



# Case study | Laval Police Service General Headquarters

## Enabling police forces to focus on their core duties

The 800 police officers and civilian employees who work within the Laval Police Service (LPS) task force secure the city of Laval, Quebec's approximately 420,000 inhabitants. GardaWorld began providing security services within the LPS Headquarters in 2002. Since then, our security professionals have worked alongside the Laval police officers to ensure that the building, and the people who frequent it, remain protected 24/7.

There are multiple activities, including document requests and verifications that are processed within Laval Police's general headquarters on a daily basis. GardaWorld's main responsibilities at the police station are to provide security services that revolve around these activities above, allowing Laval Police Officers to focus on operational priorities, high-risk enforcement and core program-related duties. When implemented with rigor and common sense, outsourcing is capable of making a significant contribution to public services and residents' safety.

### A reinforced feeling of security

GardaWorld security professionals control the access of all the employees and visitors through issuing, managing, and distributing access cards based on different levels of authorization, and escort suppliers towards the appropriate people and departments according to their needs based on the established procedures.

As front-desk staff, they greet, direct, assist and interact with people on a daily basis. They also act as concierges by handling the intercom system calls from the gates and from outside the building, managing lost items, receiving and delivering packages, mail and internal documents.

### Enabling police officers to do more

Tighter budgets mean Canadian police departments must find alternative and more cost-effective solutions to maintain public security services. GardaWorld has become increasingly specialized and has undertaken more and more non-core police duties, including the management of:

- vehicle lease requests, data entries and the electronic log system
- requests for surrender of firearms, weapons, alcohol or drugs made by a citizen
- evening and night patrols
- the monitoring the video surveillance system
- the fire alarm panel
- monthly maintenance tests of alarm system and panic buttons
- the fingerprint collection process

The strategic division of police-related services between Laval Police Service and GardaWorld evokes multiple benefits. The citizens of the city of Laval can enjoy a stronger security system at a much lower cost thanks to the liaison program. Our constant presence at Laval Police Service's general headquarters has helped maintain order in the daily activities that take place there. GardaWorld's collaboration with the law enforcement officials has enabled the police force to focus on more significant matters and has increased the overall level of public safety in the City of Laval.

To learn more about our security services, contact your regional public security expert:

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