advanced mapping feature will be invaluable in helping FCC to provide an even more efficient response to any incidents that occur when employees or their families are off-site and travelling around.

Benefits and outcomes

FCC and CriticalArc are working together to deploy SafeZone across all FCC's international activities and in settings where users and security assets are often widely dispersed. Targeted benefits include:

- One global system to support all expatriates and their families
- Allowing users to easily transmit their exact location details
- Real-time maps showing incident versus FCC asset locations for faster response times
- Increased situational awareness to help further improve incident assessment/response



CriticalArc is a leading technology innovator, designing and developing the distributed command and control solution, SafeZone, which is revolutionising the way organisations manage safety and security operations.

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